

Corporate Social Responsibility

SGX CSR POLICY

Singapore Exchange (SGX) views Corporate Social Responsibility (CSR) as fulfilling the legal, legitimate and ethical interests of our stakeholders, as a commercial enterprise, employer, market operator and corporate citizen in support of a sustainable future.

Strict legal rights are entitlements of stakeholders that are enshrined in law or binding agreements. Legal rights have the sanction of the law. SGX must protect the legal rights of stakeholders. As a licensed financial institution, SGX continues to abide by all applicable laws.

Legitimate claims are entitlements asserted by stakeholders that are based on norms commonly accepted by agreement or convention. As far as is justified, SGX will uphold legitimate claims.

Ethical expectations are stakeholders' beliefs in entitlements that may be substantiated by moral considerations. Where justified, SGX seeks to meet these ethical expectations to promote stakeholders' interests.

Stakeholders' bases of interest	Action
Legal Rights	To Protect
Legitimate Claims	To Perpetuate
Ethical Expectations	To Promote

The bases of stakeholders' interests guide our CSR initiatives. As SGX continues to protect legal rights and perpetuate legitimate claims, we will use the opportunities presented by ethical expectations to further promote stakeholder interests.

Our CSR Commitment

SGX views CSR as a key pillar of our corporate culture. As a listed

company and also as a regulator, SGX tries to lead by example when it comes to CSR.

SGX recognises that our accountability extends to the interest of stakeholders through the different roles we fulfill. Stakeholder interests may be based on the law, conventional norms and/or ethical expectations. These demand our attention in different ways.

Stakeholders	SGX's roles		
Shareholders	Commercial Enterprise	Listed Company	Building a Sustainable Future
Employees	Employer		
Marketplace	Market Operator	Market Developer	

In fulfilling the interests of shareholders and employees, we perform the functions of a listed company and promote a corporate culture that believes in CSR. SGX is also committed to actively engaging staff in CSR initiatives and supporting worthy causes.

As market operator, we serve the marketplace by upholding high regulatory standards and maintaining an efficient and robust infrastructure. In this role, SGX is committed to building a highly trusted marketplace.

As a corporate citizen, we further the common good and make a positive impact in our community.

Good CSR practices engender sustainable business practices. Accordingly, SGX seeks to lead and engage our listed companies and business partners in adopting good CSR practices.

ABOUT THIS CORPORATE SOCIAL RESPONSIBILITY REPORT

The CSR report outlines the various CSR initiatives undertaken by SGX and how these initiatives benefit respective stakeholders. The initiatives include economic policies and practices SGX adopts, activities undertaken to contribute to society and our commitment to caring for our environment.

Global Reporting Initiative



We have used the Global Reporting Initiative (GRI) G3 Guidelines to prepare this report. Based on its reporting criteria, this report satisfies GRI requirements and GRI has verified this Report as an Application Level "C" report.

Reporting Period and Scope

This is SGX's second GRI report, and it focuses on the operations of active subsidiaries of the SGX Group in Singapore and covers the period from 1 July 2009 to 30 June 2010. There was no re-statement of information provided in the CSR Report from 1 July 2008 to 30 June 2009.

This report details our CSR performance in relation to our principal business of providing a broad range of services, including listing, trading, clearing and settlement of securities and derivatives and depository services. We have focused on describing our current CSR practices in fulfilling the interests of our stakeholders. The GRI Content Index outlines the specific GRI reporting elements and indicators to be addressed.

FULFILLING OUR SHAREHOLDERS' INTERESTS

SGX has conscientiously increased and delivered on its dividend commitments to shareholders.

This year marks our 10th year as a listed company. Our shareholder register continues to reflect a good balance across various types of investors. Our retail investor base has tripled from 12,000 as at end-June 2001 to over 37,000 as of 30 June 2010, having grown continuously since we first listed.

As with previous financial years, our Investor Relations (IR) team continues to engage the investment community across numerous platforms, addressing the concerns and questions they have regarding SGX's business and financial performance. These platforms include: conference calls; face-to-face meetings; local and overseas investor conferences and roadshows.

