

## REPL::ANNUAL GENERAL MEETING::VOLUNTARY

### Issuer & Securities

#### Issuer/ Manager

SINGAPORE POST LIMITED

#### Security

SINGAPORE POST LIMITED - SG1N89910219 - S08

### Announcement Details

#### Announcement Title

Annual General Meeting

#### Date & Time of Broadcast

24-Jul-2024 17:22:41

#### Status

Replacement

#### Announcement Reference

SG240625MEETZOQ7

#### Submitted By (Co./ Ind. Name)

Jonathan Ooi Wei Hsin (Mr)

#### Designation

Company Secretary

#### Financial Year End

31/03/2024

### Event Narrative

Narrative Type	Narrative Text
Additional Text	Please refer to the attachments.
Additional Text	Please refer to the attached Responses to Questions received from Shareholders and SIAS prior to the Company's Annual General Meeting to be held at Suntec Singapore Convention & Exhibition Centre, Level 3, Summit 1, 1 Raffles Boulevard, Suntec City, Singapore 039593 and using virtual meeting technology on Wednesday, 24 July 2024.
Additional Text	Please refer to the following attachments 1. Results of 32nd AGM 2. Chairman Speech 3. Management Speeches 4. Presentation Slides at the 32nd AGM

## Event Dates

### Meeting Date and Time

24/07/2024 14:30:00

### Response Deadline Date

21/07/2024 14:30:00

## Event Venue(s)

### Place

Venue(s)	Venue details
Meeting Venue	The 32nd Annual General Meeting of Singapore Post Limited will be held at Suntec Singapore Convention & Exhibition Centre, Level 3, Summit 1, 1 Raffles Boulevard, Suntec City, Singapore 039593 and using virtual meeting technology.

## Attachments

[SingPost Notice of AGM2024.pdf](#)

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[Results of AGM 2024.pdf](#)

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[Chairman Speech.pdf](#)

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[Management Speeches.pdf](#)

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[SingPost 32nd Annual General Meeting Presentation Slides.pdf](#)

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Total size = 7722K MB

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## Related Announcements

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Related Announcements

[19/07/2024 12:23:39](#)

[25/06/2024 06:52:47](#)

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**SINGAPORE POST LIMITED**  
(Incorporated in the Republic of Singapore)  
(Company Registration Number: 199201623M)

**RESOLUTIONS PASSED AT THE 32<sup>nd</sup> ANNUAL GENERAL MEETING**

Pursuant to Rule 704(16) of the Listing Manual of the Singapore Exchange Securities Trading Limited (the “SGX-ST”), Singapore Post Limited (the “Company” or “SingPost”) wishes to announce that at the 32<sup>nd</sup> Annual General Meeting (the “AGM”) of the Company held today, all resolutions referred to in the Notice of the AGM dated 25 June 2024 were put to the AGM and duly passed on a poll vote.

The results of the poll on each of the resolutions put to the vote at the AGM are set out below:-

**(a) Breakdown of all valid votes cast at the AGM**

Resolution number and details	Total number of shares represented by votes for and against the relevant resolution	For		Against	
		Number of shares	As a percentage of total number of votes for and against the resolution (%)	Number of shares	As a percentage of total number of votes for and against the resolution (%)
Routine Business					
Ordinary Resolution 1 To receive and adopt the audited Financial Statements, Directors' Statement and Independent Auditor's Report	1,003,253,706	1,002,524,218	99.93	729,488	0.07
Ordinary Resolution 2 To declare a final tax exempt one-tier dividend of 0.56 cents per ordinary share	1,004,039,407	1,003,453,453	99.94	585,954	0.06
Ordinary Resolution 3 To re-elect Ms Elizabeth Kong Sau Wai as director	1,003,492,040	1,000,737,335	99.73	2,754,705	0.27
Ordinary Resolution 4 To re-elect Mrs Fang Ai Lian as director	1,003,215,506	999,673,335	99.65	3,542,171	0.35
Ordinary Resolution 5 To re-elect Ms Lim Cheng Cheng as director	1,003,192,506	1,000,967,052	99.78	2,225,454	0.22
Ordinary Resolution 6 To re-elect Mr Gan Chee Yen as director	1,003,169,040	1,000,305,835	99.71	2,863,205	0.29
Ordinary Resolution 7 To re-elect Ms Yasmin Binti Aladad Khan as director	1,003,179,040	1,001,048,752	99.79	2,130,288	0.21
Ordinary Resolution 8 To approve directors' fees payable by the Company	1,002,674,840	1,000,064,252	99.74	2,610,588	0.26

