

CORPORATE SERVICES



Corporate Services is made up of support functions including Finance, Treasury, Investor Relations, Corporate Social Responsibility and Property.

All the departmental functions making up Corporate Services report to the Deputy Group CEO (Corporate Services), who is also the Group CFO.

The mission of Corporate Services is to be a catalyst for integration and collaboration across the numerous business units of the Group. With SingPost on its transformation journey from a postal service organisation into an enterprise that offers a hybrid solution of postal and eCommerce logistics, it is critical that business units and support units collaborate in an open environment so as to deliver unified end-to-end solutions to customers.

Corporate Services work to support these efforts such as integrating newly acquired business operations into the SingPost family, fostering best practices and managing talent as a Group-level resource.

As part of building collaboration and integration, Corporate

Services has since February 2016 been housed at Loft@7, a 6,600 square metre open-plan office on the seventh floor of the SingPost Centre. This new concept office was designed for flexible work interaction and hot-desking. Today, Loft@7 houses some 600 staff and management from our business units and the support functions that make up Corporate Services.

In October 2016, we set up a Corporate Sustainability unit to oversee our efforts for sustainability operations and reporting, as well as community outreach.

In February 2017, SingPost was recognised as one of the pioneering enterprises of the Tripartite Alliance for Fair and Progressive Employment Practices' Human Capital Partnership Programme.

Our Investor Relations efforts received recognition during the year, where SingPost was placed third in Singapore for Best Investor Relations by FinanceAsia, under their Asia's Best Managed Companies 2017 survey.

In May 2017, a Treasury Management System was implemented in Group Treasury. This system enhances manpower productivity and timeliness of information leading to better management of liquidity and financial market risk exposure.



PROPERTY

The construction of the new SingPost Centre, which will house the new General Post Office (GPO) and a five-level retail mall, progressed well through the year. The Temporary Occupation Permit for the retail mall was received in April 2017.

The GPO, which has a floor area of around 300 square metres, will showcase what postal services will be like in the coming decade. It will combine counter service with innovations such as POPStations and SAM Kiosks to allow postal and eCommerce logistics services outside normal working hours. Given that POPStations and SAM Kiosks are critical components in SingPost's vision of evolving postal services, these devices are on a continuous upgrade path where innovative technologies are being embedded and new features introduced to serve our customers of the future. In the foyer of the new GPO, there will also be a heritage corner where visitors can enjoy a learning journey through SingPost's 150-year history. Adjacent to the GPO will be SingPost's philatelic flagship store offering a wide range of Singapore stamps, thematic MyStamps and philatelic gifts.

The new retail mall within the SingPost Centre will have a Gross Floor Area of around 25,000 square metres, which is about double that of the former mall before renovation works commenced. The extra area made available for retail activities came as a result of SingPost driving its operating efficiencies by consolidating its parcel sorting operations into the new Regional eCommerce Logistics Hub which was officially opened on 1 November 2016.

The Net Lettable Area of the retail mall is about 16,400 square metres and among the tenants are NTUC FairPrice, Golden Village and Kopitiam as well as leading retail brands, family entertainment outlets and enrichment centres. The retail mall is designed to complete the eCommerce omni-channel experience by bringing together consumers, retailers and last-mile delivery. Shoppers can enjoy both showrooming and webrooming where they can browse and buy online or buy directly from stores at the mall. SingPost can provide last-mile delivery for online purchases made in the stores while shoppers can meet family and friends for movies or meals.

In March 2017, SingPost signed a Property Management Agreement with CapitaLand Mall Asia (CMA), where they



In March 2017, SingPost hosted Mr Chan Chun Sing, Secretary-General of NTUC and Minister in the Prime Minister's Office, and NTUC/UTES leaders for an industry visit to the Regional eCommerce Logistics Hub. The union leaders had the opportunity to conduct dialogues with operations staff from Quantum Solutions, SP Parcels and SingPost. At this visit, Mr Chan shared his thoughts on the future economy with the management and staff who were present. The relationship between SingPost leaders and the union continues to be strong and we will work together to build a workforce ready for the future.

will be responsible for the pre-opening of the retail mall, marketing and promotion, lease and facilities management. The appointment of CMA will help SingPost optimise returns from the retail mall while SingPost focusses management attention on its core operations of postal services and eCommerce logistics. The retail mall is expected to start

serving customers in the second half of 2017.

The new SingPost Centre will be Green Mark certified. All its common areas, lift lobbies and other facilities have been refurbished and tenants of the mall and offices will be served by an intelligent building management system.

LIST OF MAJOR PROPERTIES

Name	Address	Title	Yrs	With Effect From	Land (Sq m)	Building Gross Floor Area (Sq m)
Airmail Transit Centre	21 North Perimeter Road	Leasehold	30	25.09.00	2,903	8,862
Alexandra Post Office	110 Alexandra Road	Leasehold	99	31.03.92	2,305	923
Bukit Panjang Post Office	10 Choa Chu Kang	Leasehold	99	31.03.92	3,264	2,015
SingPost Regional eCommerce Logistics Hub	37/39 Greenwich Drive	Leasehold	30	16.11.14	32,505	51,358
Jurong Delivery Base	2 Kian Teck Way	Leasehold	30	16.10.95	4,016	3,574
Kallang Delivery Base	18 Jalan Lembah Kallang	Leasehold	30	16.09.98	2,761	6,850
Killiney Road Post Office	1 Killiney Road	Leasehold	99	31.03.92	1,029	555
Loyang Delivery Base	25 Loyang Lane	Leasehold	30	16.10.95	3,519	3,225
MacPherson Post Office	70 MacPherson Road	Leasehold	99	31.03.92	1,918	315
Pasir Panjang Post Office	396 Pasir Panjang Road	Leasehold	99	31.03.92	1,726	391
Paya Lebar Delivery Base	755 Upper Serangoon Road	Leasehold	99	31.03.92	1,353	3,012
Serangoon Garden Post Office	54 Serangoon Garden Way	Leasehold	99	31.03.92	1,215	307
Simpang Bedok Post Office	350 Bedok Road	Leasehold	99	31.03.92	1,134	329
Singapore Post Centre	10 Eunos Road 8	Leasehold	99	30.08.82	32,738	137,134
Tampines Delivery Base	29 Tampines Street 92	Leasehold	30	01.01.92	5,000	12,395
Tanglin Post Office	56 Tanglin Road	Leasehold	99	31.03.92	2,622	2,678
3B Toh Guan Road East	3B Toh Guan Road East	Leasehold	30	01.09.89	10,064	18,126
Woodlands Delivery Base	9 Woodlands Walk	Leasehold	30	16.10.95	3,040	2,393