



# SINGTEL TOUCHING LIVES FUND

IMPACT REPORT  
2012 - 2023

Empower Every Generation



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## KEY HIGHLIGHTS

Singtel Touching Lives Fund has raised more than <b>\$57 million</b> <small>since 2002</small>	Help around <b>1,800</b> students with special needs annually	Singtel Charity Golf has raised more than <b>\$17 million</b> <small>since 2002*</small>	Raised a record <b>\$1.28 million</b> <small>in 2023</small> <small>*Held annually except 2020 due to COVID</small>
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### SINGTEL CARNIVAL PARTICIPATION\*

<b>11,250</b> students with special needs	<b>14,200</b> Singtel and NCS staff volunteers	<b>780</b> SBNOD volunteers
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\*Held annually 2013-2023 except 2020-2021 due to COVID

Over **140,000** staff volunteering hours OR **17,500** paid mandays for social good\*  
\*Between FY2012 and FY2023

### IMPACT

Nearly <b>100%</b> of Singtel employees agree that STLF has very positive impact on SPED students’ well-being	<b>67%</b> of parents and caregivers agree that STLF has made a positive impact on SPED students’ skills, self-confidence and relationship building	<b>63%</b> of teachers express appreciation for the positive impact of STLF on SPED students
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# 01 Message from STLF Chairperson

As the homegrown leading communications technology group and a corporate steward and citizen, Singtel has always been giving back to our community. In 2002, we set up Singtel Touching Lives Fund (STLF), our flagship corporate philanthropy programme, to unify the diverse community efforts of our business units. In the initial years, we supported vulnerable children and youth, working with various charitable organisations focusing on disabilities, early intervention programmes for infants and children, and after-school care for youth-at-risk.

Ten years on, we sharpened STLF's focus to support the critical education of children and youth with special needs in Singapore. We have since been supporting six special education (SPED) schools – APSN Chaoyang School, APSN Tanglin School, APSN Delta Senior School, Cerebral Palsy Alliance Singapore School (East), Eden School and MINDS Lee Kong Chian Gardens School. These schools help around 1,800 students with special needs annually to assimilate into society and live independently.

STLF has raised more than S\$57 million since its inception. Besides our corporate donation, we receive very strong support from our business partners for the annual Singtel Charity Golf, our biggest fundraising event. We raised a record S\$1.28 million from this golf event in August 2023. We also match our staff donations made via payroll deduction and department fundraising.

## Creating social impact

STLF is very much aligned with our Group purpose to Empower Every Generation, which guides our efforts to create a better world for generations to come, leaving no one behind.

To create social compact and significant impact, Singtel remains a committed donor and strategic partner to our STLF beneficiary schools. We have constant and meaningful engagement with them, involving both their students and our employees. We work with the schools to have our staff volunteers support their programmes and curriculum like sports day and learning journeys that aim to equip students with knowledge, skills and confidence.

We leverage our corporate network, resources and events to give our partner school students special access to gain skills, knowledge and new experiences. Some highlights over the years include Singtel events involving celebrities like Gordon Ramsay and Jessie J. We also expanded our bespoke annual Singtel Carnival, which is wholly run by staff volunteers and initially organised for our six beneficiary schools, to include every SPED school in Singapore. Similarly, Expressions Through Art, an art exhibition we created in 2022 to mark STLF's 20th anniversary, showcased artworks by students from all these SPED schools. We want to raise public awareness and showcase the talent of students with special needs.

It is therefore no surprise that our efforts and programmes curated around STLF are very much aligned to the proposed Sustainable Philanthropy Framework by the National Council of Social Service. The framework helps companies to measure and monitor the impact of their philanthropy efforts, leveraging donations, volunteering work and their ecosystem of business and social service partners. Our STLF programmes also strongly support several Sustainable Development Goals such as SDG 3, 4, 8 and 17 – Good health and well-being, Quality education, Decent work and economic growth, and Partnerships for the Goals.

## Our ecosystem of community partners

I thank our stakeholders for their unwavering support all these years, working closely with us on our social impact programmes: our beneficiary school principals and educators for their dedication and collaboration, our business partners and employees for their commitment and continued support – giving their time and money to this meaningful cause, our strategic social service agency partners and Community Chest. I also thank the Singapore University of Social Sciences (SUSS) for helping us with the impact survey and analysis which is presented in this report.

Singtel remains committed to making a positive and sustainable social impact by driving STLF forward for years to come. We will continue to work with our partners and employees in our shared purpose to empower the community.

**Aileen Tan**

*Chairperson, STLF*

*Group Chief People and Sustainability Officer, Singtel*



# 02 About Singtel Touching Lives Fund

Our corporate philanthropy programme Singtel Touching Lives Fund (STLF), which supports children and youth studying in special education (SPED) schools in Singapore, celebrated its 20th anniversary in 2022. Our six beneficiary schools – APSN Chaoyang School, APSN Tanglin School, APSN Delta Senior School, Cerebral Palsy Alliance Singapore School (East), Eden School and MINDS Lee Kong Chian Gardens School – help around 1,800 students with special needs annually to assimilate into society by equipping them with the skills needed to lead independent and meaningful lives.

Since its inception, STLF has raised more than S\$57 million. In the initial years after it was set up in 2002, STLF supported vulnerable children and youth, working with various charitable organisations focusing on disabilities, early intervention programmes for infants and children, and after-school care for youth-at-risk. Ten years on, we sharpened STLF’s focus to fully support the critical education of children and youth with special needs in Singapore.



Besides supporting our six beneficiary schools to deliver critical education programmes to equip students with knowledge, skills and confidence, STLF enables Singtel employees and business partners to have meaningful engagement with these children and youth through our annual flagship programmes such as Singtel Carnival and Singtel Charity Golf, as well as VolunTeaming where our business units organise teambuilding activities with a volunteering element (see page 37).

Singtel Carnival provides a day of fun, food and games for students with special needs. It is also a very meaningful day of volunteerism and engagement for staff volunteers from Singtel and member companies of the [Singapore Business Network on DisAbility](#) (SBNOD), a community of businesses in Singapore that advocates inclusion for persons with disabilities, who host and chaperone the students. Singtel Charity Golf is an annual fundraising golf event which features a dinner segment where the student beneficiaries are able to practise their skills from their F&B training and showcase their talent in performing.

Singtel pays for the fundraising costs of these activities so that every dollar raised goes to the beneficiaries. We also match employee donations to STLF dollar for dollar, including funds raised by departments.



Students had the chance to meet Po the Kung Fu Panda by DreamWorks at Singtel Carnival 2023.

