



# SUSTAINABILITY

## Overview



### Advancing Sustainability

#### **Resilient, Ready and Responsible in a Shifting Global Landscape**

SingPost operates within an increasingly volatile global environment for eCommerce logistics, shaped by ongoing geopolitical tensions, trade disruptions, shifting regulatory requirements, and dynamic economic conditions. Against this backdrop of uncertainty, the Group remains steadfast in advancing our sustainability strategy, placing emphasis on strengthening organisational resilience and adaptability in the face of complex and evolving challenges.

In light of the increasingly stringent global regulations regarding corporate sustainability disclosures, proactive measures have been implemented to align with the International Sustainability Standards Board (ISSB) framework. These steps reflect a commitment to transparency and responsibility in corporate sustainability practices. During the year,

we commenced phased alignment with the ISSB International Financial Reporting Standards (IFRS) S2 requirements, reflecting our commitment to transparent, robust, and forward-looking sustainability reporting. As part of this process, the Group conducted an internal review of Scope 1 and 2 emissions, laying the foundational groundwork to support external assurance in the years ahead. These efforts underscore our focus on building credibility and readiness in an era of heightened disclosure expectations.

In FY2024/25, we initiated a double materiality assessment to evaluate sustainability topics from both a financial and impact perspective while ensuring we prioritise issues most relevant to our business and stakeholders. The insights gained will serve as the basis for the development of new material topics and the refreshed sustainability targets to be disclosed in our next reporting cycle.



# Sustainability Strategy

## Strategic Pillars for Creating Enduring Value











At SingPost, sustainability is embedded throughout our business operations and strategic planning, underpinning our commitment to long-term value creation. It is anchored by three strategic pillars – ***Cherishing Our Planet***, ***Collaborative Partnerships***, and ***Culture of Trust*** – which guide our environmental, social, and governance (ESG) priorities across the Group. These pillars provide a clear and consistent framework for action, ensuring that our efforts are aligned with stakeholder expectations and focused on delivering meaningful and lasting impact.

Each pillar and its associated material matters are aligned with the United Nations Sustainable Development Goals (UN SDGs), reinforcing SingPost's alignment with global objectives for sustainable development. The Group actively assesses risks and opportunities within each pillar and sets measurable targets to track progress and accountability throughout our sustainability journey.

The ***Cherishing Our Planet*** pillar reflects our commitment to environmental responsibility. It focuses on climate action and resilience, resource efficiency, and responsible waste management to safeguard a liveable planet for future generations.

***Collaborative Partnerships*** represents our dedication to co-creating value with customers, suppliers, and communities. This includes advancing responsible supply chain practices, driving innovation, and enhancing service experiences that contribute to a more sustainable ecosystem.

The ***Culture of Trust*** pillar reflects our belief in people-first, values-driven progress. It prioritises employee engagement, workplace health, safety, and well-being, ethical and transparent business practices, corporate governance, and the protection of data privacy and cybersecurity across all markets where we operate.

PURPOSE	Making Every Delivery Count for People and Planet		
			
PILLARS	<div><b>Cherishing Our Planet</b> Sustaining a liveable planet for future generations</div>	<div><b>Collaborative Partnerships</b> Transforming markets and delivering value for our communities and customers for future generations</div>	<div><b>Culture of Trust</b> Caring for and doing the right things for our stakeholders</div>
MATERIAL MATTERS	<ul style="list-style-type: none"><li>Climate Action and Resilience</li><li>Resource Efficiency and Waste Management</li></ul>	<ul style="list-style-type: none"><li>Responsible Supply Chain</li><li>Product and Service Innovation</li><li>Customer Experience</li><li>Community Investment</li></ul>	<ul style="list-style-type: none"><li>Employee Engagement and Talent Practices</li><li>Health and Safety</li><li>Ethical and Transparent Business Practices</li><li>Data Privacy and Cybersecurity</li></ul>
ALIGNMENT WITH UN SDGs	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>

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### Positive Impact in FY2024/25

#### Driving Sustained Progress with Purpose and Resilience

In FY2024/25, SingPost continued to embed sustainability across our business, driving progress across all three strategic pillars with initiatives that reflect our commitment to long-term resilience, operational excellence, and enduring stakeholder value.

Under ***Cherishing Our Planet***, we remained focused on our decarbonisation efforts, reinforcing our commitment to achieving net-zero (Scope 1 and 2) by 2030 in Singapore and net-zero (Scope 1, 2 and 3) globally by 2050<sup>1</sup>. Over the past year, we achieved a 37 per cent reduction in Scope 1 and 2 emissions in Singapore from our FY2018/19 baseline and a 15.7 per cent year-on-year reduction on a like-for-like basis<sup>2</sup> for our global operations. These outcomes demonstrated a meaningful progress in reducing our carbon footprint.