Resolution number and details	Total number of shares represented by votes for and against the relevant resolution	For		Against	
		Number of shares	As a percentage of total number of votes for and against the resolution (%)	Number of shares	As a percentage of total number of votes for and against the resolution (%)
<b>Ordinary Resolution 9</b> To re-appoint Deloitte & Touche LLP as Auditor of the Company and to authorise the directors to fix its remuneration	1,003,309,506	1,001,076,018	99.78	2,233,488	0.22
<b>Special Business</b>					
<b>Ordinary Resolution 10</b> To authorise directors to issue shares and to make or grant instruments convertible into shares	1,003,585,006	996,645,772	99.31	6,939,234	0.69
<b>Ordinary Resolution 11</b> To authorise directors to grant awards and allot/issue shares pursuant to the Singapore Post Restricted Share Plan 2013, and to allot/issue shares pursuant to the Singapore Post Share Option Scheme 2012	1,002,487,524	987,268,029	98.48	15,219,495	1.52
<b>Ordinary Resolution 12</b> To approve the proposed renewal of the Shareholders Mandate for Interested Person Transactions	508,371,540	505,995,852	99.53	2,375,688	0.47
<b>Ordinary Resolution 13</b> To approve the proposed renewal of the Share Purchase Mandate	1,003,715,106	1,002,537,318	99.88	1,177,788	0.12

**(b) Details of parties who are required to abstain from voting on any resolution(s)**

(1)

Resolution number and details	Name	Total number of shares held
<b>Ordinary Resolution 12</b> To approve the proposed renewal of the Shareholders Mandate for Interested Person Transactions	Singapore Telecommunications Limited (" <b>Singtel</b> ")	494,000,000
	Mr Gan Chee Yen (Director)	10,000

The following persons were requested to abstain from voting on Ordinary Resolution 12 in respect of the renewal of the Shareholders Mandate for Interested Person Transactions:

- (i) Temasek Holdings (Private) Limited, Singtel and their respective associates; and
- (ii) all Directors of the Company and their respective associates.

(2) To demonstrate good corporate governance practices:

- (i) Mr Gan Chee Yen abstained from voting on Resolution 6 in respect of his own re-election as Director of the Company.
- (ii) all the non-executive Directors of the Company, who are also shareholders, were requested to abstain from voting on Ordinary Resolution 8 in respect of the payment of Directors' fees for the financial year ended 31 March 2024; and
- (iii) all Directors and employees of the SingPost group, who are eligible to participate in the Singapore Post Restricted Share Plan 2013 (the “**Plan**”) and/or Singapore Post Share Option Scheme 2012 (the “**Scheme**”) were requested to abstain from voting on Ordinary Resolution 11 in respect of the authorisation for the Directors to grant awards and allot and issue shares pursuant to the Plan and to allot and issue shares pursuant to the Scheme.

**(c) Name of firm and/or person appointed as scrutineer**

RHT Governance, Risk & Compliance (Singapore) Pte. Ltd. was appointed as the Company's scrutineer.

**Reappointment of Directors to the Audit Committee**

Mrs Fang Ai Lian has been re-elected as Director and will remain as the chairman of the Audit Committee. She is considered by the Board of Directors to be independent for the purpose of Rule 704(8) of the Listing Manual of the SGX-ST.

Mr Gan Chee Yen has been re-elected as Director and will remain as a member of the Audit Committee. He is considered by the Board of Directors to be independent for the purpose of Rule 704(8) of the Listing Manual of the SGX-ST.

Issued by Singapore Post Limited on 24 July 2024.

**ADDRESS BY MR SIMON ISRAEL, CHAIRMAN OF THE SINGPOST BOARD OF DIRECTORS AT THE 32ND ANNUAL GENERAL MEETING, HELD ON WEDNESDAY, 24TH JULY 2024**

**Welcome**

Good afternoon, Ladies and Gentlemen. On behalf of the Board and Management, I would like to extend a warm welcome to shareholders, present in person and online, for your attendance today.

Additionally, I would like to extend my thanks to those who submitted enquiries in anticipation of the AGM. Our responses to these have been published on the SGX.