### STLF-supported SPED schools

- ♥ APSN Chaoyang School
- ♥ APSN Tanglin School
- ♥ APSN Delta Senior School
- ♥ Cerebral Palsy Alliance Singapore School (East)
- ♥ Eden School
- ♥ MINDS Lee Kong Chian Gardens School

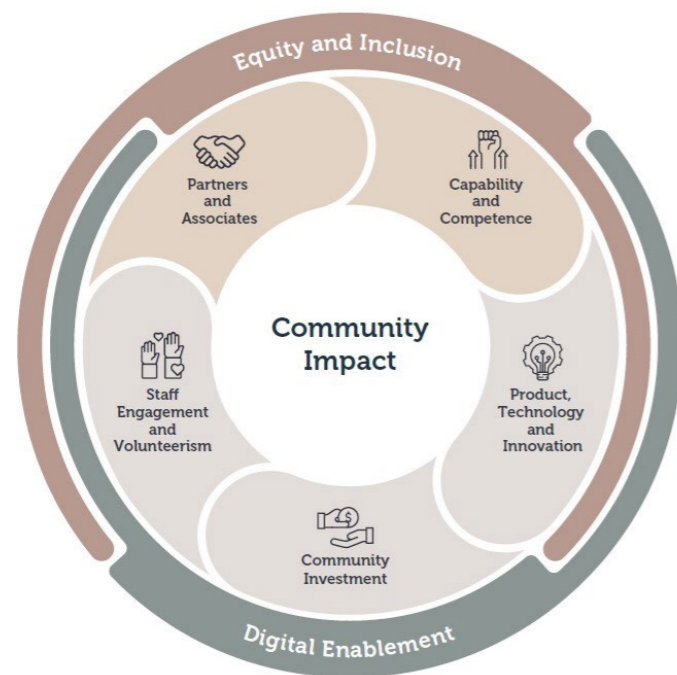




# 02 Singtel Group's Community Impact Strategy

## Our strategy and commitment

The Singtel Group understands that we can achieve our sustainability and business ambitions with the support of a thriving community. Guided by our corporate purpose, Empower Every Generation, we want to create positive change by empowering and giving back to our communities (see Figure 1).



**Figure 1:** Singtel Group's Community Impact Framework

As a leading communications technology group with a large sphere of influence, our commitment centres on enhancing digital inclusion, improving equity by fostering education and employability, and safeguarding online safety. We undertake, organise and implement initiatives and activities aimed at uplifting and supporting the vulnerable groups – children, youth, seniors, persons with disabilities and disadvantaged families, of which STLF is a key initiative. You can find out more about our other initiatives in the [Singtel Group Sustainability Report 2023](#).

## Providing a pathway for students towards independent living

A key objective of STLF is to enable our beneficiary SPED students to gain skills, progress towards higher learning and lead independent lives. Based on the data provided by the Ministry of Education (MOE) on the six schools supported by STLF (see Table 1), we are pleased to see the number of students who have progressed to mainstream higher learning institutions, internships or employment in the last decade.

**Table 1:** Number of students graduating from STLF six beneficiary SPED schools to employment, internship, further education and training from 2012 to 2022

Year	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Student enrolment</b>	1,607	1,599	1,602	1,612	1,581	1,551	1,579	1,659	1,742	1,747	1,751
<b>Number of graduates progressing to Employment or Internship (from APSN DSS, Eden, CPASS (East) and MINDS LGS)</b>	NA	NA	86	102	107	145	77	85	108	165	143
<b>Number of graduates progressing to ITE or Further Training e.g. Mountbatten Vocational School and other educational settings (from APSN DSS, APSN Tanglin, Eden and MINDS LGS)</b>	NA	NA	2	11	6	9	10	12	4	13	10

NA = Not Available

*Note from MOE: Due to the diverse interests, preferences, needs and strengths of students in SPED schools, year on year fluctuations in the number of students progressing to the various post-SPED pathways can be expected. The number of SPED graduates who transit to Employment, Internship, ITE and Further Training is also a function of other factors such as market demand and economic outlook.*

## STLF impact

We collaborated with Singapore University of Social Sciences (SUSS) to study and quantify the impact of STLF on our six beneficiary SPED schools in Q3 2023. Online and hardcopy surveys were administered to teachers, parents and caregivers of the students, and our staff volunteers of STLF programmes.

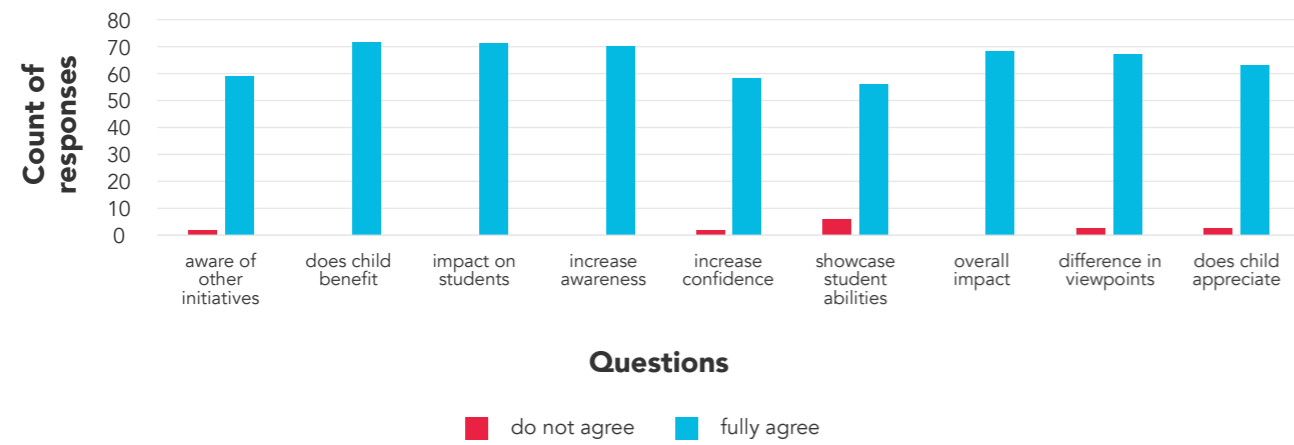
## Our survey results

We received good responses in terms of numbers and gathered sufficient data for this impact research: 220 responses from teachers, 401 responses from parents and caregivers, and 82 from staff volunteers through both online and hardcopy surveys. The surveys (see page 43) used a 10-point scale (e.g. 1=Do not agree at all with the statement and 10=Fully agree).

## Singtel employees

Among the three groups, employees exhibited a higher knowledge level regarding the impact of STLF. A significant majority affirmed the positive impact of STLF on students. Nearly 100% of employees agreed that STLF had a very positive impact on students' general well-being. Over 95% of them agreed STLF made a meaningful impact on their understanding of the students as well as their confidence when interacting with them. These findings collectively indicate a highly positive overall impact on Singtel staff volunteers, enhancing their ability to provide better support to students with special needs.

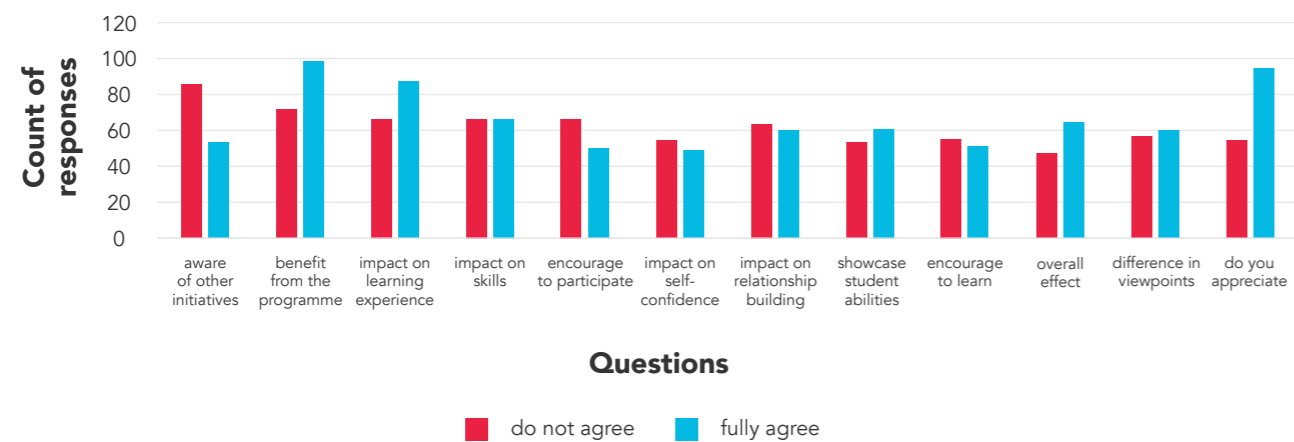
Figure 2: Survey results for Singtel employees



## Teachers

Teachers showed a balanced distribution of survey results. Over 63% of them expressed appreciation for the positive impact of STLF and confirmed that the students had indeed benefitted from STLF. However, a fair number of teachers were not aware of other Singtel initiatives and programmes.