Among the decarbonisation initiatives are the ongoing electrification of our delivery fleet in Singapore, incorporating green fit-out features and exploring technologies in our key assets to enhance energy efficiency. The completion of rooftop solar panel installation at SingPost Centre marks a milestone in our adoption of renewable energy. To deepen our climate resilience, we conducted an ISSB-aligned physical risk analysis, enabling us to better understand climate-related risks and implement mitigation measures to safeguard operations. We have also continued to develop strategies to further leverage on the opportunities presented such as lower carbon products and services.

During the year, we also focused on promoting resource efficiency in our operations and the wider ecosystem through trialling the use of reusable tertiary packaging in our warehouse operations and offering sustainable packaging to our customers. We have also collaborated with Singapore Manufacturing Federation to co-lead the Alliance for Action (AfA) on Packaging Waste Reduction for the E-commerce Sector, which was supported by Singapore's National Environment Agency (NEA), to develop sector-specific voluntary guidelines on sustainable packaging to promote the use of sustainable packaging in the eCommerce sector. These efforts reflect our commitment to responsible consumption and reducing waste across the value chain.

Through ***Collaborative Partnerships***, we continued to strengthen stakeholder engagement and create shared value across our supply chain and service ecosystem. A notable initiative is the Queen Bee Enabled Sustainability Transition (QUEST) programme, which supports small- and medium-sized enterprises (SMEs) in developing carbon inventories and implementing decarbonisation strategies through expert-led guidance. This ecosystem-wide collaboration amplifies the impact and builds sustainability capabilities among our partners.

We also enhanced our service offerings by expanding our POPStop Agent network, offering decentralised parcel collection points that reduce emissions and optimise logistics costs while advancing customer convenience in the heartlands with lower-carbon last-mile delivery solutions. Another initiative in our customer-centric approach was PRIVY, a secure solution for mail and parcel management that strengthens confidentiality and security in the digital age. This innovation, leveraging our capabilities in digital analytics and AI-driven insights, helped to elevate operational efficiency and enhance customer experience.

In support of a ***Culture of Trust***, we remained focused on fostering a safe, inclusive, and forward-looking workplace while upholding high standards of corporate governance, which we strive to continually improve upon. A notable initiative was the introduction of a network of trained mental health first aiders in Singapore to enable early support for employees facing mental health challenges, reinforcing a culture of care and openness. We also launched the Future of Work Academy, an internal learning platform designed to equip employees with digital, leadership, and transformation skills to future-proof our workforce. These efforts aim to empower our people with the tools and capabilities to adapt, lead, and thrive in a rapidly evolving business environment. Reflecting our ongoing investment in people and workplace culture, SingPost was recognised as a Great Place to Work® Certified™ company in Australia, China, Singapore, and Taiwan<sup>3</sup>.

<sup>1</sup> This applies to Singapore and International operations. For Australia operations, this target is currently under review, in consideration of recent business changes.

<sup>2</sup> To enable like-for-like comparison of emissions from FY2023/24 to FY2024/25, this percentage reduction calculation does not include environmental data from Border Express (part of FMH Group) which is only available for FY2024/25.

<sup>3</sup> This includes employees in Singapore Post Limited, Quantum Solutions, and CouriersPlease only. Certification is valid from March 2024 to March 2025.

Moving Forward

These initiatives reflect SingPost’s steadfast commitment to sustainability, innovation, and integrity as we navigate a dynamic and complex operating environment. By aligning near-term actions with our long-term strategic ambitions, we remain confident in fostering a thriving business that delivers enduring value for all stakeholders.

As we move forward, we continue to focus on Making Every Delivery Count For People and Planet, shaping a more sustainable and resilient future for all we serve.

Full details on sustainability are available in SingPost’s Sustainability Report FY2024/25 on [www.singpost.com](http://www.singpost.com) and pages 28 to 35 of this report.

Cherishing Our Planet

Climate Action and Resilience

SingPost is taking proactive steps to ensure our business remains resilient and sustainable in the face of climate change. We aim to achieve net-zero for Scope 1 and 2 operational emissions in Singapore by 2030, and a global net-zero target for Scope 1, 2, and 3 emissions by 2050<sup>4</sup>.

