

SUSTAINABILITY OVERVIEW

SUSTAINABILITY STRATEGY

SingPost's sustainability strategy is anchored on three strategic pillars: *Cherishing Our Planet*, *Culture of Trust*, and *Cultivating Communities*. Together, these pillars guide the Group's approach towards environmental stewardship, ethical and transparent governance, customer and employee wellbeing, and positive community impact.

Under *Cherishing Our Planet*, SingPost aims to advance environmental action and resilience through emissions-reduction efforts, operational efficiency improvements, resource management, and responsible supply chain practices.

Through *Culture of Trust*, the Group prioritises the principle of good governance and strengthens our commitment to ethical, responsible, and transparent business conduct. SingPost also remains committed to strong governance, data protection, and cybersecurity.

Under *Cultivating Communities*, SingPost focuses on supporting employees, enhancing customer experience, strengthening accessibility, and creating meaningful community impact through its nationwide network and partnerships.

Each pillar is aligned to the Group's material sustainability matters and mapped to relevant United Nations Sustainable Development Goals (UN SDGs), reinforcing SingPost's commitment to advancing sustainable development in a structured and measurable way.

PURPOSE

Making Every Delivery Count for People and Planet



PILLARS

Cherishing Our Planet

Sustaining a liveable planet for future generations

Culture of Trust

Doing the right things for our stakeholders

Cultivating Communities

Delivering value to our communities and customers

MATERIAL MATTERS

- Environmental Action and Resilience

- Ethical, Transparent and Responsible Business Practices
- Data Privacy and Cybersecurity

- Customer Experience
- Employee Engagement and Talent Practices
- Health and Safety

MATTERS OF ONGOING IMPORTANCE

- Responsible Supply Chain

- Community Engagement

ALIGNMENT WITH UN SDGs



GEARING UP FOR THE FUTURE

During FY2025/26, while the global business, economic and geopolitical environment continued to evolve, climate-related regulations and rapid technological advancements accelerated the need for businesses to adapt responsibly and build long-term resilience.

To position ourselves better for the challenges ahead, we completed our inaugural double materiality assessment to gain clearer insight into the issues most significant to SingPost and our stakeholders. Notably, Responsible Supply Chain and Community Engagement emerged as matters of ongoing importance. As such, we will maintain visibility and governance of these matters alongside our refreshed material priorities.

Guided by our double materiality assessment, we refined our approach to better reflect stakeholder priorities and strengthened how we manage both internal and external impacts across the organisation.

The new material topics have been reorganised under our three key sustainability pillars: *Cherishing Our Planet*, *Culture of Trust* and *Cultivating Communities*. This realignment ensures cohesion throughout the organisation, guiding our commitment to environmental responsibility, strong governance and social impact.

Central to *Cherishing Our Planet* is Environmental Action and Resilience, with Responsible Supply Chain as an ongoing area of importance. *Culture of Trust* reflects our governance focus of Ethical, Responsible and Transparent Business Practices alongside Data Privacy and Cybersecurity. The newly-formed *Cultivating Communities* pillar brings together Customer Experience, Employee Engagement and Talent Practices, Health and Safety, with Community Engagement as an area of ongoing importance.

Overall, SingPost's sustainability strategy and framework ensure a more holistic view of how we support our people, customers, and the broader community. These pillars collectively guide the Group's commitment to environmental stewardship, ethical and transparent governance, employee and customer wellbeing, and positive community impact. Together, they reinforce our dedication to creating a sustainable future while fulfilling our responsibilities to all stakeholders.

SUSTAINABILITY OVERVIEW

POSITIVE IMPACT IN FY2025/26

During FY2025/26, SingPost continued making meaningful progress across its three sustainability pillars while strengthening the Group's resilience, governance, and community impact.

Under ***Cherishing Our Planet***, SingPost refreshed its mid- and long-term climate targets to better align with evolving climate science and operational realities. The Group now targets a 63% reduction in Scope 1 and 2 emissions and a 37.5% reduction in Scope 3 emissions by FY2035/36 from a FY2025/26 base year.

During the year, SingPost achieved a 6% reduction in absolute Scope 1 and 2 greenhouse gas emissions from FY2024/25, while continuing decarbonisation efforts through operational improvements and fleet electrification, with 60% of the delivery fleet now electrified.

Resource efficiency initiatives also contributed to a 26% waste diversion rate from landfill. To further strengthen responsible procurement practices, SingPost implemented a Green Procurement Policy to guide procurement decisions across the organisation.