Let me take this opportunity to welcome two of our new Directors; Mr Gan Chee Yen and Ms Yasmin Binti Aladad Khan.

This afternoon, we will have presentations on the business, financial highlights and sustainability progress of the Group from our Chief Executive Officer, Chief Financial Officer and Chief Sustainability Officer. Before turning to these, I would like to make some comments on the Board Strategic Review.

**Strategic Review**

The Strategic Review was initiated by the Board last year, out of concern that the value being created by our transformation was not flowing through to our share price.

We concluded the Strategic Review with the assistance of our external advisors and in March made an announcement that the Board is of the view that the share price at that time did not appropriately reflect the intrinsic value of the company.

In the course of the review, your Board approved a number of principles:

- Defining what are core and non-core assets and businesses in the context of transitioning into a pure-play logistics business over time.
- Divesting non-core assets and businesses and those which are not expected to earn a return above their cost of capital.
- Recycling capital to support further investment in logistics.
- Optimising the Group's balance sheet and gearing – this will follow divestments of non-core assets and businesses.
- Resetting the Group's Dividend Policy.

And most importantly, ensuring that the structure of the Group allows the Group and its underlying businesses to be more appropriately valued, while creating optionality around the future of each business.

**Australia**

We also announced in June that we would be conducting a strategic review of the Australia business to formulate optionalities for the Group's Australia business specifically.

In March, we completed the acquisition of Border Express in Australia. This is a large investment, which provides a step change in scale, profitability and valuation of the Australian business.

Given that Australia is now our largest and most profitable business, we decided it warranted its own follow-on Board Strategic Review, so we can fully understand the options open to us – including but

not limited to further M&A, strategic partnerships, taking in external capital and other liquidity options – so we can identify where the most value can be created.

We are exploring these options with Merrill Lynch Markets Australia as our financial advisors. There is, however, no assurance that SingPost will implement any of the options identified. If and when there are any material developments which warrant disclosure, SingPost will make further announcements as appropriate.

**Unlocking Value**

The Board's focus is now on unlocking the value of SingPost. We will assess the options open to us and come to shareholders with our recommendation on any proposal and seek your approval to proceed.



**Speeches by SingPost Management  
At the 32nd Annual General Meeting Held on 24 July 2024**

**With accompanying presentation “FY2023/24 Annual General Meeting Presentation”**

**Vincent Phang, Group CEO**

Good afternoon, shareholders.

Slide 2: Key FY23/24 Highlights

FY23/24 marks a significant milestone in SingPost’s transformation journey. We concluded the year with a good performance that was achieved with the turnaround of the domestic postal business and the International cross-border business. We have also grown our business in Australia and, with the acquisition of Border Express, this business now ranks among the top 5 logistics operators by revenue in the market.

With the strategic review completed, the Group’s core businesses were re-organised into new business segments. We are now pursuing opportunities for growth and optionalities for these businesses, as well as the potential monetisation of non core assets.

Slide 3: Reset for Sustainable Growth - 5 Strategic Thrusts

In March, we announced our strategic thrusts to take the Group forward in the next phase of growth. These cover the Group’s re-organisation, capital management and the plans for each of the businesses.

Slide 4: Re-organisation of the Group

With the Group’s significant transformation over the last few years, we now look at our businesses in these three segments - Singapore, Australia and International, empowering the businesses to grow in each of their market segments.

We believe that this will provide investors with a clearer view of comparable valuations for each market, and hence enable a more appropriate valuation of the Group. This also gives us the flexibility for future options for the businesses.

Over the next few slides, we’ll look at each business segment’s achievements in the year and the strategic thrusts to be executed.

#### Slide 5: Australia - Achieving Scale

In Australia, we have built a sizeable and profitable logistics business. We first took a non-controlling stake in FMH and, over the last three years, gradually increased our shareholding.

FMH expanded its scale and reach further with Border Express, the 6th largest national transport and distribution operator.

As you can see from the chart presented here, the addition of Border Express will increase both revenue and earnings significantly, and this is before accounting for synergies from the integration of the businesses which is currently in progress.

As Chairman has mentioned, a strategic review is underway to formulate options as we look to scale this business.

#### Slide 6: Singapore - Transforming Urban Logistics and Deliveries

SingPost remains best in class in service quality, achieving continued high service delivery of more than 99% on a next day basis.