Recognising the potential impacts of climate change on our business, we have conducted further climate scenario analysis to better manage the potential risks identified across our operations and develop strategies to leverage the opportunities presented. We strive to enhance our climate resilience while aligning our emission reduction strategies with the goal of limiting global warming to below 1.5°C.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
Net-zero (Scope 1 and 2) for operational emissions in Singapore by 2030 <sup>5,6</sup>	SingPost has reduced our absolute Scope 1 and 2 Greenhouse Gas (GHG) emissions in Singapore collectively by 37 per cent from the FY2018/19 baseline level.
Net-zero (Scope 1, 2 and 3) for global emissions by 2050 <sup>1,3</sup>	<p>SingPost has developed a strategy and decarbonisation roadmap with targeted pathways to address emissions across our global operations. In FY2024/25, we achieved a 15.7 per cent year-on-year reduction in Scope 1 and 2 carbon emissions on a like-for-like basis<sup>7</sup> for our global operations.</p> <p>We continue to improve and expand our Scope 3 GHG emissions inventory so as to refine our decarbonisation strategies and engage effectively with our stakeholders.</p> <p>While our target remains net-zero emissions (Scope 1, 2, and 3) by 2050, we are actively seeking opportunities to reduce our carbon emissions sooner, wherever feasible.</p>

4 This applies to Singapore and International operations. For Australia operations, this target is currently under review, in consideration of recent business changes.

5 Net-zero is the point at which an organisation has first achieved its 1.5°C science-based target, of which a 45-50 per cent reduction in emissions by 2030 is required in the case of SingPost from the baseline of FY2018/19, followed by a removal of residual emissions (e.g. by carbon offsets). This reduction of 45-50 per cent for SingPost was derived from the Science Based Target initiative (SBTi) Absolute Contraction Approach (ACA) to ensure that targets for absolute emissions reductions are in line with global decarbonisation pathways.

6 SingPost's net-zero targets are based on a 'market-based' approach that reflects emissions from electricity generation that we have purposefully chosen, enabling us to use purchasing decisions to drive decarbonisation in our value chain.

7 To enable like-for-like comparison of emissions from FY2023/24 to FY2024/25, this percentage reduction calculation does not include environmental data from Border Express (part of FMH Group) which is only available for FY2024/25.

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### Resource Efficiency and Waste Management

SingPost is taking action to drive resource efficiency and responsible waste management to reduce our environmental impact and carbon footprint. As environmental regulations and consumer preferences are shifting towards eco-conscious practices, we are optimising our operations to reduce waste and offering sustainable packaging and low-carbon delivery options to support greener practices for our business and customers. Through these efforts, we aim to promote a circular economy towards our goal of net-zero (Scope 1, 2, and 3) by 2050<sup>8</sup>.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
Increase operational recycling rate to 30 per cent by 2025 <sup>9</sup>	SingPost has achieved an operational recycling rate of approximately 26 per cent in FY2024/25. We are continually seeking ways to improve our processes and systems to reduce waste generation, increase recycling, and reuse, wherever possible.

### Collaborative Partnerships

#### Responsible Supply Chain

At SingPost, we integrate the evaluation of suppliers' ESG performance from the outset of the procurement process, ensuring a seamless incorporation of ethical and sustainable practices throughout our supply chain. We collaborate with our supply chain partners to foster strong ESG practices, enhancing the overall quality of our supply chain. By promoting awareness and encouraging our supply chain partners to adopt ESG principles, we strengthen the capabilities and resilience of our supply chain, meeting evolving ESG expectations and contributing to the broader sustainability of the logistics sector.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
Screen all suppliers on ESG criteria	<p>At SingPost, we have expanded our ESG screening to include all on-site contractors and new suppliers<sup>10</sup> with contracts exceeding \$200,000 have been screened using ESG criteria, in accordance with the guidelines established in the Supplier Code of Conduct.</p> <p>This screening process may involve suppliers providing responses on ESG criteria or providing information of the presence and status of an ESG policy within the supplier's operations.</p>

#### Product and Service Innovation

As SingPost advances our journey as a global logistics enterprise, we are embracing digital tools as catalysts for innovation to better serve our customers. Our commitment to automation and digitalisation is not just about enhancing productivity. It is about reimagining how we deliver value and ensuring that our services are aligned with the evolving needs of our customers. Through these initiatives, we aim to create sustainable growth and generate lasting benefits for our stakeholders.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
Conduct at least one pilot innovation programme annually	<p>Launched the brand new POPDrop that serves as an all-in-one machine for seamless and secured parcel drop-off service with real-time trackability, and also offers stamps, postage labels, and bill payments.</p> <p>Enhanced the SingPost Mobile App to improve functionality and user experience in managing and tracking deliveries.</p>

8 This applies to Singapore and International operations. For Australia operations, this target is currently under review, in consideration of recent business changes.

