

PROFILES OF KEY EXECUTIVES

MR MARK CHONG

Chief Executive Officer

Mr Mark Chong was appointed as Chief Executive Officer ("CEO") on 1 November 2025. He left Singapore Telecommunications Limited ("Singtel") after 28 years of service in a career that spanned roles from Consumer to Enterprise, from sales, marketing to technology roles. His last role with Singtel was the Group Chief Corporate Officer, a role that he assumed in January 2025 after completing a successful two year posting as Deputy CEO of Advanced Info Service Public Company Limited ("AIS"), Singtel's regional associate in Thailand. He served as Singtel Group's Chief Technology Officer from April 2017 to December 2022, where he led technology strategy and innovation, including the launch of world leading mobile capabilities across Singtel's networks in Singapore and Australia.

Mark's extensive international experience includes a four-year tenure as CEO of International at Singtel, where he was responsible for Singtel's overseas associate businesses, and previous stints as Deputy CEO and Chief Operating Officer of AIS. He has held several executive positions since joining Singtel in November 1997, including Executive Vice President of Networks in Singapore and Vice President of Global Accounts. He represented Singtel on the boards of publicly listed companies such as Globe Telecom, Inc., Bharti Infratel Limited, CS Loxinfo Public Company Limited, and several submarine cable joint ventures. He was the Chairman of Bridge Mobile Alliance for 10 years. Currently, he is a Board Member of the Civil Aviation Authority of Singapore.

Mark holds a Bachelor's Degree in Electronics Engineering and a Master's Degree in Research in Electronic Systems from ENSERG, Grenoble, France, achieved on a Singapore Government scholarship. He also earned a Master of Business Administration from the National University of Singapore and is a fellow with the Singapore Computer Society.

MS NEO SU YIN

Chief Operating Officer

Ms Neo Su Yin was appointed as Chief Operating Officer on 2 January 2025, bringing over 20 years of experience in operations and customer experience to SingPost, with a distinguished career spanning leadership roles in both the public and private sectors.

She joined SingPost in April 2019 as Vice President, Customer Experience, and was appointed Chief Executive Officer, Singapore in November 2021 - a position she held till May 2024 when she moved to dnata as Managing Director for Singapore, overseeing ground handling and cargo operations at Changi Airport.

During her previous tenure at SingPost, Su Yin played a key role in a period of significant transformation for the Singapore postal system, contributing to enhancements across key operational areas, including last-mile delivery, digital transformation and postal operations optimisation. This work was recognized by several awards, including the May Day Awards 2024 "Medal of Commendation" for her strong tripartite relationships and contributions to workplace and skills improvement for SingPost workers, the World Post & Parcel Awards 2023 for Innovation, the Singapore Business Review Award 2023 (Ecommerce for Innovation), Supply Chain Asia's "Supply Chain Woman of the Year" and "Last Mile Delivery Partner of the Year" in 2022.

Su Yin was a Singapore Armed Forces Merit Scholar and holds a Bachelor of Science (2nd Upper Class Hons) and a Master of Science in Occupational Psychology from the University of Nottingham, United Kingdom. She is also a graduate of the United States Naval War College in Rhode Island, USA.

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MR ISAAC MAH

Chief Financial Officer

Mr Isaac Mah was appointed as Chief Financial Officer on 22 January 2025. He has been with SingPost since 2019 when he was appointed as Head of Strategic Investments and Investor Relations, spearheading SingPost's investment in Australia. Thereafter, he was appointed as Chief Financial Officer of Freight Management Holdings Pty Ltd (FMH) when SingPost took a controlling stake in FMH. Isaac has been overseeing SingPost's Australia investment, culminating in the recently announced proposed divestment of the Australia business. Isaac has been instrumental in all M&A transactions the Group has undertaken in recent years.

Isaac started his career in the banking industry as Business Analyst, Strategic Planning in Hong Leong Bank, Kuala Lumpur, Malaysia. He then spent eight years in SGX and NZX listed GuocoLeisure Limited, (subsequently re-branded as GL Limited) as part of the Strategy, Business development team, and subsequently in Corporate Finance and Planning for the company which has interest in the UK, USA, Australia, New Zealand and the wider Asia Pacific region. He holds a Bachelor of Arts (First Class Honours) in Accounting and Finance from the University of East London, and he is also a Fellow of the Institute of Chartered Accountants in England and Wales (ICAEW).

MR JONATHAN OOI

Chief Legal Officer and
Company Secretary

Mr Jonathan Ooi joined SingPost in January 2019 and is the Chief Legal Officer and Company Secretary, leading the Group Legal, Compliance and Corporate Secretariat functions. Together with his team, Jonathan is responsible for the legal advisory and compliance governance of the Group. Jonathan was admitted to the Singapore Bar in 2000 and has more than 20 years of legal and company secretarial experience, including serving as in-house counsel in major listed companies in Singapore. Jonathan has a Bachelor's degree in Law from the National University of Singapore and a Masters of Laws from the University of Virginia in the United States.

MR GAVIN PATHROSS

Chief Information Technology
Officer

Mr Gavin Pathross joined SingPost in January 2026 and was appointed as Chief Information Technology Officer. He brings with him more than 20 years of extensive international experience spanning consulting, Fortune 500 enterprises and venture-backed startups. His career includes senior roles with Deloitte, Heineken, and Yum! Brands, combining strategic vision with hands-on execution.

Throughout his career, Gavin has translated board-level ambition into measurable outcomes and led cross-functional technology organisations across multiple geographies. He also brings deep expertise in enterprise architecture, ERP modernisation, data strategy and decommissioning legacy systems to ensure cost efficiency while enabling technology-driven growth and resilience. Prior to Heineken, Gavin was the founder and ex-CEO of Ross Digital where he pioneered F&B robotics using collaborative robots, AI and computer vision.

Gavin holds an Executive MBA from Tsinghua University in Beijing and INSEAD in France. He also earned a Bachelor of Science in Computer Science from Purdue University in the United States where he achieved the Dean's List.