Through our ***Culture of Trust pillar***, SingPost continued to reinforce strong governance, ethical business conduct, and accountability across the organisation. The Group recorded zero incidences of corruption, fraud, and unethical behaviour relating to non-compliance with regulations concerning the health and safety impacts of products and services, product and service information and labelling, and marketing communications.

SingPost also recorded zero significant fines or non-monetary sanctions relating to non-compliance with laws and regulations. In strengthening diversity and inclusion within leadership, women represented 36% of senior management during the year.

For ***Cultivating Communities***, SingPost continued enhancing accessibility, service excellence, employee wellbeing, and community engagement across Singapore. Our service touchpoints reached about 2,500 locations, ensuring that 80% of Singapore's population can reach a SingPost touchpoint within 10 minutes or less. Service excellence efforts were recognised through 86 employees receiving the Excellent Service Award (EXSA), including 9 Star, 18 Gold, and 59 Silver awards.

SingPost also received the Workplace Safety and Health (WSH) Award for Supervisors and recognition at the Singapore Road Safety Awards 2025, reflecting its continued focus on workplace safety and operational responsibility.

In an effort to engage youths, SingPost introduced the Young Philatelists School Programme to foster cultural heritage appreciation and educational growth among youths.

THE FUTURE AHEAD

Together, these efforts reflect SingPost's continued commitment to building a resilient, responsible, and future-ready organisation. Guided by our purpose of "Making Every Delivery Count for People and Planet," we remain focused on creating long-term value through sustainable business practices, trusted stakeholder relationships, and positive impact for the communities we serve.

Full details on sustainability are available in SingPost's Sustainability Report FY2025/26 on www.singpost.com

CHERISHING OUR PLANET

Environmental Action and Resilience

SingPost is committed to responsible operations and reducing environmental impact. After a double materiality assessment in FY2025/26, we have updated our climate targets to align with the latest climate science, committing to a 90% reduction in Scope 1, 2, and 3 emissions by FY2050/51.

As we adapt to a changing climate, we will evolve our operations and embed sustainability into our decision-making to strengthen environmental resilience and support long-term operational sustainability.

TARGETS ¹	FY2025/26 PROGRESS AND PERFORMANCE
Reduce Scope 1 and 2 emissions by 63% from FY2025/26 baseline year by FY2035/36^{1,2}	SingPost has reduced our absolute Scope 1 and 2 Greenhouse Gas (GHG) emissions collectively by 6% ³ from last financial year and will continue to track emission reduction progress against FY2025/26 baseline.
Reduce Scope 1, 2 and 3 emissions by 90% from FY2025/26 baseline year by FY2050/51¹	SingPost has completed its full Scope 3 greenhouse gas emissions inventory this year. Equipped with more comprehensive data, SingPost can make more strategic decisions on decarbonisation.
Reduce Scope 3 emissions by 37.5% from FY2025/26 baseline by FY2035/36	Moving forward, SingPost will report its progress on reducing Scope 3 emissions. We will continue to improve our Scope 3 calculation methodologies to strengthen data accuracy and consistency.
Achieve a Waste Diversion rate from landfill of 30% by FY2030	SingPost has achieved a waste diversion rate of 26% in FY2025/26. We are continually seeking ways to improve our processes and systems to improve resource efficiency wherever possible.

Resource Efficiency, Waste, and Water

SingPost is committed to a circular approach in resource use, focusing on reducing consumption, extending material lifespan, and promoting reuse and recycling. These efforts help conserve natural resources and align with Singapore's climate and sustainability goals outlined in the Resource Sustainability Act (RSA).

In FY25, SingPost achieved a waste diversion rate of 26% and aims to increase this to 30% by FY30. This goal supports the Singapore Green Plan 2030 and includes initiatives such as diverting food waste to on-site digesters at the SingPost Centre.

TARGETS	FY2025/26 PROGRESS AND PERFORMANCE
Achieve a waste diversion rate from landfill of 30% by 2030	SingPost has achieved a diversion rate of 26% in FY2025/26. We are continually seeking ways to improve our processes and systems to improve resource efficiency wherever possible.

Responsible Supply Chain

At SingPost, we embed sustainability assessments at the start of the procurement process and ensure responsible, ethical practices throughout our supply chain. We strengthen these standards through close collaboration with partners, promoting continuous improvement. By encouraging robust sustainability principles, we enhance capability and resilience, effectively managing risks in logistics and eCommerce.

¹ These targets have been reviewed and refined from the previous year's targets.

² SingPost's targets utilise a 'market-based' methodology, reflecting emissions from selected electricity generation sources to catalyse decarbonisation within our value chain through strategic procurement.