9 This is currently under review as part of the double materiality assessment and in consideration of recent business changes.

10 This includes suppliers from Singapore and International operations.

Customer Experience

At SingPost, we are dedicated to enhancing customer experience through technology. As our business continuously evolves, we recognise the need to adapt to changing customer profiles and expectations. Our aim is to deliver a seamless, omnichannel engagement that empowers our customers with real-time visibility and convenience.

By leveraging innovative digital solutions and automation, including Generative Artificial Intelligence (GenAI), we are committed to enhancing efficiency and consistency in our customer service interactions. This approach allows our customer service agents to focus on delivering exceptional service and meeting evolving customer needs.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
Exceed Infocomm Media Development Authority (IMDA) Postal Quality of Service (QoS) standards for Singapore as one of the essential services serving the nation	All requirements under the Postal QoS standards established by IMDA from January to December 2024 were met and the delivery of local basic letters and incoming letters received and delivered by the next working day were exceeded.
Achieving high service quality and reliability by meeting or exceeding customers' expectations and striving for continual improvement	In 2024, a total of 70 SingPost employees attained the Excellent Service Award (EXSA) including 8 Star, 21 Gold, and 41 Silver awards.

Community Investment

By leveraging our logistics and eCommerce expertise, we strive to cultivate meaningful connections that promote community cohesion, support digital inclusivity, and encourage environmentally responsible practices.

Through these efforts, we reaffirm our commitment to being a responsible corporate citizen dedicated to the holistic development of the communities we serve. Recognising the importance of mental wellbeing in fostering strong, supportive communities, our initiatives empower individuals and families by providing access to essential resources that enhance their quality of life. Furthermore, through our engagement with educational institutions, we actively connect with youths from the local schools and universities, fostering a sense of community and encouraging the next generation to participate in meaningful projects that benefit society.

We are guided by our Community Investment Framework, in our interaction with relevant communities, which is aligned with the UN SDGs, focusing on three areas: Community Resilience & Wellbeing, Digital Inclusion, and Environmental Stewardship. For more details of our community engagement activities, refer to pages 36 to 37 of this report and pages 57 to 62 of our FY2024/25 Sustainability Report.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
Progressively develop targets as flagship programmes are identified	<p>Partnered with the Singapore Civil Defence Force (SCDF) as the official delivery partner for their fundraising initiative, supporting the Singapore Red Cross in its 'Be Our Champion for Humanity' campaign.</p> <p>Distributed care packs in the Cheng San-Seletar constituency in recognition of World Mental Health Day, demonstrating our commitment to community wellbeing and support.</p>

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### Culture of Trust

#### Employee Engagement and Talent Practices

SingPost values our people as our greatest asset. We recognise the importance of engaging with our people, prioritising their wellbeing and investing in their development, which are essential to create a thriving workplace. We are committed to promoting diversity and inclusion, where every individual is respected and feels safe to bring their whole selves to work, regardless of background. This commitment also extends to providing equal opportunities for our employees to support their growth and contribute to a productive workforce for a sustainable business.

Learning opportunities are available to all through curated learning pathways. For more details of the training and development programmes for our employees, please refer to pages 66 to 68 of our FY2024/25 Sustainability Report.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
<b>To achieve an employee engagement survey completion rate of 70 per cent by 2025</b>  <b>To achieve an employee engagement score above the market benchmark by 2025</b>	<p>In 2024, SingPost was recognised as a Great Place to Work® Certified™ company in the markets of Australia, China, Singapore, and Taiwan<sup>11</sup>.</p> <p>An employee pulse survey was conducted in FY2024/25 with a completion rate of 90 per cent across our Singapore and International businesses.</p>
<b>Maintain at least 30 per cent of women workforce representation in senior management (C-Suite, C-minus-1, and C-minus-2 executives) by 2025</b>	<p>SingPost has ~39 per cent women representation in senior management in FY2024/25.</p>

