

WHISTLE-BLOWING

Introduction

SingPost and its Board of Directors are committed to conducting business that is consistent with the high standards of corporate governance and in compliance with all laws and regulatory requirements. In line with this commitment, SingPost has a Code of Conduct for employees.

This Code of Conduct sets out the manner in which employees are to perform their duties and carry out their dealings with customers, suppliers, competitors and other third parties.

In addition, SingPost has existing whistle-blowing policies and arrangements for employees and other persons to raise any valid concerns. These are reviewed from time to time and updated.

Objectives

The objectives of our whistle-blowing policies and arrangements are to ensure the following:

- (i) employees and any other persons may, in confidence, raise concerns about possible improprieties in financial reporting or other matters, including illegal or dishonest acts;
- (ii) independent investigation of such matters and appropriate follow-up actions; and
- (iii) protection of whistle-blowers who act in good faith and persons who are victims of wilful complaints.

Reportable Incidents

Some examples of incidents include (though not exhaustive):

- (i) unsafe work practices;
- (ii) illegal or dishonest acts (including frauds, bribery, corruption, theft and misuse of SingPost's resources);
- (iii) complaints or concerns about SingPost's accounting, internal controls or auditing matters;
- (iv) if an individual believes or suspects there is or has been a breach of the laws, regulations, codes, standards or policies applicable to SingPost;
- (v) any other serious improper matters which may cause financial or non-financial loss to SingPost, or damage to the SingPost's reputation.

Whistle-blowing reports received on matters other than those mentioned above (such as customer service-related queries) may be sent to the relevant channels for handling directly and closure.

If the feedback is on SingPost service-related issues, please get in touch with the Customer Service team directly at <https://www.singpost.com/support> or Customer Care Hotline at 1605.

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Reporting and Investigation

All employees and any other persons may file a whistle-blowing report to SingPost. For employees, they can refer to the internal procedures which are posted on the intranet. For external parties, they can send an email or a letter to the following addresses:

Email Address: whistleblow@singpost.com

Postal Address: Head of Department (Internal Audit)
10 Eunos Road 8
#02-20 Singapore Post Centre
Singapore 408600

To facilitate investigation of the feedback, whistle-blowers are encouraged to provide their names and contact details.

SingPost will acknowledge receipt of the whistle-blowing reports within three business days, whenever possible, as long as the whistle-blower has identified themselves or provided their contact details. If the report is anonymous or does not provide any contact details, there is no obligation for SingPost to respond.

Updates will be provided to the whistle-blower at least three weeks from the initial report, with subsequent updates provided periodically—at least every three months, or whenever substantial updates occur. If the initial report lacks sufficient information for an investigation to commence, attempts will be made to obtain additional details from the whistle-blower. Should the whistle-blower fail to respond to subsequent three follow up attempts, or if the information is still insufficient, the case shall be closed. The whistle-blower will be notified once the case is closed, as practicable. The outcomes of all internal investigations will be handled as confidential information and will not be disclosed, unless required by law, regulation, or specific company policy.

All whistle-blowing reports received will be investigated promptly, professionally, fairly and honestly. Where appropriate, the matter will be escalated to the relevant law enforcement authorities for their investigation and further action. Findings from the investigations and the follow-up actions taken or to be taken will be reported to the SingPost Audit Committee.

Protective Measures

All whistle-blowing reports received, including the identities of the whistle-blowers and the persons implicated in the reports, will be kept strictly confidential. The information will only be released to persons on a “need-to-know” basis.

SingPost recognises there may be times when a whistle-blower files a report in good faith but the feedback is later found to be unsubstantiated after investigation. In such cases, no further action will be taken. However, SingPost will not hesitate to take action against any persons found to have misused the whistle-blowing channels with malicious intent or mischief. Disciplinary action may also be taken against any person who has taken retaliatory action against the whistle-blower.