³ Progress on Scope 1 emissions reduction does not include fugitive emissions from refrigerants, as these were previously not included in our carbon inventory. Commencing in FY2025/26, our Scope 1 emissions reporting will be expanded to include these fugitive emission sources.

SUSTAINABILITY OVERVIEW

FY2025/26 HIGHLIGHTS

SingPost continues to strengthen its sustainability considerations within our procurement approach by rolling out a Green Procurement Policy this year. This policy mandates procurement exercises beyond a certain quantum to explicitly incorporate environmental sustainability criteria into the evaluation process.

Further, we have maintained our commitment to influencing a sustainable supply chain ecosystem through the Queen Bee Enabled Sustainability Transition (QUEST) Programme. Two rounds of training have been held since the launch of the programme, reaching about 30 companies.

CULTURE OF TRUST

Committed to Upholding Integrity and Safeguarding Data

At the foundation of SingPost’s evolution into a future-ready organisation is a commitment to trust, resilience, and responsibility. We uphold integrity and transparency while operating as a responsible business, aiming to maintain stakeholder confidence and strengthen our social licence to operate.

The Group safeguards the information entrusted to us by reinforcing strong governance principles and implementing robust data protection and cybersecurity measures.

Ethical, Responsible and Transparent Business Practices

SingPost adopts a zero-tolerance approach to fraud, corruption, and unethical behaviour while strengthening governance frameworks and compliance measures that reinforce responsible practices. The Group is focused on transparency and regulatory compliance as we work to strengthen stakeholder trust and support the long-term resilience of the business.

TARGETS	FY2025/26 PROGRESS AND PERFORMANCE
<p>Uphold the highest standards of responsible business practices, with zero tolerance for corrupt, unethical behaviour# and fraud.</p> <p># Unethical behaviour refers to non compliance with regulations concerning the health and safety impacts of SingPost’s products and services, product and service information and labelling, and marketing communications</p>	<p>In FY2025/26, there were zero incidents of corruption, unethical behaviour and fraud.</p>
<p>Provide annual training on anti-bribery and anti-corruption for 100% of full-time employees.</p>	<p>Anti-bribery and anti-corruption compliance declarations continue to be conducted at onboarding, as well as part of the annual Employee Code of Conduct declaration by all eligible employees.</p> <p>All business partners of SingPost are made aware of SingPost’s anti-bribery and anti-corruption requirements through the Supplier Code of Conduct.</p>
<p>No significant fines or non-monetary sanctions relating to non-compliance with laws and regulations.</p>	<p>There were no significant fines or non-monetary sanctions relating to non-compliance with laws and regulations in FY2025/26.</p>
<p>Maintain at least 30% of women workforce representation in senior management.</p>	<p>In FY2025/2026, there were 9 women in senior management, representing 36% of the senior management workforce.</p>

Data Privacy and Cybersecurity

SingPost is innovating responsibly in an increasingly digital environment by prioritising data safeguarding and strengthening cybersecurity. By enhancing digital safeguards and practices, the Group protects stakeholder information, supports customer trust, and addresses evolving cyber threats.

TARGETS	FY2025/26 PROGRESS AND PERFORMANCE
Uphold the highest standards of data privacy protection including compliance with relevant laws	<p>SingPost has complied with the Singapore Personal Data Protection Act (2012) and relevant data protection laws in all its operating jurisdictions.</p> <p>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.</p>

CULTIVATING COMMUNITIES

Advancing Sustainable Growth for People, Customers, and Communities

At SingPost, we foster a culture of respect in the workplace, ensuring our employees feel empowered and safe. We are dedicated to the highest health and safety standards across our operations. Our commitment extends to delivering meaningful value to both customers and communities. Through our Community Investment Framework, we aim to create a lasting impact by enhancing community resilience, promoting digital inclusion, and advancing environmental stewardship. Ultimately, we strive for sustainable growth that benefits our people, customers, and communities.

Customer Experience

SingPost is dedicated to enhancing the customer journey through service excellence, innovation, and meaningful community engagement. We adapt to evolving customer needs and leverage digitalisation and technology to elevate customer experiences.

Additionally, we develop unique offerings that strengthen our market position and contribute to community vitality. By continually enhancing customer satisfaction and loyalty, we reaffirm our commitment to sustainable growth and long-term stakeholder value.

TARGETS	FY2025/26 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 2025 were met. The delivery of local basic letters and incoming letters received and delivered by the next working day exceeded delivery standards.
Achieve high service quality and reliability by meeting or exceeding customers' expectations and striving for continual improvement	In FY2025/26, a total of 86 SingPost employees attained the Excellent Service Award (EXSA) including 9 Star, 18 Gold, and 59 Silver awards.