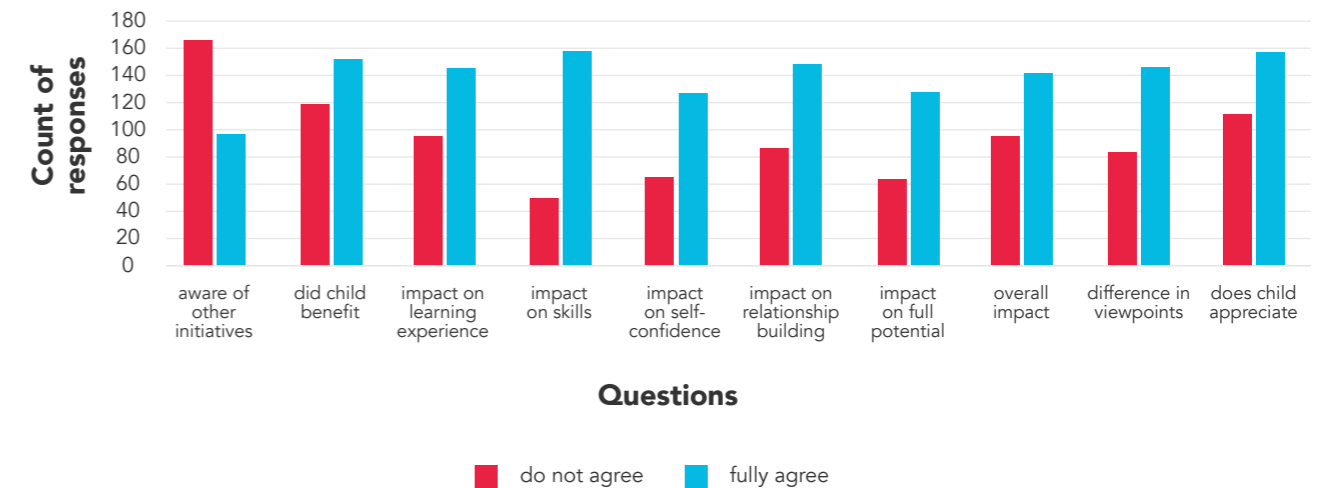
Figure 3: Survey results for teachers



## Parents and caregivers

Parents and caregivers, who directly benefit from STLF alongside their children, reported a positive impact of STLF, even though many of them were not aware of the other Singtel initiatives and programmes. They recognised the positive impact of STLF on various aspects of their children's lives, not only in learning capability, but also in general well-being. More than 67% of them expressed their sentiment on the positive impact of STLF on children's skills, self-confidence and relationship building.

Figure 4: Survey results for parents/caregivers



## Conclusion

We are pleased to note, from the MOE statistics, the number of students who have progressed to mainstream higher learning institutions, internships or employment over the last ten years.

The findings from our study showed that STLF's funding support and programmes have been valuable and beneficial to our beneficiary schools and students, generating significant and positive social impact. Survey participants overwhelmingly conveyed positive feedback regarding STLF's overall impact on the students, their families, schools as well as staff volunteers. STLF has significantly improved the lives of students with special needs, fostering inclusion, enriched learning experiences, and enhanced social well-being. The study also shows that Singtel has scope to broaden our outreach efforts to inform more people about the value of STLF and our programmes.

The collective sentiments of the respondents convey a clear message: STLF is not merely an agent of positive change but also a catalyst of transformation. This reinforces our commitment to make an impact on the lives of students with special needs through our STLF funding for the six SPED schools. Singtel will continue with our social impact programmes to nurture these students to achieve their highest potential.



# 03 STLF Beneficiary Schools About APSN Chaoyang School

APSN Chaoyang School caters to children between 7 and 12 years old with mild intellectual disability, IQ range 50-70 with concurrent limitations in adaptive behaviour as expressed in conceptual, social and practical adaptive skills. It offers two key programmes: Integrated and Autism Spectrum Disorder (ASD) Structured programmes.

The majority of students are in the Integrated Programme, which caters to pupils with mild intellectual disability and those with ASD who have the necessary social skills to be integrated into the general population of the school. The average teacher to student ratio is 1:10. The programme covers functional academic such as Literacy, Numeracy and Science, Life Skills and Aesthetics.

The ASD Structured Programme serves students with mild autism with higher support needs. It aims to prepare and integrate these students to the more inclusive general Integrated Programme of the school. The average teacher to student ratio is 1:4. Students are offered access to the same curriculum and activities of the Integrated Programme. The programme also focuses on areas of social, play and communication skills development for this group of students. All teachers in the programme are trained to teach children with ASD. ICT resources

are widely used to enhance teaching and learning for these students.

APSN Chaoyang School implements systematic approaches to prepare students with ASD for integration and transition beyond their structured learning environment. The Integration Programme helps pupils to integrate from a structured ASD classroom into the Integrated Programme class. The school's Transition Programme also prepares graduands to make the transition to their education in APSN schools catering to students age 13-16.

## Success Story

Lucas Ong, 9, was a Primary 1 student in 2021 placed in the school's ASD Structured Programme (class ratio of 1 teacher to 4 students), as he faced difficulties regulating his emotions. Through the programme and close support of teachers and therapists as well as his parents, Lucas made improvements in his communication skills and can now better express his feelings and thoughts. Hence he was fully integrated into a Primary 2 Integrated Programme (class ratio of 1 teacher to 10 students) for students with mild intellectual disability and ASD.



I like going to Singtel Carnival. There are many fun games to play. The volunteers help me and take care of me. I have fun!"

**Lucas Ong**  
Student, APSN Chaoyang School



Chaoyang School aims to nurture and develop each and every student to have a strong foundation in functional life skills; be independent and socially competent as well as being contributing members at home and in society. Singtel's unwavering partnership and support, in providing the school with much needed resources in terms of both funding as well as volunteers working with the students, is invaluable in helping the school achieve its mission."



**Mrs Angela Lee**  
Principal, APSN Chaoyang School



After attending Chaoyang School, Lucas has improved in many ways. Lucas is better at speaking to others, writing in sentences, and calming himself down when he is upset."

**Parents of Lucas**

# 03 STLF Beneficiary Schools About APSN Tanglin School



APSN Tanglin School caters to students between 13 and 16 years old with mild intellectual disability, IQ range 50-70 and concurrent limitations in adaptive behaviour as expressed in conceptual, social and practical adaptive skills.

The school curriculum aims to engage students in life-long learning, meaningful work and lead independent lives. This is accomplished by building students' competence in the core learning domains. These are Academic (Literacy, Numeracy and Science), Vocational Education, Social Emotional, Physical Education, and Sports and Arts.