During the year, we conducted a postal review with the regulator to ensure the long term sustainability of the business. With the regulator's support, we implemented a postage rate increase quickly, following the full-year postal loss announced in the previous year. This, together with our drive in growing eCommerce volumes, has led to an improvement in the domestic business which is now profitable.

Within the domestic business, the delivery business line is profitable and we are re-engineering the delivery network to cater to the growth in eCommerce logistics.

The post office network is not profitable. We are engaging with the Government on a future operating model designed to reduce costs, make our services more accessible to citizens, while improving the customer experience.

#### Slide 7: International - Serving Cross-Border Customers

The International business was significantly affected by the pandemic and we have been rebuilding the business as we adjust to the new world post pandemic.

We have enhanced our network with the development of multi-modal hubs outside of Singapore, and are working with both postal as well as commercial partners.

The business landscape for global cross-border eCommerce logistics continues to be fast-changing and impacted by fluctuations in air conveyance costs particularly given developments post COVID and geo-political situations. We continue to monitor the returns on this business, while we actively diversify our revenue streams.

At this point, I'll hand over to Group CFO, Vincent Yik, to speak on the final strategic thrust on capital management as well as the key financials for FY23/24.

**Vincent Yik, Group CFO**

Slide 8: Strategic Capital Management

Thank you, Vincent.

The final strategic thrust is focused on reviewing the capital management of the Group, with active capital recycling over the near term. A list of assets and businesses has been identified as non core to the Group, and we are exploring the potential divestment of these assets.

Potential proceeds from divestments will go towards 1) reducing our leverage, 2) reinvesting in growth, and 3) returning value to shareholders.

The dividend policy was also reset to a payout of 30 to 50% of underlying net profit, taking into account the Group's capital requirements and balancing sustainable returns to shareholders.

The proposed final dividend for shareholders approval at this AGM is 0.56 cents. This, together with the interim dividend, brings the total dividend to 0.74 cents, which is 40% of the Group's underlying net profit.

This is a 28% increase from last year, in tandem with the growth in underlying net profit that we have achieved.

Slide 9: FY23/24 Financial Highlights

The good set of results came from the Group's transformation efforts. This was despite the challenges in the operating environment across our markets.

While revenue was lower year on year, our underlying profit performance has shown some strong improvement.

There are two key points I would like to highlight.

First, all our core businesses are now profitable and have shown a good improvement over the last year.

Second, the business mix is now different. Over 80% of our revenues are generated internationally. The Australia business segment is our major contributor, accounting for 48% of Group revenue and 60% of operating profit.

Let me share more about the individual segment performance.

#### Slide 10: Logistics

In FY23/24, we report for the last time in the segments of Logistics, Post & Parcel, as well as Property.

Here, Logistics include the Australia business as well as freight forwarding and other logistics businesses.

The decline in Logistics revenue and profit was due to the expected normalisation in the freight forwarding business, which has come off significantly from the high sea freight rates during the pandemic. This was in line with the freight forwarding sector as a whole.

The Australia business recorded improvements in local currency terms as seen in Group CEO's presentation earlier. The strong Singapore dollar had an impact on the translation, though still showing steady revenue and profit contributions in the year.

#### Slide 11: Post & Parcel

Moving onto the Post & Parcel segment, we recorded an operating profit of S\$7.5 million compared to a S\$12 million loss last year. Both the domestic and international businesses have shown improvements.

In the domestic business, while letter mail continued to decline, we benefited from the strong growth in eCommerce volumes. The performance was also lifted by the postage rate increase in the second half.

The international business continued to improve its margins, mainly from operational efficiency and lower conveyance costs, although volumes remain challenged due to the weak market.

#### Slide 12: Property

On the last segment of Property, this is largely the rental contributions from SingPost Centre. Revenue and operating profit improved in line with higher rentals from rental reversions.

#### Slide 13: Target New Segment Reporting

Moving into this current FY of 24/25, the Group will be changing its segment reporting to reflect the reorganisation of the Group. Going forward, we will report on the segments of Australia, Singapore and International, with all other holdings to be classified under Corporate.

#### Slide 14: Financial Position

Finally, on the financial position of the Group, the balance sheet remains sound with healthy liquidity ratios and cash holdings.