#### Health and Safety

SingPost is committed to positively influencing health and safety outcomes wherever we operate. As one of our core values, we prioritise the health and safety of our employees and stakeholders. We work to constantly uphold high standards of workplace health and safety through our Environment Health and Safety (EHS) Management System.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
<b>Achieve zero major work-related injuries (including fatalities)</b>	<p>There were zero cases of fatalities and zero high consequence work-related injuries for employees across the SingPost Group. Refer to page 75 of our FY2024/25 Sustainability Report for more details.</p>
<b>Improve the year-on-year rate of recordable work-related injuries</b>	<p>The rate of work-related lost time injuries has improved for FY2024/25 to 0.83, as compared to 1.72 in FY2023/24 for employees across the Group<sup>12</sup>. Refer to page 75 of our FY2024/25 Sustainability Report for more details.</p> <p>In FY2024/25, the rate of recordable work-related injuries was 1.64 for employees across the Group<sup>12</sup>. This was an improvement from 2.22 in the last financial year. Refer to page 75 of our FY2024/25 Sustainability Report for more details.</p>

<sup>11</sup> This includes employees in Singapore Post Limited, Quantum Solutions, and CouriersPlease only. Certification is valid from March 2024 to March 2025.

<sup>12</sup> To enable a like-for-like comparison of safety performance between FY2024/25 and FY2023/24, year-on-year improvement performance does not include safety data from Border Express (part of FMH Group), which is only available for FY2024/25.

### Ethical and Transparent Business Practices

SingPost prioritises integrity and accountability, essential for building stakeholder trust and ensuring the Group's long-term success. We maintain a zero-tolerance approach towards fraud and corruption to mitigate risks related to bribery, anti-corruption, and unethical behaviour. Our core values of trust, openness, and accountability are integral to our daily operations and decision-making processes. By adhering to relevant laws and promoting an ethical culture, we are committed to continue building trust with our various stakeholders.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
<b>Uphold zero corruption, unethical behaviour, and fraud incidents across SingPost's operations</b>	In FY2024/25, there were zero incidents of corruption and fraud and seven substantiated cases relating to unethical behaviour. These cases include the substantiated cases relating to the managers in the International Business Unit Operations who were involved in the whistleblowing report received in January 2024 and to certain key Management personnel's handling of internal investigations into certain whistleblowing reports and the renewal of a related agreement <sup>13</sup> . Appropriate actions have been taken on the matters, and operational measures were enhanced to prevent similar occurrences.
<b>Inculcate zero tolerance for bribery and corruption in all employees and business partners</b>	Anti-bribery and anti-corruption training and declarations continue to be conducted as part of the annual Employee Code of Conduct (COC) exercise for all eligible employees <sup>14</sup> .  All business partners of SingPost are made aware of SingPost's anti-bribery and anti-corruption requirements through the Supplier Code of Conduct.
<b>Provide annual training on anti-bribery and anti-corruption for 100 per cent of full-time employees</b>	Annual training on anti-bribery and anti-corruption has been conducted as part of the annual Employee COC exercise for all eligible employees <sup>14</sup> .
<b>No significant fines or non-monetary sanctions relating to non-compliance with laws and regulations</b>	There were no significant fines or non-monetary sanctions relating to non-compliance with laws and regulations in FY2024/25.

### Data Privacy and Cybersecurity

At SingPost, we foster a culture of digital innovation by embracing innovative technologies to meet the evolving needs of our customers. To ensure continued trust from our customers, we are focused on establishing robust digital defences to build resilience against potential cyber threats and upholding the highest standards of data privacy and protection, including compliance with relevant laws.

TARGETS	FY2024/25 PROGRESS AND PERFORMANCE
<b>Uphold the highest standards of data privacy protection, including compliance with relevant laws</b>	SingPost has complied with the Singapore Personal Data Protection Act (2012) and relevant data protection laws in all its operating jurisdictions.  We regularly review and enhance our personal data management policies and practices to maintain high standards. Customer data privacy issues are resolved promptly, and operational procedures are continually improved to prevent similar incidents.
<b>Establish a Cybersecurity Framework in line with industry standards</b>	SingPost aligns its policies with industry standards, including the National Institute of Standards and Technology (US NIST) Cybersecurity Framework.  In FY2024/25, we maintained the 'Advocate' tier of the Singapore Cyber Trust Mark, which was achieved in the last financial year and continued to review and enhance measures to safeguard our critical systems and processes.

<sup>13</sup> Further information on the substantiated cases of unethical behaviour pertaining to these managers and key Management personnel can be found in SingPost's announcement dated 22 December 2024, and SingPost's two announcements dated 29 December 2024.

<sup>14</sup> Eligible employees refer to all full-time and part-time employees, except those who are away on extended leave e.g. those who are on prolonged illness leave, maternity leave or no-pay leave.