Character and Citizenship Education (CCE) sets the foundation for a values-based special education to nurture character and citizenship, as well as active contribution to the society. ICT is a key enabler for teaching and learning for students to live connected lives and be included in the society.

## Success Story

Hay Qing Hui, 31, steadily progressed through APSN Chaoyang, Tanglin and Delta Senior schools. He was employed full-time by APSN Tanglin School, where he has been an instructor assistant since 2013. As someone diagnosed with mild intellectual disability from young, the schools' programmes helped him to overcome feelings of insecurity and discover his identity and self-worth. He was actively involved in sports while studying in Tanglin School, and today he is an athlete leader with Special Olympics Singapore, advocating for unified sporting activities where athletes of different abilities learn from one another. He won the prestigious Goh Chok Tong Enable Award in 2022 in recognition of his potential and commitment to serve the community.



The support that I received from Singtel, during my schooling days, has been invaluable which I am indeed grateful. Leading the LaTeens to perform at many of the Singtel events has enhanced my self-esteem as well as my contributions to the community. My interaction with volunteers from Singtel affirms that every step that I made is a meaningful memory that I have gained."

**Mr Hay Qing Hui**  
*Alumnus and Instructor Assistant, APSN Tanglin School*



The partnership with Singtel has provided numerous opportunities for our students to learn beyond the classrooms. The Expressions Through Art at the National Gallery was a unique showcase of students' artistic gifts and talents as Singtel celebrated its 20th anniversary of the Singtel Touching Lives Fund in 2022. Teachers and students have also developed a special relationship with staff of Singtel through the many events and activities that were organised throughout the years."

**Mrs Liza Ow**  
*Principal, APSN Tanglin School*



# 03 STLF Beneficiary Schools

## About APSN Delta Senior School

APSN Delta Senior School is a post-secondary school that offers vocational training to students 17 to 21 years old with mild intellectual disability. As an Approved Training Organisation (ATO) with SkillsFuture Singapore (SSG) since 2008, students will be offered the Singapore Workforce Skills Qualifications (WSQ) upon completion of the vocational training.

Every student who qualifies for the certification track can attempt and obtain the Statements of Attainment (SOA) for all the modules offered in one of the following four WSQ vocational training programmes provided at the school: Hotel and Accommodation Services, Food and Beverage, Retail Operations and Horticulture.

Students are assigned to one of the four vocational training programmes based on a rigorous profiling process conducted by staff (trainers, psychologists, social workers and occupational therapists) with the aim of preparing them for a career in the industry that suits their strengths and skills.



### Success Story

Benny Ong, 21, graduated in 2022 from Delta Senior School, which delivers vocational training for youth with mild intellectual disability aged 17 to 21 years old. He picked up mindfulness practices in horticulture lessons and applied them whenever he felt stressed. This also helped to strengthen his resilience and his performance during his job attachment. He then became a full-time employee of the school's employment partner SBR Landscape & Construction at Sentosa Siloso Beach Resort, achieving his dream of becoming a landscape technician and fulfilling his interest in working with plants. Benny has since joined another company doing similar work.



We as parents are very blessed that Benny studied and trained in DSS, which has many good partners like Singtel who show care for the disadvantaged and those with special needs. Our son has grown up to be responsible and hardworking."

*Parents of Benny Ong*



Delta Senior School is deeply appreciative of the many opportunities and transformational experience provided by Singtel for our students with mild intellectual disability. Through Singtel's support and inclusive approaches, we have fostered a close partnership with Singtel and its employees who are admirable in the way they interact and make our students feel loved, cared for and appreciated.

This is important to boost the self-confidence, self-worth and self-esteem of the students, who tend to be less responsive towards unfamiliar adults. Through the activities, we have broadened the 'world view' of our students and they are more confident in trusting other adults too.

We look forward to deepening our relationship and partnership with Singtel, who has been a front runner in the quest for inclusivity."

**Mr Subash Lazar**

*Principal, APSN Delta Senior School*

# 03 STLF Beneficiary Schools About Cerebral Palsy Alliance Singapore School (East)

Cerebral Palsy Alliance Singapore School (CPASS) (East) caters to students 7 to 18 years old with moderate to severe multiple disabilities. It equips students with a holistic education to live meaningfully, learn continuously and work productively. They learn and develop in the following six domains: Social-Emotional, Academic (Language and Numeracy), Daily Living, Vocational, Physical Education and Arts.

A Trans-Disciplinary (Trans-D) approach is integrated into the curriculum, where a Trans-D team consisting of the SPED teacher, physiotherapist, occupational therapist, speech and language pathologist, social worker, psychologist and parents/caregivers collaborate to provide holistic education and support to help the child maximise his or her developmental growth.



## Success Story

Muhammad Ryyan Zufayri Bin Mohamed Sani, 19, was diagnosed with Global Development Delay. He graduated from CPASS (East) in 2022 and was placed on the SG Enable School-to-Work Transition Programme in 2023. Every programme client is supported by a job coach in the School-to-Work Transition Programme.

He is currently employed at Holiday Inn Atrium. His work experience includes job attachment at F&B outlets such as The Food Platelets, Foreword Coffee and Pan Pac Serviced Suites under Pan Pacific Hotels Group.



The School-To-Work Transition Programme has delivered more than what I had expected. The job coaches have been very helpful, attentive and understanding towards Ryyan's needs. When they noticed that Ryyan needed psychology therapy, they would assist to refer him to the relevant clinic till he graduated from the programme. The job coaches from SG Enable have also diligently liaised with his employer, Holiday Inn Atrium, for work contract terms. It has worked out very well for Ryyan who is very happy working at Holiday Inn."

*Parents of Muhammad Ryyan Zufayri Bin Mohamed Sani*



Singtel's support and collaboration through their various enriching programmes have been invaluable and impactful for the development of the students in CPAS School. We extend our sincerest gratitude to Singtel for their continued support and partnership."

**Ms Suzana Ahmed**

*Vice Principal, CPASS (East)*



# 03 STLF Beneficiary Schools About Eden School

Students on the autism spectrum need to be taught basic life skills that are not learnt from a general academic curriculum. The teaching of self-help, leisure and vocational skills requires ongoing, systematic instruction from teachers who are skilled, committed and patient.

Research indicates that basic life skills are crucial to long-term independence outcomes for students on the autism spectrum. Without careful instruction and opportunities to learn and practise skills, students run the very real risk of being relegated to more restrictive environments, unable to function and contribute to Singapore society. Eden School understands the importance of its mission and strives to be the change it wishes to see.

Eden School adopts a curriculum that aims to prepare students 7 to 18 years old on the autism spectrum for their adult lives in the following domains:

- To be able to care for their own personal needs
- To participate in routine social interactions in the community
- To be able to transition between different activities and locations
- To undertake meaningful vocational jobs consistent with their skills and abilities
- To appropriately occupy their leisure time



## Success Story

Ahmad Syahmi Bin Suhainy, 21, who has Autism Spectrum Disorder, graduated in 2019. In school, he made significant improvements in the area of emotional regulation and became more sociable and inquisitive over time. Syahmi was also nominated to become our STLF Ambassador in 2013. Through the school's vocational programme, he learnt critical hard and soft skills to prepare him for employment in the food industry, which is his area of interest, and works at Burger King today.