Borrowings were higher largely due to acquisition debt taken on to fund the increase in our stake in FMH and as well as for the acquisition of Border Express.

The Group aims to deliver value to shareholders with sustainable profit growth and is committed to maintaining a strong financial position.

I'll now hand over to Michelle Lee for the update on the Sustainability front.

#### **Michelle Lee, Chief Sustainability Officer**

#### Slide 15: Making Every Delivery Count for People and Planet

SingPost recognises the criticality of sustainability in shaping our future landscape. 2023 was marked as the warmest year on record and we have seen how it not only affects the environment, but also the economy and society. Our commitment transcends environmental stewardship to encapsulate a broader spectrum of responsibilities.

SingPost recognises the necessity to meet enhanced sustainability requirements and to fulfill our role in shaping a sustainable logistics sector.

Underpinning our transformation efforts is our approach to sustainability as defined by three core pillars – Cherishing our Planet, Collaborative Partnerships, and a Culture of Trust which serve to ensure that we maintain our adherence to the highest levels of governance, environmental and social responsibility.

With evolving sustainability guidance and rapid harmonisation of reporting standards, we will embark on a double materiality assessment this year to gain deeper insights into the financial impacts of climate-related risks and opportunities as well as our impact on the environment and our stakeholders.

### *Cherishing our Planet*

We are actively assessing and managing both physical and transitional climate-related risks and opportunities. This includes understanding how climate change could impact our operations.

Alongside challenges, we also see opportunities in the transition to a low-carbon economy by investing in renewable energy, optimising resource use in all our facilities, and championing sustainable packaging. In our efforts towards Cherishing the Planet, we remain steadfast in our commitments towards net-zero (Scope 1 and 2) by 2030 in Singapore and net zero (Scope 1, 2 and 3) globally by 2050. Thus far, we have managed to lower our Scope 1 and 2 carbon emissions by 26% from what they were in FY18/19 for our Singapore operations and by 11% for global operations compared to last year. We have further progressed in understanding the carbon footprint of our Australia operations, exploring decarbonisation pathways during the year and will take the following year to integrate newly acquired businesses to pave the way forward.

We also initiated a phased approach to the development of our Scope 3 emissions inventory. This approach has allowed us to become more proactive and data-driven in the identification of targeted initiatives to decarbonise our value chain, as well as to gain visibility of our value chain emissions.

### Slide 16 : Making Every Delivery Count for People and Planet

#### *Collaborative Partnerships*

SingPost has embraced the use of digital analytics, generative artificial intelligence and optimised our Out-of-Home strategy to proactively meet our customers' needs, enhance their experience, and drive operational efficiency. We are proud to have been awarded the World Post and Parcel Awards 2023 for Best Innovation Strategy and Commitment to Sustainability.

#### *Culture of Trust*

Our employees are key stakeholders of the organisation. Last year, we undertook an initiative to gather feedback and voices from our employees, giving the management valuable insights into our employees' expectations and aspirations. SingPost has been acknowledged as a Great Place to Work® Certified company in the industry in several of our markets.



Your continued support is essential to our sustainability journey and we look forward to sharing our continued progress with you in the years to come.

Thank you.





# RESET FOR SUSTAINABLE GROWTH

**FY2023/24 Annual General Meeting  
24 July 2024**

*Singapore*  
**POST**



# FY23/24 Key Highlights

Singapore  
POST

Revenue of  
**S\$1.69 billion**

Strategic Review  
**completed,**  
**Group reorganised**

**S\$81.5 million**  
net profit\*

**110.2%**  
YoY growth  
in net profit\*

**28.1%**  
YoY growth  
in underlying net profit

Among **top 5**  
logistics providers  
in Australia by revenue

\* Including exceptional items of S\$36.8 million

# Reset for Sustainable Growth: 5 Strategic Thrusts



**Reorganisation  
of the Group**



**Strategic  
capital  
management**

**Australia**

**Achieving scale**

**Singapore**

**Transforming  
urban logistics  
and deliveries**

**International**

**Building tech-driven  
excellence to serve  
cross-border customers**



## Strategic Thrust: Reorganisation of the Group



**Australia**

**Singapore**

**International**

Position each business unit for growth in its respective market segment

Provide clarity of valuation of businesses against comparable market and sector ratings