SUSTAINABILITY OVERVIEW

Employee Engagement and Talent Practices

At SingPost, we create a thriving workplace by fostering diversity and inclusion, where every individual feels respected and safe, and has equal opportunities for growth. Our commitment to employee wellbeing and development enables them to contribute meaningfully to a sustainable business.

TARGETS	FY2025/26 PROGRESS AND PERFORMANCE
Achieve an employee engagement survey completion rate of at least 70%	An employee pulse survey was conducted in FY2025/26, with a completion rate of 93%, up from 90% in the previous year.
Improve the year-on-year engagement survey score	SingPost observed an engagement survey score of 70% in FY2025/26, an improvement from last year's score of 66%.



Health and Safety

SingPost is committed to promoting strong health and safety outcomes across all operations, prioritising the wellbeing of our employees and stakeholders. We strive to maintain high standards through our Environment, Health and Safety (EHS) Management System.

TARGETS	FY2025/26 PROGRESS AND PERFORMANCE
Achieve zero major work-related injuries (including fatalities)	There was 1 case of fatality and 0 high consequence work-related injuries across SingPost. Refer to page 79 in the Sustainability Report for more details.
Improve the year-on-year rate of recordable work-related injuries	In FY2025/26, the rate of recordable work-related injuries was 0.66 for employees across the organisation. This was an improvement from 2.13 in the last financial year.

COMMUNITY ENGAGEMENT

SingPost leverages its logistics and eCommerce capabilities to create a lasting positive impact in the communities it serves. As a responsible corporate citizen, we develop programmes that enhance access to essential resources while fostering learning, cultural appreciation, and social inclusion.

FY2025/26 HIGHLIGHTS	
	• Introduced the Young Philatelists School Programme to spark primary school children's interest in stamp collecting, fostering cultural heritage appreciation and educational growth among young learners.
	• Deepened our partnerships with Food from the Heart, by serving as their official logistics partner for their Toy Buffet 2025.

Nurturing Heritage and Encouraging Learning

At SingPost, stamps serve as gateways to history, culture, and national identity. To inspire younger generations to appreciate Singapore's heritage, we launched the Young Philatelists School Programme to foster curiosity in history and storytelling through stamp collecting. Starting in March 2026 at Sengkang Green Primary School, the programme introduces students to the stories behind commemorative stamps reflecting the nation's milestones and shared identity.

Through a partnership with Yuhua Primary School, we launched "A Stamp, A Story", a six-year interdisciplinary learning programme that uses stamps as educational tools to connect students with Singapore's heritage and evolving national story.

To help schools stamp clubs and encourage interactive learning, we developed Philately Starter Kits and will also be working on a digital hub that provides easy access to Singapore's stamp archives.

Delivering with Care

SingPost continues to leverage its operational network and partnerships to support community wellbeing and strengthen social resilience.

In partnership with Cheng San Community Club, 25 SingPost volunteers contributed a total of 75 hours to distribute care packages containing mental wellness resources and daily essentials to 572 households across four HDB blocks in the Cheng San-Seletar constituency.

The Group also expanded its ongoing initiative to support elderly and vulnerable residents by monitoring mail collection patterns to identify individuals who may require assistance.

For over 10 years, SingPost's longstanding partnership with Food from the Heart continued with our postmen collecting unsold bread and pastries from bakeries for redistribution to social welfare organisations supporting vulnerable communities.

In FY2025/26, SingPost further strengthened this partnership by serving as the official logistics partner for Food from the Heart's Toy Buffet 2025. The Group also sponsored 3,000 Annual Stamp Collections to encourage curiosity and learning among young beneficiaries.

Honouring Milestones Through Commemorative Stamps

This year, SingPost promoted cultural appreciation and community engagement through commemorative stamps. These included stamp collections celebrating Southeast Asia's shared kebaya heritage following its UNESCO recognition, Singapore's modern architectural heritage in conjunction with SG60, and the 60th anniversary of diplomatic relations between Singapore and Thailand.

SingPost also partnered with NParks on the "Critically Endangered Flora of Singapore – Flora of Coastal Forests" stamp series to raise awareness of biodiversity conservation and environmental stewardship.

In celebration of SG60 and World Post Day, SingPost further engaged the public through a free community exhibition showcasing Singapore's postal and philatelic heritage.

The Group also partnered with the Ministry of Manpower (MOM) and the MOM Assurance, Care, and Engagement (ACE) Group during International Migrants Day to distribute 8,000 postcards and stamps, enabling migrant workers to stay connected with their families and loved ones overseas.