Ahmad Syahmi Bin Suhainy



I am a young man now. I still like fast food and their promotional toys. I enjoyed the many activities that my school organised. I also participated in activities that Singtel organised such as the Singtel Carnival and outings. I enjoyed the activities very much. I was motivated to learn new things such as reading Arabic and Malay. I speak Malay to my grandparents."



We are very grateful for the partnership that Singtel has built with Eden School over the years. We always feel cared for and supported. Singtel not only has a robust fundraising programme, the management and staff believe in fronting the strengths of the beneficiary schools that they adopt. The students look forward to the yearly Singtel Carnival and various outings. The cyber wellness resource pack was very helpful. The art exhibition was a brave new venture that helped showcase the abilities of the students."

Mrs Jenny Lai  
Principal, Eden School



Eden School has taught Syahmi how to be independent as he grows up, in matters such as daily living activities both in school and at home. For example, with guidance, Syahmi was able to travel independently to and from school since he was 12 years old."

Parents of Ahmad Syahmi Bin Suhainy



# 03 STLF Beneficiary Schools

## About MINDS Lee Kong Chian Gardens School



### Success Story

Mohamed Aimi Bin Hamini, 19, who has intellectual disability, graduated in 2022. Through his schooling years, Aimi acquired various vocational skills such as cashiering and customer service. He was also very active in sports and took part in Special Olympics National Games in 2017 and 2022. His transition from a shy kid who lacked confidence into a mature, confident and independent youth highlights the value of special education and support from all quarters. Today, he is an employee of Pizza Hut.



I would like to highlight the positive outcomes achieved through our partnership with Singtel in fostering inclusive and empowered communities. The support provided by Singtel has played a pivotal role in promoting the special education learning outcomes of leisure awareness and the acquisition of skills to engage in meaningful activities during their free time. This is especially crucial as it enhances our students' quality of life, encourages social interaction, and builds self-confidence. Your involvement has been instrumental in achieving these objectives to a considerable extent. Thanks for making a difference in our students' lives."

**Mrs Ruth Teng**

*Vice Principal, MINDS Lee Kong Chian Gardens School*

MINDS Lee Kong Chian Gardens School caters to students 7-18 years old with moderate to severe intellectual disability as well as those coupled with Autism Spectrum Disorder. The school's curriculum covers the Ministry of Education's Learning, Living and Working domains for special needs schools and is customised to its student profile.

The school provides a balanced education, placing equal emphasis on academic studies as well as values education and holistic development. Students are constantly engaged with enriching programmes and learning experiences while nurturing their interests and talents. The school also works closely with mainstream schools, corporate and community partners to enhance student learning to bring forth a quality school experience beyond the school curriculum.



# 04 Our Programmes

## Expressions Through Art



We recognise that children with special needs have their own unique skills, one of which is through their creative expression through art. Hence, to commemorate STLF's 20th anniversary, we organised an art exhibition 'Expressions Through Art' at the National Gallery Singapore (NGS) in August 2022.

The exhibition featured 128 pieces of 2D and 3D artworks created by students from all the SPED schools in Singapore. The event was graced by former President Halimah Yacob and Dr Mohamad Maliki bin Osman, Second Minister for Education and Minister in the Prime Minister's Office.

We also reimbursed all the SPED schools their transportation costs for bringing students to view their classmates' artworks. The schools shared that Expressions Through Art fostered confidence in students whose artworks were showcased, and this inspired other students.

In November 2023, we collaborated with SMRT to reach out to millions of commuters to showcase and celebrate the talents of students with special needs and foster a more inclusive society. Expressions Through Art 2023 showcased 36 artworks by all 24 SPED schools in Singapore at selected SMRT stations and assets island-wide for a one-month period. We also set up a pop-up art exhibition at 313@Somerset for a week. Our launch event was graced by Ms Jane Ittogi, wife of Singapore President Tharman Shanmugaratnam.

APSN Tanglin School principal Mrs Liza Ow conducted a guided tour and explained SPED art curriculum and how the students expressed their creativity through art using different materials and styles, like acrylic and oil painting. The student artists were onsite to introduce their artworks to our guests.

We also brought Expressions Through Art to Singtel Charity Golf 2023, held at Laguna National Golf Resort Club, for our business partners to appreciate these artworks. We auctioned an artwork by a student from Eden School for S\$12,000, which certainly gave the student artist a significant boost in her self-confidence. The full proceeds were donated to the school.

By showcasing the artistic talents of students with special needs, Singtel hopes to provide an open, conducive and accessible platform for Singaporeans to better understand the diverse and unique talents and skills of persons with disabilities while celebrating the spirit of creativity and inclusion.





## Expressions Through Art Roadshow

### Exhibition at various Singtel offices



Comcentre



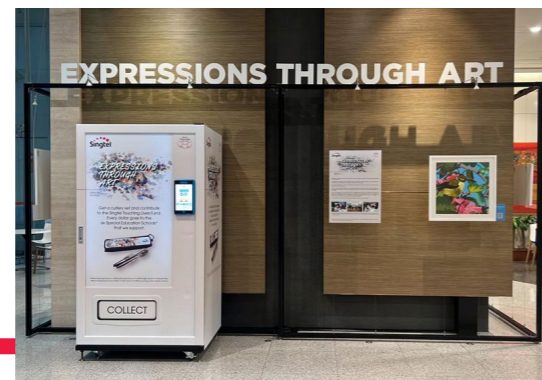
Serangoon Hub



NCS Hub

### Vending Machine

Vending machines selling limited edition cutlery sets at \$10 each with all proceeds going to STLF, in conjunction with our roving art exhibition.



## Bringing the SPED students' artworks to life

The artworks of students with special needs were applied on merchandise produced for our various STLF activities. The merchandise was mainly used as gifts for participants and guests, and also given to every student from all the SPED schools in Singapore. On some occasions, the merchandise was sold and all proceeds donated to STLF.

During COVID in 2020 and 2021, a set of items that included a face mask was produced for every student from all the SPED schools.



Children's Day 2020 gift – mask and pouch



Children's Day 2021 gift – mask and drawstring bag



Expressions Through Art 2022 – cutlery set and notebook



Singtel Charity Golf 2023 – pouch



# 04 Our Programmes Singtel Carnival

2,000 students from 18 SPED schools were treated to a day of fun at our 9th annual Singtel Carnival, held in October 2023 at SingExpo. Over 2,000 Singtel volunteers and 300 staff volunteers from the Singapore Business Network on DisAbility (SBNOD) group of companies volunteered at our carnival, Singapore's largest event dedicated to children with special needs.

We set up about 50 food and game stalls including handicraft activities and carnival rides for the students to enjoy. Our business units funded the games stalls and prizes for their participation through VolunTeaming. Besides planning and managing the stalls, staff volunteers took on buddy roles and chaperoned the students to ensure a fun and safe experience.

Most of our staff volunteers surveyed felt Singtel Carnival was engaging and meaningful, while providing a platform for VolunTeaming (our concept of teambuilding with a volunteering element) and boosting their mental well-being. All the schools surveyed felt Singtel Carnival was a good learning experience for the students and it brought joy and laughter to them.

We organised our inaugural Singtel Carnival in 2013 for our STLF-supported SPED schools, as we realised there was a lack of safe and inclusive spaces for these children with special needs to have fun and enjoy themselves. Moreover, the Singtel Carnival provided us with a mass volunteering platform, which has become a key highlight for our staff volunteers every year with a sense of purpose to empower the community.