Create flexibility and facilitate future optionalities

# Australia: Achieving Scale

## FY23/24 Highlights

- ✓ Increase in FMH stake wef Dec 2023
- ✓ Acquired Border Express in Mar 2024
- ✓ Integration of FMH, Border Express and CouriersPlease in progress

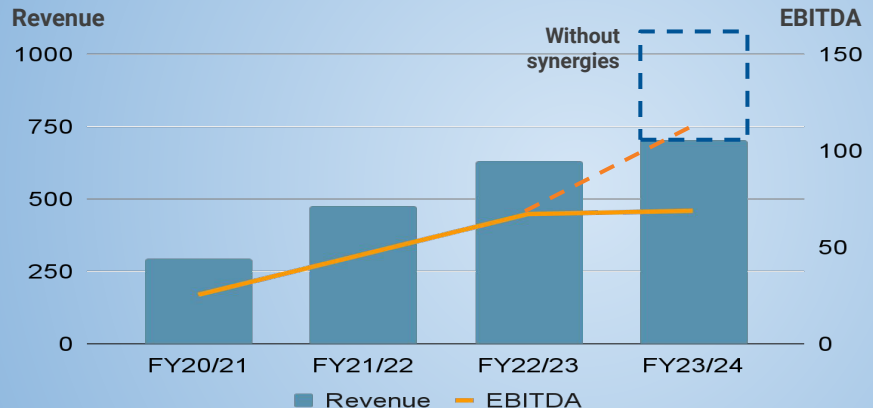
**fmhgroup**

**border  
express**

**Couriers  
Please**

*Singapore*  
**POST**

## FMH revenue and EBITDA (A\$ million)



## Strategic Thrust - Australia

- Explore partnerships and investments
- Continue to pursue M&A opportunities
- Seek liquidity options to maximise value
- Strategic review in progress to formulate options

# Singapore: Transforming Urban Logistics and Deliveries



## FY23/24 Highlights

- ✓ 165 years of postal service
- ✓ Continued high service quality - over 99% next day delivery
- ✓ Reviewed postal services with regulator for long term sustainability
- ✓ Improved domestic postal business with eCommerce volume growth, postage uprate

## Strategic Thrust - Singapore

- Build on strength of postal network to capture growth of eCommerce logistics
- Re-engineer network; innovate with asset-light alternatives while maintaining high service quality





# International: Serving Cross-border Customers

## FY23/24 Highlights

- ✓ Rebuilding cross-border business
- ✓ Enhanced international network with multi-modal hubs and working with postal and commercial partners

## Strategic Thrusts - International

- Expand cross-border eCommerce logistics business, riding on growing global cross-border eCommerce market
- Partnerships and selective investments across key geographies and verticals that are synergistic





## Strategic Thrust: Strategic Capital Management

Optimise balance sheet

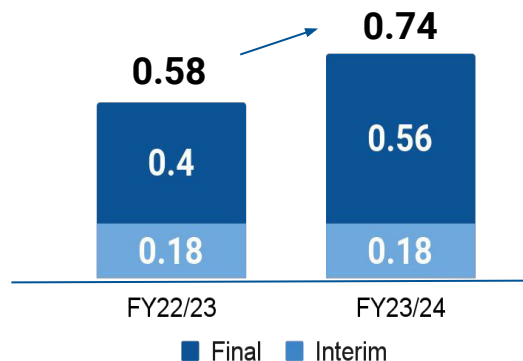
Monetise non-core assets and businesses

Recycle capital - lower leverage, reinvest in growth, return to shareholders

### **Revised dividend policy**

Payout of 30-50% of underlying net profit, taking into account capital needs and returns to shareholders

Dividend payout (cts per share)



# FY23/24 Financial Highlights

**S\$1,686.7 million**

**Revenue**



**9.9% YoY**

**S\$81.5 million**

**Net Profit After Tax**



**110.2% YoY \***

**S\$41.5 million**

**Underlying Net Profit**



**28.1% YoY**

Good results from Group's growth initiatives despite challenges in operating environment

