

Investor Relations Policy

Singapore Post Limited ("**SingPost**" or the "**Company**") is committed to engaging its shareholders through regular, effective and fair communication, in compliance with the listing rules of the Singapore Exchange Securities Trading Limited ("**SGX-ST**"), Singapore Code of Corporate Governance 2018 and current best practices.

This Investor Relations ("**IR**") Policy describes the principles and practices for the Company to provide investors with a balanced and understandable assessment of its performance, position and prospects.

1. General Principles

- 1.1 In the course of its IR activities, the Company will comply with all applicable securities laws and regulations.
- 1.2 All disclosures are submitted to SGX-ST through SGXNET, and are made available on the Company's corporate website.
- 1.3 SingPost makes timely disclosures of new material information to all shareholders on SGXNET in compliance with the requirements of the Listing Manual and applicable listing rules. Where there is inadvertent disclosure made to a select group, the Company will make the same disclosure publicly to all others as promptly as possible via SGXNET.
- 1.4 This Policy is subject to regular review by the Company's management.

2. Communication Principles

- 2.1 The Company is committed to treating all shareholders fairly and equitably, and endeavours to uphold a practice of fair, transparent and timely disclosure of both positive and negative information.
- 2.2 The Company communicates only through designated spokespersons who will also establish and maintain regular dialogue with shareholders to seek and understand their views.
- 2.3 The Company will give reasonable access to analysts and the media to help them formulate informed opinions of the Company.
- 2.4 The Company observes a "blackout period" of two weeks prior to the announcement of its half-yearly results and one month prior to the announcement of its full-year results. During this period, the Company does not comment on industry outlook, the Group's business performance and financial results.

- 2.5 The Company does not respond to rumours or market speculation. However, if rumours indicate that material information may have been leaked or where there are unusual market or trading activities that could be attributable to such rumours or market speculation, clarifications will be made promptly through announcements via SGXNET.

3. Communication Channels

The Company employs various platforms to effectively engage shareholders and the investment community, with an emphasis on timely, accurate, fair and transparent disclosure of information.

Shareholders' Meetings

- 3.1 The Company's general meetings (including Annual General Meeting ("AGM") and Extraordinary General Meeting ("EGM")) serve as an important platform for shareholders to communicate directly with the Board.
- 3.2 The Company disseminates information on its general meetings through notices sent to shareholders and published in the local press, the Company's corporate website and via SGXNet. Annual Reports and Letters/Circulars are normally sent to shareholders at their written request and are posted on the Company's corporate website.
- 3.3 Members of the Board, the Company's key management personnel and the external auditors of the Company will be in attendance at general meetings to address shareholders' queries.
- 3.4 Under the Company's Constitution and pursuant to the Companies Act 1967, the CPF Board and relevant intermediaries (as defined in Section 181 of the Companies Act 1967) may appoint more than two proxies to attend, speak and vote on their behalf. A registered shareholder who is unable to attend may appoint up to two proxies, who need not be shareholders of the Company, to attend and vote on his/her behalf.
- 3.5 An announcement of the voting results will be made in a timely manner via SGXNET after the conclusion of each meeting.
- 3.6 The minutes of these meetings will be made available on the Company's website as soon as practicable after the conclusion of the relevant meeting and made available to shareholders upon request.
- 3.7 Provision 11.4 of the 2018 Code provides that a company's constitution should allow for absentia voting at general meetings of shareholders. Presently, absentia voting (such as by mail, email or fax) is not permitted under the Company's Constitution. The Company does not intend to amend its

Constitution to provide for absentia voting until security, integrity and other pertinent issues relating to absentia voting are satisfactorily resolved. Nevertheless, the Company is of the view that notwithstanding its deviation from Provision 11.4 of the 2018 Code, shareholders are treated fairly and equitably and have the opportunity to communicate their views on matters affecting the Company. For instance, shareholders may appoint proxies to attend, speak and vote, on their behalf, at general meetings if they are unable to attend.

Investor Meetings, Conferences and Roadshows

- 3.8 In addition to shareholder meetings, senior management of the Company will actively engage investors, analysts and the media at appropriate times throughout the year, as well as participate in investor conferences and roadshows.

Results Reporting and Analysts' Briefings

- 3.9 Upon release of the half-year and full-year financial results, results briefings will be held as appropriate for members of the media and analysts. Transcripts of the analysts briefing sessions are made available on the Company's corporate website.
- 3.10 Briefings for analysts and investors may also be held for interim business updates, and announcements of key business and corporate developments.

Corporate Website

- 3.11 Financial results announcements, annual reports, sustainability reports, SGXNET announcements, presentation materials and other relevant corporate information will be made available under the "Investor Relations" section of the Company's corporate website (www.singpost.com).
- 3.12 Shareholders and members of the public may subscribe to an email alert service at the Company's corporate website to receive regular updates on the Company's corporate information and announcements.

4. Company Contacts

- 4.1 Shareholders and the investment community may contact the IR team via email at investor@singpost.com and the Lead Independent Director at lid@singpost.com
- 4.2 Shareholders may also contact the Company's Share Registrar at the following address:



Boardroom Corporate & Advisory Services Pte. Ltd.
1 Harbourfront Avenue,
#14-07 Keppel Bay Tower,
Singapore 098632

Tel: +65 6536 5355
Fax: +65 6536 1360
Email: srs.teamd@boardroomlimited.com

5. Shareholder Privacy

- 5.1 The Company recognises the importance of its shareholders' privacy and will not disclose shareholders' information without their consent unless required by law.