In 2015, we extended the annual event to include all SPED schools in Singapore. Singtel fully underwrites the cost of the carnival, including two-way transportation costs incurred by the schools to bring their students to our carnival.

We took a break in 2020 due to COVID and in 2021, we brought mini-carnivals to four of our beneficiary schools under safe management measures. The schools shared that their students appreciated our in-school carnival as there were limited extra-curricular activities during the two years.

Our carnival is one that both students and staff volunteers keenly look forward to. It offers students with special needs a day to have fun in a safe environment while developing their social skills and self-confidence. It also allows our people to develop empathy and appreciate persons with disabilities, and how to interact and work with them. We aim to build and support an inclusive workplace, culture and society.

“

It means a lot to the students. At every carnival I attended as a staff volunteer, I saw a lot of love. I appreciate the opportunity to attend the annual carnival and work with the children.”

*A Singtel staff volunteer*

“

The activities and games stalls were well thought through to enable diverse ability students to participate. Thank you for the great efforts to bring joy to the special needs students.”

*A school teacher*



**Singtel  
Carnival  
2013 - 2022  
numbers  
at a glance:**



**11,250  
STUDENTS**



**14,200  
SINGTEL  
VOLUNTEERS**



**780  
SBNOD  
VOLUNTEERS\***

*\*From 2017*



# 04 Our Programmes

## Singtel Charity Golf



Singtel Charity Golf is an annual fundraising golf event where our business partners buy flights hosted by Singtel management members. It also serves as a platform for us to help enhance our broader ecosystem of partners' understanding of the special needs sector. Our golf event has raised over S\$17 million since its inception in 2002.

More than 140 golfers from Singtel, our wholly owned Australian subsidiary Optus, regional associates AIS (Thailand), Globe (Philippines) and Telkomsel (Indonesia), and our business partners swung into action with their golf clubs at the Singtel Charity Golf 2023 held at the Laguna National Golf Resort Club.

We raised a record S\$1.28 million in support of STLF, compared to S\$1.15 million. Singtel fully underwrites all fundraising costs so that every dollar donated goes to STLF and our beneficiary SPED schools.

Singtel Charity Golf has raised over **S\$17 million** since 2002\*

*\*Held annually except 2020 due to COVID*

Following a day out on the golf course, a dinner was held for our sponsors and donors who were hosted by our management members. We invited students from APSN Delta Senior School to help serve pre-dinner drinks and appetiser as part of their F&B training. The evening also featured students of APSN Chaoyang School who did a musical performance with desk bells and drums to the familiar National Day tune of Home.

Such collaboration with our beneficiary schools help students build their confidence and social skills interacting with people.



“

Singtel is one of our highly valued partners and we have pencilled in the Singtel Charity Golf event on our school calendar as an annual authentic experience for our students.”

**Mr Subash Lazar**  
Principal, APSN Delta Senior School



# 04 Our Programmes

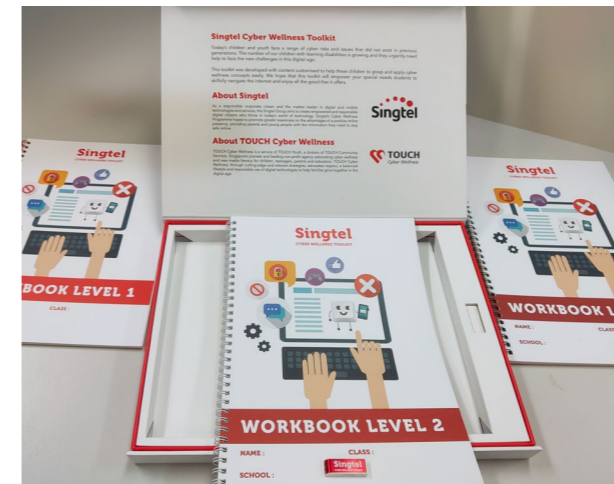
## Singtel Cyber Wellness SPED Toolkit

We launched the Singtel Cyber Wellness Toolkit for Special Education (SPED) Schools in 2015, a customised programme developed for students with intellectual disability to help them learn and develop safe online habits and identify dangers in the digital world.

This toolkit is part of Singtel's efforts to educate and promote responsible digital citizenship, especially among vulnerable children and youth. They are very much exposed to online risks such as inappropriate content, device and gaming addiction, and cyber bullying as they have easy access to technology. We want to help them navigate the cyber world with greater confidence and learn how to protect themselves from online dangers.

This problem is magnified when it comes to children with intellectual disability, who typically have easy access to technology at home with minimal or no supervision. They are also more susceptible to media influences and undesirable behaviours without realising or understanding the dangers.

Following regular conversations with our STLF beneficiary schools and community partners, we discovered there was no formal cyber wellness curriculum for SPED schools in Singapore back then. The schools definitely saw the need to teach their students about cyber wellness. However, it was left to the teachers to look for resources and find ways to teach online safety effectively.



We felt that the gap had to be urgently addressed and worked with TOUCH Cyber Wellness, the subject matter expert in Singapore, to develop the Singtel Cyber Wellness Toolkit. It comprises a thumbdrive with lesson materials and resource for teachers, and three levels of workbooks for students 7 to 18 years old. This toolkit was a product of numerous rounds of SPED teacher focus groups, classroom observations and teaching material iterations on what would work best for the teachers and students with different special needs.

The toolkit was then distributed to all the SPED schools in Singapore. The schools shared that the toolkit enabled them to deliver important cyber wellness lessons to their students in a fun and engaging manner. They could also easily tailor the teaching resources to cater to their class. We will be updating the toolkit to keep pace with the ever-evolving cyber landscape.

### Help123

To enhance the knowledge parents and caregivers have on cyber wellness and online safety, Singtel supports Help123, an integrated digital parenting and cyber wellness platform developed by TOUCH Community Services. Since its launch in 2017, we have provided over S\$1 million to support this platform and its offerings. Help123 provides a range of services, resources and knowledge pertaining to cyber safety and wellness. The platform also offers online safety webinars and workshops, digital resources and a helpdesk hotline (1800 6123 123) for parents and caregivers.

During the past year, Help123 reached more than 4,000 parents and children through workshops. From our post-workshop surveys, almost all said they would recommend Help123 workshops to others. They also felt that the workshops were fun and productive, allowing parent and child to understand each other better, while picking up effective digital parenting techniques.



# 04 Additional Support and Engagement with Our Beneficiary Schools

Besides providing financial support for STLF's 6 beneficiary SPED schools' critical education programmes through our corporate donations and fundraising events, Singtel provides unique and money-cannot-buy experiences to their students.

## Intimate Singtel music experience with superstar Jessie J

Singtel curated an intimate experience for 30 lucky students from APSN Tanglin School to get up close and personal with their favourite idol, Jessie J, at the Singapore Indoor Stadium in May 2016. Before the concert began, the students met the singer backstage, chatting and taking photographs with her.

They were among the 6,000 Singtel and Samsung customers who attended this exclusive, invite-only event – the Singtel Music Acoustic Performance with Jessie J. During the acoustic set, the students sang loudly to her popular hits such as Bang Bang and Flashlight.



## Football stars make surprise visit to APSN Tanglin School

Football stars Rio Ferdinand and Sergio Aguero made a surprise visit at APSN Tanglin School during their trip to Singapore in May 2014. They were in town for SG Game On! Challenge organised by Singtel and Samsung, which saw them compete in various challenges such as taking Singapore-themed selfies.