Maintaining our commitment towards increasing corporate transparency, stakeholders are now able to participate in our quarterly results briefings to analysts and the media via a live video webcast on our SGX website. Just like the audience that is physically present at the briefings, analysts and investors viewing the webcast are able to send in their questions as well.

Our annual IR Open Day was held in August 2009 when shareholders were able to interact with and question senior management on various issues. Encompassing the IR Open Day this year, SGX will host an Investor Day in August 2010 that would also include a public exhibition and a series of seminars to educate investors about SGX in a broader context, other than an investment in itself.

Our IR performance and efforts are measured by an independent annual perception study in which our target audience of existing and prospective shareholders, as well as leading research analysts, assesses our performance. SGX has consistently been and continues to be top-ranked in IR among Singapore blue chips and peer exchanges. In the most recent study by Carter Research Consulting, Global Market Barometer 2009, we scored 4.25 (FY2009: 4.40) on a scale from 1 to 5. This compared well with the mean score of 3.42 for other Singapore companies and peer exchanges.

As an exchange and a listed company, SGX takes a keen interest in promoting IR in the broader marketplace.

We continue to be an active Charter Member and supporter of the Investor Relations Professionals Association (Singapore) (IRPAS), which was established in 2006 to develop the IR profession in Singapore and raise the profile of IR among SGX-listed companies.

ENSURING A FAIR, ORDERLY AND TRANSPARENT MARKETPLACE

SGX ensures a fair, orderly and transparent marketplace in three elements of our business; Self-Regulatory Organisation Governance, Corporate Governance (CG) and Advocacy.

Self-Regulatory Organisation Governance

As a Self-Regulatory Organisation (SRO), SGX ensures that our regulatory decision-making is not compromised by our commercial objectives. SGX works closely with our statutory regulator Monetary Authority of Singapore (MAS) with regard to SRO governance and the maintenance of high regulatory standards.

Full details of our SRO governance practices are reported in the SRO Governance Report section of the Annual Report.

SGX takes the lead in Corporate Governance

As both market operator and a regulator, SGX is a principal actor in Singapore's financial marketplace. Details of SGX's CG practices are found in the Corporate Governance report of the Annual Report. For further details on risk management please refer to the Risk Management Report of this Annual Report. The Operating and Financial Review of the Annual Report outlines our performance for FY2010.

SGX was ranked third in the 2010 Governance and Transparency Index (GTI). The GTI is a collaboration between the Corporate Governance and Financial Reporting Centre, and The Business Times, sponsored by CPA Australia and supported by the Investment Management Association of Singapore.

The GTI rated 680 Singapore listed companies on their corporate governance, transparency and investor relations practices.

SGX advocates good Corporate Governance

As a regulator and leading financial institution, SGX promotes high standards of Corporate Governance (CG) for SGX-listed companies. CG sets out the principles, standards, and processes by which companies, through their board of directors and senior management, conduct their business activities. These principles balance safe and sound business operations while complying with relevant laws and regulations.

SGX is active in supporting the strengthening of good CG as a pillar of SGX's disclosure based regime. To that end we have been:

- (1) Conducting seminars in Singapore and China for our listed companies on relevant CG topics.
- (2) Actively working with ACRA on providing relevant information to companies to help them further improve their CG practices.
- (3) Actively supporting Singapore Institute of Directors to launch new director training programmes to help keep existing directors updated on market/CG issues and aid new directors to fully understand their responsibilities in this market.

Public Policy Development

We maintain a "Regulators Column" to keep market participants informed of our regulatory philosophy, processes and practices as well as our views on emerging issues and market development. Before making rule changes, we typically publish consultation papers to understand market perspectives more comprehensively.

In this financial year, the following consultation papers were issued:

Investor Education

SGX has always promoted investor education and financial literacy among the general public. In FY2010, SGX Academy ran a total of 181 events, seminars, courses and partnered events, benefiting almost 8,000 individual investors.

In February 2010, SGX launched the "Trading Strategies Series" of articles for investors. Aimed at making professional trading methods accessible to a wider group of investors, the "Trading Strategies Series" is part of investor education efforts by SGX to broaden the knowledge of market participants and over time, enhance market depth. Written in plain English, the articles provide a step-by-step guide on various trading methods.