Improvements across Group's core businesses

Mix of business contributions has evolved

\* Including exceptional items of S\$36.8 million



# Logistics: FY23/24 Performance

## Logistics Revenue

**S\$1,165.3 million**

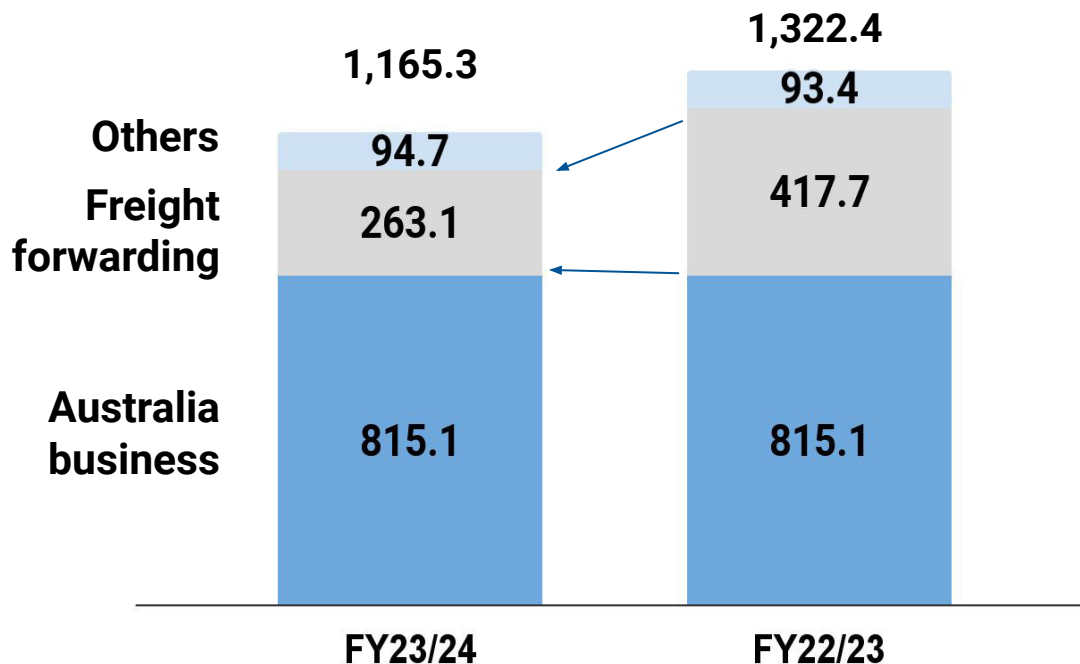
↓ **11.9% YoY**

## Logistics Operating Profit

**S\$67.4 million**

↓ **20.5% YoY**

## Logistics Revenue Breakdown S\$m



# Post & Parcel: FY23/24 Performance

## Post & Parcel Revenue

**S\$514.1 million**

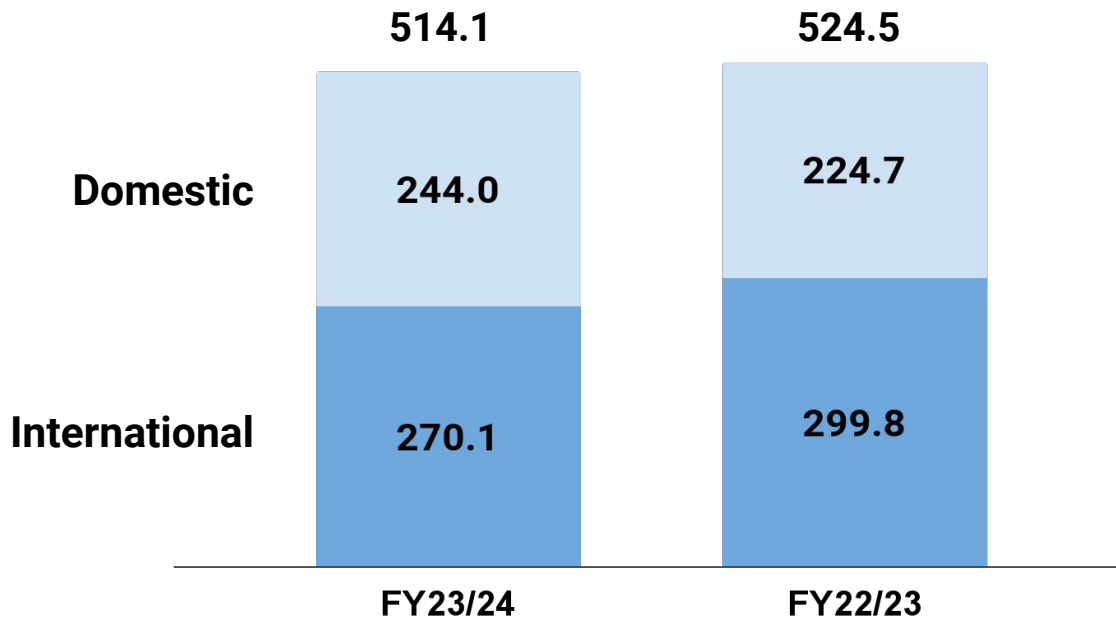
↓ **2.0% YoY**

## Post & Parcel Operating Profit

**S\$7.5 million**

**vs S\$12.0m loss  
last FY**

## Post & Parcel Revenue Breakdown S\$m



# Property: FY23/24 Performance

## Property Revenue

**S\$77.7 million**

↑ **1.4% YoY**

## Property Operating Profit

**S\$42.2 million**

↑ **5.1% YoY**

Note: Including inter-segment revenue



# Target New Segment Reporting from FY24/25

## FY23/24 Segments

**Logistics**

-----  
**Post & Parcel**

-----  
**Property**

-----  
**Others**



## New Segments from FY24/25

**Australia**

-----  
**Singapore**

-----  
**International**

-----  
**Corporate**

Investment holdings

Properties

Others

# Financial Position

- ✓ Sound balance sheet
  - Healthy liquidity ratios
  - Cash and cash equivalents of S\$476.7 million
  - Higher borrowings for acquisitions of remaining 12% interest in FMH (December 2023) and Border Express (March 2024)



# Making Every Delivery Count for People and Planet



Purpose

Making Every Delivery Count for People and Planet



Pillars

## Cherishing Our Planet

Sustaining a liveable planet for future generations

## Collaborative Partnerships

Transforming markets and delivering value for our communities and customers for future generations

## Culture of Trust

Caring for and doing the right things for our stakeholders

Material Matters

- Climate Action and Resilience
- Resource Efficiency and Waste Management

- Responsible Supply Chain
- Product and Service Innovation
- Customer Experience
- Community Investment