The star-struck students received tips from the players, who then coached them in a fun-filled 11-a-side match. They also took home balls signed by the players as souvenir.



We hope the event inspires the students to dream big and pursue their goals – in spite of their circumstances. Rio and Sergio are such good role models. From seeing the professionalism and dedication of the players today, we hope the students will learn life lessons about working hard and doing their best in everything they do.”

**Mr Yuen Kuan Moon**  
Singtel Group CEO  
Chairperson, STLF (2014 – 2021)



## Enabling inclusion with Pyroast

Singtel facilitated a collaboration between Pyroast, which operates a cafe at Singtel Comcentre, and APSN Delta Senior School (DSS) for an inclusive training programme for students with disabilities.

In October 2022, two APSN DSS students were placed on a six-month internship programme to undergo on-the-job training and gain insights into the work that goes behind the making of Nanyang coffee. The first intake of students was actively involved in the back-end operations for Pyroast's coffee roasting and coffee manufacturing processes, picking up the know-how – from choosing coffee bean types to preserving their freshness. The interns also had the opportunity to take on production roles in coffee grading and packing.

This helped to empower students with critical skills in the F&B industry, which could lead to better job opportunities and access to employment.

In July 2022, Pyroast also supported STLF and donated a percentage of their proceeds for every cup of beverage purchased at Comcentre during our special Charity Hours.



With the help and participation of more individuals in rallying this initiative, we hope to reinforce our commitment to create inclusive workplaces in the F&B industry. In parallel with our company's vision to build an inclusive yet sustainable workforce, we are immensely grateful to be partnering Singtel and APSN Delta Senior School to better support the students' involvement in their job – enable them to benefit from the hands-on training and learn through real experiences in the F&B manufacturing setting."

**Mr Tan Hao Xiang**

*Coffee roaster, PYROAST*



## Empowering students with tech skills

Singtel's wholly owned subsidiary NCS partnered Eden School to roll out Machine Learning Operations (MLOps) training in the form of simple image and object recognition for students who require minimum support. The collaboration seeks to empower students with self-confidence, self-advocacy and technical skillsets, hence increasing their employability.

NCS Video Artificial Intelligence (AI) team worked with the school to train the students to perform data annotation services leveraging the NCS KAI Co-Create platform. We created work tasks that can be performed by students with special needs. The pilot commenced in early 2023, equipping seven teachers with necessary tools, data and knowledge to teach and train the students on how to annotate an image that will eventually build an AI model.

Three students underwent training in KAI Co-Create reported enhanced abilities in differentiating objects with various angles, colours and shapes within a set of images. Beyond the ability to differentiate objects, the platform also equipped them with essential occupational skills through knowledge of computer and software tools, while helping them to discover their passion in computer technologies.

Feedback from the pilot was very encouraging. This will be an on-going collaboration where Eden School will promote the training programme to students to empower them with digital skills and encourage students to ask questions and develop their communication skills.



From teaching and training my students the basic computer functions, applying these skills to actual work projects, and then witnessing them progress to fulfil the project expectations, it has been challenging yet a hopeful journey!"

**Ms Jovee Chow**

*Educator, Eden School*





# 05 Singtel VolunTeaming



To encourage staff volunteerism and as part of our staff engagement efforts, we introduced VolunTeaming in 2010. This is our concept of department teambuilding with a volunteering element – be it for a social or environmental cause. We want to encourage a culture of volunteerism among our people, either individually or as a team.

For example, in July 2023, we treated more than 400 students from APSN Chaoyang School, APSN Tanglin School, Cerebral Palsy Alliance Singapore School (East and West), Eden School and MINDS Lee Kong Chian Gardens School to watch The Zodiac Race held at the Singtel Waterfront Theatre at Esplanade.

The Zodiac Race, a musical performance for children, is about 12 animals of the Zodiac system from earth competing in a battle of speed and wit to cross the heavenly gate. The engaging show delighted the students with a carefully woven mixture of sight and sound. 45 volunteers from our Customer Success team helped to organise this meaningful event as part of their VolunTeaming. They welcomed and ushered the students, who were accompanied by teachers, parents and caregivers, to the theatre for the morning show and gave out pictures of the animals for educational purposes. The event ended on a happy note as the volunteers interacted with the students while ushering them back to their buses, where lunch packs were waiting.

**Over 140,000 staff volunteering hours or 17,500 paid mandays for social good\***

*\*Between FY2012 and FY2023*



It was a great delight for me to volunteer with the school as we attended the Singtel sponsored show The Zodiac Race. Your generosity to the children has definitely impacted them because such exposure to the arts is as important to them as to the mainstream children. My son, in particular, really enjoyed the music played by the Chinese orchestra. In fact, it was his first time hearing all these different Chinese instruments. As a parent, I am so glad to learn that my child has an opportunity in school to be able to participate in such a meaningful programme."

*Mrs S W Sim, parent of a child studying at MINDS Lee Kong Chian Gardens School*





# 06 Our Strategic Partners

Singtel remains committed to STLF and helping students with special needs realise their fullest potential. The success of STLF can be attributed to the partnerships we have forged over the last two decades. Besides our six beneficiary partner schools, our strategic partners share the same vision to make a positive impact on the lives of these students.

## Singtel business partners

Our business partners – from financial institutions to mobile phone, IT and network vendors – have been strong supporters of our programme, in particular the annual Singtel Charity Golf. Since our inaugural golf event in 2002 when STLF was set up, our business partners have raised S\$17 million for this worthy cause.

In June 2023, Singtel's cyber security team joined our business partner Zscaler at their community programme. About 35 staff volunteers from both companies packed and distributed goodie bags for 400 beneficiaries of TOUCH Community Services.



## National Council of Social Service

We have been working very closely with the National Council of Social Service (NCSS) and its fundraising arm Community Chest all these years to create social impact. The NCSS team also helped at our various STLF flagship events like Singtel Charity Golf.

We also support their programmes and events, such as fielding our Singtel Recreation Club balloon sculpture team. Every year, our staff volunteers participate in Comchest's Fú Dài (福袋 or 'bags of blessings') programme. They helped to pack food essentials for more than 8,000 needy households to spread the festive joy of the Lunar New Year season. Through our partnership, we hope to build a more caring and inclusive community, in line with our Group purpose to Empower Every Generation.

## SG Enable

In 2014, we extended our education support for children with special needs through STLF to support the training needs of persons with disabilities and help them gain employment. This gap in the social sector, which NCSS shared and linked us with national disability agency SG Enable, resonated with our community strategy.

We worked closely with SG Enable and set up the Singtel Enabling Innovation Centre in the Enabling Village. The centre, launched in October 2015, is a community space with services and experts who assist people to lead independent lives and enhance their employability. In addition, we supported the curriculum development and provided the expertise and time to support training programmes for the contact centre and ICT literacy courses. The facility also brought in assistive technologies from around the world that enable persons with disabilities to be productive at work, acting as a showcase for both potential users and employers.

Singtel committed S\$1.99 million to build and fund the operations of the centre, including the development of specialised curriculum, training and transition to work support. Our staff volunteers contributed their expertise in the area of call centre management system selection and training curriculum.