The Investor Education Committee (IEC) which comprises industry practitioners and senior management of SGX, administers the Investor Education Fund (IEF). Aimed at improving investors' understanding and ability to make better-informed investment decisions, the IEF has published reference guides to equip individual investors with the skills to obtain important information in Annual Reports and ask pertinent questions during Annual General Meetings.

Title of Consultation Paper	Date Issued	Date Closed
Consultation Paper on Amendments to DC Rules for CCP Clearing Services for Over-The-Counter Traded Financial Derivatives	21 Apr 2010	12 May 2010
Consultation Paper on Admission of Banks as Trading Members of SGX-ST	20 Apr 2010	03 May 2010
Consultation Paper on Proposed SGX Nikkei Dividend Point Index Futures Contract	06 Apr 2010	19 Apr 2010
Consultation Paper on Proposed Amendments to DC Rule 6.02A.7 on Matching and Re-novation	25 Feb 2010	10 Mar 2010
Consultation Paper on Proposed Revisions to Mainboard Admission Criteria and the Introduction of SPAC	06 Jan 2010	03 Feb 2010
Consultation Paper on Proposed New Measures and Rule Amendments to Strengthen Corporate Governance Practice	09 Dec 2009	15 Jan 2010
Consultation Paper on Proposed Launch of Fuel Oil 380-centistoke Futures Contracts	07 Sep 2009	24 Sep 2009
Consultation Paper on Amendments to Minimum Bid Sizes and Forced Order Range for SGX Securities Market	01 Sep 2009	21 Sep 2009
Consultation Paper on New Calculation of Final Settlement Price for SGX MSCI Taiwan Index Futures Contracts	20 Aug 2009	31 Aug 2009
Consultation Paper on Proposed Introduction of Catalist Listing Rules for Mineral, Oil and Gas Companies	11 Aug 2009	31 Aug 2009

This year through the IEF, SGX launched online educational web-clips for investors, reaching out to the tech-savvy community. Available on the SGX website, the series of eight short web-clips, in English and Mandarin, builds on the well-received Investor Guides for “Reading Annual Reports” and “Preparing for Annual General Meetings”.

Clear and Factual Communication

SGX strictly adheres to the Singapore Code of Advertising Practices and the Financial Advisers Act. Upholding a high standard of ethics in our communications and marketing materials, SGX ensures that materials are clear, fair, and reasonable, presenting a balanced picture of products and services provided.

THE EMPLOYER OF CHOICE

Our human resources philosophy is grounded in the belief that a fulfilled and motivated employee will work to his or her fullest potential, and produce the best performance possible for himself or herself and the company as a whole.

SGX has mapped out four roles for itself to translate its human resources philosophy into actions and activities. These roles are:

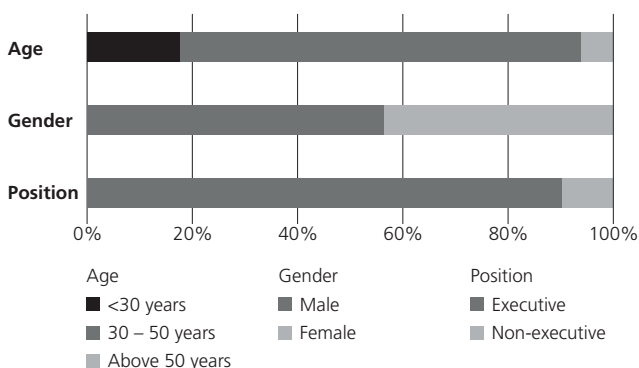
- **Equal Opportunity Employer**
- **Proponent of Learning and Development**
- **Guardian of Staff Welfare**
- **Advocate of Work-Life Balance**

Equal Opportunity Employer

At SGX, employees are assured of equal opportunities and benefit from merit-based retention, promotions and rewards. SGX celebrates diversity in the workplace in terms of ethnicity, age and gender. We believe that diversity creates a dynamic environment where new ideas and perspectives, experience and knowledge can be constantly shared and discussed. Employees can also benefit from the continuity, mentoring and leadership which exist as a result of the presence of longer-serving colleagues.