- Employee Engagement and Talent Practices
- Health and Safety
- Ethical and Transparent Business Practices
- Data Privacy and Cybersecurity

Alignment with UN SDGs



## Cherishing Our Planet

11% YoY reduction

Scope 1 and 2 emissions<sup>1</sup> for global emissions



26% reduction

Scope 1 and 2 emissions from FY18/19 baseline level for Singapore<sup>1,2</sup>



Climate-related physical & transitional opportunities & risks assessment continues for business resiliency



<sup>1</sup> Scope 2 refers to our market-based emissions

<sup>2</sup> Scope 1 and 2 GHG emissions in Singapore in FY2018/19 (baseline year) has been restated due to a recalculation of tenant electricity consumption data at owned properties, electricity consumption at leased properties and fuel consumption for our operations. This results in an overall reduction in the Scope 1 and 2 GHG emissions for the baseline year, and SingPost's FY2022/23 reduction for Scope 1 and 2 is restated as 22% from FY2018/19 (baseline year).



# Making Every Delivery Count for People and Planet

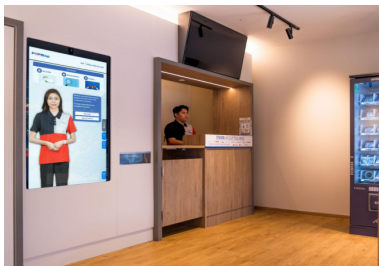


## Collaborative Partnerships

**Best Innovation Strategy & Commitment to Sustainability** at World Post & Parcel Awards 2023

### Adoption of Artificial Intelligence (AI)

to improve operational efficiency, workplace safety and security, and enhance customer experience



### Best Carrier 2023

awarded to CouriersPlease by National Online Retailers Association (NORA) Solution Partners Awards



## Culture of Trust



**Great Place to Work<sup>®</sup> Certified<sup>TM</sup>** company in the markets of Australia, China, Singapore, and Taiwan<sup>3</sup>

### Zero work-related fatalities and LTIFR improvement

for employees across the Group



**8th** in Singapore Governance & Transparency Index (SGTI) 2023



**CYBER TRUST**  
Advocate  
Certified

<sup>3</sup> This includes Singapore Post Limited, Quantum Solutions and CouriersPlease only.



# Thank You

*Making Every Delivery Count for People and Planet*