## SBNoD group of companies

Singtel plays an active role in connecting the broader ecosystem of partners to advance the disability employment agenda. In June 2015, Singtel, together with other like-minded companies, became a founding member of the Singapore Business Network on DisAbility (SBNoD), which is currently co-chaired by Deutsche Bank and Singtel. The network hopes to advance equitable employment opportunities for persons with disabilities through awareness, shared expertise, network and resources. We benefitted from learning best practices of member companies in this space at quarterly meetings.

The SBNoD group of companies also started sending staff volunteers since 2017 to our annual Singtel Carnival as buddies to the students with special needs. They include Allen and Gledhill, Bank of America, Barclays, Bloomberg, Deloitte, EY and PwC.

## The Purple Parade

Singtel has been supporting the Purple Parade, the largest movement in Singapore that supports inclusion and celebrates abilities of persons with disabilities. The 2023 event saw a record turnout of more than 13,000 participants from over 110 organisations across the people, public and private sectors. About 100 Singtel employees and their family members joined them to advocate for people with disabilities to be fully included, valued and celebrated in our country. Singtel is proud to support the Purple Parade as part of our drive to raise awareness and champion equal opportunities for persons with disabilities.



Many people and organisations have supported STLF all these years. Our heartfelt gratitude to you for journeying with us to make a difference."

**Aileen Tan**  
Chairperson, STLF

# 07 Awards and Recognitions

Over the years, Singtel has been recognised for our contributions to the community and the social impact we have created. Below are examples of our recent awards and accolades.

### Sustainability Impact Awards

- ♥ Impact Enterprise of the Year (Large Enterprises Category)

### Community Chest Awards

- ♥ Charity Platinum Awards
- ♥ Community Spirit Award
- ♥ Pinnacle Award
- ♥ Special Events Platinum
- ♥ Volunteer Partner
- ♥ 10-year Outstanding Special Events

### FTSE4Good Index

### MINDS Distinguished Service Award

### Distinguished Supporter of the Movement for the Intellectually Disabled of Singapore (MINDS)

### Ministry of Social and Family Development

- ♥ Community Cares Award

### National Volunteer & Philanthropy Centre

- ♥ Champions of Good

### Steward Leadership 25

### Sustainable Business Awards

- ♥ Best Community Award



# 08 Impact Surveys

## Singtel staff volunteers survey

1. As a volunteer, are you aware of Singtel's different initiatives and programmes intended to support students with disabilities?
2. Do you believe that Singtel's programmes have made a positive impact for students with disabilities?
3. Due to Singtel's programmes meant for students with disabilities, have you (as a staff volunteer) noticed a sense of happiness or excitement from the students whom you have interacted with?
4. Singtel's programmes have allowed you to increase your awareness and understanding about children/youths with disabilities.
5. Singtel's programmes have increased my confidence when dealing with children/youths with disabilities.
6. Singtel's programmes have allowed the schools to showcase their students' abilities and talents.
7. How would you evaluate the overall positive effect regarding Singtel's programmes on students with disabilities?
8. There have been positive differences in my viewpoints and opinions towards students with disabilities due to Singtel's programmes.
9. Students have communicated and/or expressed their gratefulness, happiness and appreciation for Singtel's initiatives.

## SPED school teachers survey

1. Are you aware of Singtel's different initiatives and programmes intended to support students with disabilities?
2. Do you know if any of your students has benefitted from Singtel's programmes (e.g. Singtel Carnival)?
3. Singtel's projects have made a positive impact on the learning and social experience for students with disabilities?
4. Singtel's support contributed to equipping your students with knowledge, skills and confidence in a positive manner.
5. There has been a rise in opportunities for students with disabilities to take part in different extracurricular activities or school events because of Singtel's initiatives.
6. Due to Singtel's programmes, have you observed some positive developments in the general well-being and self-confidence of your student?
7. Singtel's projects have made a positive impact with regard to the relationship building between student and teacher as well as with his/her peers.
8. Singtel's initiatives have allowed the school to showcase your students' abilities and talents.
9. Singtel's contributions have encouraged students with disabilities to learn new interests or abilities/talents.
10. How would you evaluate the overall positive effect regarding Singtel's programmes on your student?
11. There have been positive differences in your viewpoints and opinions towards Singtel's programmes which have benefitted the students.
12. Do you appreciate and see benefits of Singtel's programmes?

## Parents/Caregivers survey

1. Are you aware of Singtel's different initiatives and programmes intended to support children/youths with disabilities?
2. Did your child benefit from Singtel's programmes (e.g. Singtel Carnival)?
3. Singtel's programmes have made a positive impact on the learning and social experience for my child.
4. Singtel's support contributed to equipping your child with knowledge, skills and confidence in a positive manner.
5. Due to Singtel's programmes, have you observed some positive developments in the general well-being and self-confidence of your child?
6. Singtel's programmes have made a positive impact with regard to the relationship building between child and parents/caregiver as well as with his/her teachers and peers.
7. Singtel's programmes have helped empower my child to work towards his/her fullest potential.
8. How would you evaluate the overall positive effect regarding Singtel's programmes on your child?
9. There have been positive differences in your viewpoints and opinions towards Singtel's programmes which have benefitted the students.
10. My child has communicated and expressed his/her gratefulness, happiness and appreciation for Singtel's programmes.

## 家长/看护者调查问卷

1. 您清楚知道新电信为支持有特殊需求儿童/青少年而进行的不同项目与计划吗？
2. 您的孩子可曾从新电信项目中受益（例如新电信嘉年华）？
3. 新电信项目对我孩子的学习和社交体验产生了正面的影响。
4. 新电信的支持让您的孩子以正面方式获取了知识、技能和信心。
5. 通过新电信项目，您是否观察到孩子的总体身心健康和自信心有了正面进展？
6. 新电信项目在孩子与父母/看护者以及和老师/朋友之间的关系建设上产生了正面影响。
7. 新电信项目帮助我孩子努力向上，充分发挥自己的潜力。
8. 您如何评估新电信项目对您孩子的总体正面影响？
9. 您对让学生受益的新电信项目的观点和看法有了正面改变。
10. 我孩子表达了自己对新电信项目的感激、快乐和赞赏。

## Tinjauan Ibu bapa/Penjaga

1. Anda tahu tentang beberapa inisiatif dan program Singtel yang bertujuan untuk membantu kanak-kanak/belia yang kurang upaya?
2. Adakah anak anda dapat faedah daripada program Singtel? (e.g. Karnival Singtel)?
3. Program Singtel beri kesan positif kepada pembelajaran dan pengalaman sosial anak saya.
4. Sokongan Singtel menyumbang dalam memberi anak saya pengetahuan, kemahiran dan keyakinan dengan baik.
5. Kerana program-program Singtel, anda melihat perkembangan positif dalam kesejahteraan dan yakin diri anak anda?
6. Program-program Singtel telah memberi kesan positif ke atas membina hubungan di antara anak dengan ibu bapa/penjaga dan juga dengan guru-guru mereka dan kawan-kawan.
7. Program-program Singtel telah membantu memperkasa anak saya untuk berusaha ke arah potensi mereka sepenuhnya.
8. Bagaimana anda menilai kesan positif secara keseluruhan tentang program-program Singtel ke atas anak anda?
9. Terdapat perbezaan positif dalam pandangan dan pendapat anda ke atas program-program Singtel yang memberi faedah kepada pelajar.
10. Anak saya telah menyampaikan dan melahirkan kesyukuran, kegembiraan dan penghargaan kepada program-program Singtel.





**Touching lives. Making a difference.**

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