SGX staff are free to join unions. About 10% of our staff are represented by the Singapore Manual and Mercantile Workers’ Union (SMMWU).

SGX Staff Demographics:



Scholarship and Management Associate Programmes

The SGX scholarship programme is currently in its 10th year and was introduced to nurture and develop talented individuals to be the future of SGX. The scholarships are awarded to talented students pursuing their tertiary studies at National University of Singapore, Nanyang Technological University or Singapore Management University. In the year 2010, SGX awarded four students the scholarship which brings the total number of scholars to date to 38.

The Management Associate (MA) Programme was launched in 2006 to engage and develop bright and promising talent through active learning and a mentorship framework. To date, we have offered this fast track programme to 13 management associates with four of them still in the process of completing their programme. Since 2008, we have also introduced an associate programme that targets technology students to build our technology strength for the future. We have six technology associates on this programme.

Development Framework

We believe in constant training and development so that our staff can remain competitive by equipping them with the relevant knowledge and skills needed in this environment. We have provided 509 courses to our employees and the average number of training hours per employee was about 30 hours.

Brown Bag sessions were conducted over lunch time to facilitate greater understanding of the functional areas within the Company and provide the context within which every job contributes to SGX's strategic direction. This year we initiated four Brown Bag sessions covering Commodities, the Trading Strategies Series, Fraud Awareness and the Learning Curriculum. We further emphasised in the sessions the importance of fraud awareness and ethical decision-making as it is important that as a SRO, we maintain high CG standards.

In addition to the regular training programmes, we have the Continuous Learning Programme, which refers to courses that lead to academic qualifications such as certificate, diploma, degree and even up to post-degree qualifications. The Financial Scholarship Programme saw us sponsoring an employee to the UK to pursue her Master degree in Finance at University of Cambridge.

Performance Management Process

Managing talent is key to our success. SGX continues to fine-tune our performance management process to enable us to remain competitive, to drive performance improvement and to reinforce our "pay for performance" philosophy.

Performance distributions will commensurate with rewards and will promote transparency by encouraging effective communication and performance feedback between managers and employees.

Mandatory Block Leave

SGX follows the MAS Guidelines on Risk Management and imposes a mandatory block leave requirement on staff at all levels. All employees must utilise their annual leave and be away from the office for a period of seven consecutive calendar days, starting from a working day. Their authority is delegated to a covering officer during this period as an institutionalised internal control policy.

Physical Security

SGX places high importance on security and the safety of our staff. Although security at SGX is outsourced, we take a keen interest in ensuring that security staff are well-trained. Security staff at the SGX premises are required to either be certified with Workforce Skills Qualifications for the Security Industry, or be otherwise exempt due to past employment with the police or other relevant services.

Business Continuity Planning

SGX has a comprehensive Business Continuity Planning programme in place to minimise any disruptions to its critical business activities and ensure the markets continue to function in a fair, orderly and transparent manner in the event of a crisis.

SGX continues to conduct business continuity exercises and simulated disruption scenarios, to validate the overall adequacy of SGX's contingency plans and recovery process.

Playing its part in the wider financial community, SGX is an active member of the Financial District Security Programme (FDSP). Launched in October 2009 by the MAS in partnership with the Singapore Police Force, the FDSP seeks to address safety and security related concerns, and share best practices among the financial industry in Singapore.

SUPPORTING OUR COMMUNITY

The Bull Charge® 2009

The Bull Charge 2009 raised \$2.038 million amid a challenging year for the economy. The charity fun run, in its sixth year, aided a total of 12 beneficiaries representing underprivileged children, the elderly, the disabled, youths, families in need and mental health patients.

Initiated by our management associates, the Bull Rally was held to raise awareness and encourage staff to come together to reach out to beneficiaries. Staff from various units organised outings, movie screenings and dinner parties to raise the spirit of our beneficiaries. Staff also initiated fund-raising activities such as organising a Hong Bao Collection Drive over the Lunar New Year season, Roses For A Lovely Cause during Valentine's Day, and an inter-group Touch Rugby tournament.

