

## FY20/21 KEY HIGHLIGHTS

As a global company with a deep Singaporean core, SingPost continued pushing its boundaries in FY20/21 despite a global pandemic, constantly transforming the business, strengthening its responsibility towards the local community, cementing its commitment towards sustainability and to drive long-term value for its stakeholders.

### > COMMUNITY FIRST

- Ensured continuous essential mail and last-mile delivery services in spite of manpower constraints, safe management measures through COVID-19.
- Made changes to how we served Singapore to give customers a peace of mind during the pandemic, such as introduction of contactless deliveries and self-service options.
- Streamlined offerings for Singapore customers, with a simplification of postal rates for packages, postage-paid consumables and local Speedpost services, resulting in cheaper postage for most customers.
- Met IMDA's mandated Postal Quality of Service standards for 2020.



### > TRANSFORMING SINGAPORE'S POSTAL SYSTEM

- Launched the first public trial of PostPal, SingPost's next generation letterbox, at Clementi in December 2020.
- PostPal, a world's first, represents a new era of letterboxes powered by technology and cutting-edge digital system with capabilities beyond mail delivery.
- Two smart letterboxes on trial, with nine out of every 10 households participating in the trial. Trial to be expanded to other parts of Singapore over the next few months.

› **DOUBLE DOWN ON A SECOND HOME MARKET**

- Acquired 28% equity interest in Freight Management Holdings Pty Ltd, a leading 4<sup>th</sup> party logistics service company based in Melbourne, Australia.
- The investment will allow the SingPost Group to further scale its Business-to-Business-to-Consumer (B2B2C) logistics capabilities in Australia, as it capitalises on the growing eCommerce segment in the market.
- CouriersPlease saw strong growth buoyed by eCommerce boom as a result of COVID-19, with six new facilities set up across Australia in 2020.



› **COMMITMENT TO SUSTAINABILITY AND THE COMMUNITY**

- Set up of Board Sustainability Committee in February 2021 in recognition of the growing importance of environmental, social and governance to SingPost’s purpose in society.
- Launched Asia’s first-ever charity stamps in November 2020, with all proceeds from the sale of stamps fully donated to Community Chest, in support of MINDS, with dollar-for-dollar matching by SingPost.
- Partnered *My Community Festival* to host SingPost’s first-ever community visits, allowing over 100 members of public to go behind-the-scenes at the mail processing centre.

› **NEW LOOK TO HERALD IN BETTER TIMES AHEAD**

- Introduced a new look since 2011 for over 3,000 frontline and operational SingPost staff, including postmen, Inspectors of Post, parcel ambassadors and more.