For the first time, the Bull Charge was held at The Float @ Marina Bay with anchor races such as the "Fun Run" and the "Management Team Relay". It was also the first time we introduced the "Bulls-on-Wheels" segment featuring top CEOs and management on trishaws painted by the beneficiaries. Over 3,000 professionals from the financial and corporate community participated in the event.

Bull Charge 2009 raised funds for those in need and also gave beneficiaries the opportunity to increase awareness for their various causes amongst the financial and corporate community.

The Bull Charge® 2010

The Bull Charge 2010 will be moving towards a new direction in its seventh year. The event will be making a bigger impact across a variety of charitable groups, with a specific focus on the elderly.

This year, the Bull Charge aims to make a significant impact on Bright Hill Evergreen Home. Funds raised for the Home will be used to enhance residential facilities, medical and nursing care for the elderly sick and those dependent on public assistance. This is in line with this year's motto – "Making an Impact".

To be held for the second year running at The Float @ Marina Bay, we will be introducing an exciting new route round Marina Bay for the "Fun Run". Coupled with other new features this year, the event promises to be more impactful, memorable and exciting. We believe these initiatives will make a bigger impact on our beneficiaries. At the same time, we expect the bridge between the financial and corporate community, and the beneficiaries to be stronger than ever.

Shared Services Charities

SGX was one of the founding members of the Shared Services for Charities Limited (SSC) in December 2008. SSC was set up to bring subsidised professional shared services to all charities for better governance and organisational excellence.

SGX supports SSC's aims of being a one-stop facilitator and manager of shared professional resources, thereby allowing charities to focus on service delivery to their beneficiaries. This unique and innovative concept seeks to bring charities together to share in the cost of professional resources, such as internal audit, financial and risk management, fund raising and public relations. Through such combined efforts, SSC is able to achieve economies of scale which would lower costs and at the same time result in greater value.

The Environment

SGX continues to drive forward efforts to reduce its carbon footprint by delivering the Annual Report on CD-Roms, to produce the net effect of saving paper, and saving trees. For FY2010, SGX will take its efforts one step further, and produce the EGM shareholders' circular in CD-Rom, saving approximately 434,000 pieces of paper. This is in addition to the savings in paper from the production of the Annual Report in CD-Rom. A total of 3 million pieces of paper, equivalent to 378 trees¹, will be saved by the delivery of the AGM and EGM documents to shareholders in CD-Rom instead of printed form.

On an industry-wide basis, SGX has been an active proponent of paperless Annual Reports in sending out its Annual Reports in CD-Roms instead of in printed form. Two years ago, SGX sent out its Annual Report in CD-Rom. This has paved the way for greater acceptance amongst the other listed companies to send out their Annual Reports in CD-Rom. The next step in the evolution of paperless Annual Reports is to publish the Annual Report on the website (an 'electronic Annual Report') eliminating the need to send out CD-Roms to shareholders. This year SGX has supported proposals for legislative amendments to the Companies Act to enable the delivery of electronic Annual Report to shareholders. When legislation is enacted, SGX will actively assist its over 700 listed companies to make the switch to delivering electronic Annual Reports.

As an organisation, SGX continues to maintain indoor ambient temperature at 23.5 degrees Celsius.

In FY2010, SGX recycled an average of 500 kg of paper per month, or 6,000 kg of paper for the year. While this does not amount to the total amount of paper used by SGX, the Company is constantly working towards promoting the recycling of paper.

SGX has also engaged a firm to aid in the recycling of printer cartridges. This year SGX recycled a total of 50 printer cartridges.

Mindful of its impact on the environment, SGX used Forest Stewardship Council (FSC) certified paper in the printing of this report. FSC is an independent, non-governmental, not-for-profit organisation established to promote responsible management of the world's forests.

BUILDING A SUSTAINABLE FUTURE

SGX will continue to foster and improve environmental and social initiatives, as well as to promote increased disclosure of Environmental, Social and Governance (ESG) issues by listed companies.

SGX will also continue to partner with agencies to raise awareness of ESG issues.

¹ One tree makes approximately 8,333.3 sheets of copy paper. Source: conservatree.com.

G3 & FINANCIAL SERVICES SECTOR SUPPLEMENT CONTENT INDEX

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COMM Denotes sector commentary on G3 Guidelines performance indicator.