

Like the rest of the world, COVID-19 presented SingPost with a stark reality in 2020 as the pandemic swept across the globe. Along with alarming international infection numbers, the immediate wave of city lockdowns swiftly grounded the world economy to a halt.

The aviation industry became the earliest corporate casualty of the pandemic and SingPost immediately felt the ripple effects of flight and air freight disruptions, crippling cross-border fulfilment and international deliveries.

### Unprecedented Challenges

A stand of solidarity, wage adjustments were made across the SingPost Group management team. A multi-divisional SingPost COVID-19 Task Force was also formed in March 2020 to manage the impact of the pandemic.

Immediate measures were put in place to safeguard the well-being of employees, customers, tenants and shoppers across all SingPost touch-points – the SingPost headquarters, SingPost Centre mall and office building, the eCommerce Logistics Hub, mail delivery bases and post offices islandwide.

Measures included strict team segregation, working from home arrangements where possible, daily temperature checks, reminders on personal hygiene practices as well as travel and health declarations. For the safety and well-being of its staff as well as customers, SingPost also made changes to its delivery protocol, implementing contactless deliveries for Registered Services and parcels.

Yet, one of the biggest challenges for the postal service was Malaysia's Movement Control Order announced in mid-March. SingPost raced against time to secure hotel accommodation for some 600



Minister for Communications & Information Mr S Iswaran, together with Senior Minister of State, Ms Sim Ann, visiting our Malaysian postmen at Kallang Regional Delivery Base in March.

Malaysian team members who commute over the Causeway and Second Link daily within 24 hours of the announcement. This move garnered mainstream media attention, showcasing SingPost as the bright example of providing good welfare for its Malaysian employees.

### The Inevitable

Despite the strictest of measures that included donning on personal protection equipment (PPE), team segregation and social distancing, the inevitable happened on 27 March as three positive cases of COVID-19 were identified amongst staff members. A contract staff working at SingPost's back-end packet-sorting facility reported for work despite being on medical leave, and was confirmed to have COVID-19 on 25 March. Subsequently, two additional full-time SingPost employees working on the same floor were tested positive for COVID-19. The rest of the positive cases emerged within a week.

At the time of publication, the curve of SingPost infections levelled at 10 employees. All have since recovered fully. No other SingPost Group employee, including those from our overseas subsidiaries, has been tested positive for COVID-19. The



SingPost cluster was declared closed on 2 May 2020 by the Ministry of Health as there were no infections for 28 days.

In addition to providing utmost support to our affected employees, manpower posed an immediate challenge as quarantine orders were instantly issued to staff who were in close contact with the infected employees.





# COVID-19



## Circuit Breaker

As the national postal service provider, SingPost remained steadfast in its delivery commitment during Singapore's Circuit Breaker period, albeit the reduction in the number of post offices operating islandwide, in line with the government's recommendation to minimise staff numbers working on-site.

As with many businesses across Singapore, mall tenants bore the brunt of the Circuit Breaker measures and as landlord of the SingPost Centre Mall, SingPost is committed to tide tenants through the difficult time. For instance, SingPost is providing support to eligible tenants, on top of the mandatory property tax rebates, such as rental waivers or rebates and the utilisation of security deposits for rental payment. At the same time, SingPost is also giving extra marketing support for food and beverage tenants as well as extending the car park's grace period to support delivery drivers and food-order pick-ups.



**This item has been:**

- ✔ Processed in a clean & sanitised environment
- ✔ Safely handled by staff equipped with masks

We are committed to provide you with a safe delivery service. Our staff measure their temperature twice-daily and practice social distancing at work.

Stay safe and thank you for using Speedpost. SingPost is always #HereWithYou.

#HereWithYou

# #HereWithYou

Even as Singapore, together with the rest of the world, grapple with containing the spread of the pandemic and significant economic fall-out, SingPost continues to stand alongside the nation, stoically supporting the community, during this difficult and unprecedented time.

On top of its assurance in providing essential postal services, SingPost also volunteered its services to the community. These include:

- Partnering Temasek Foundation in its BYOBClean campaign, where hand sanitisers were provided to households islandwide;
- Speedpost sponsorship of 33 cartons of donations to the wife and new-born child of a Bangladeshi migrant worker who tested positive, as well as donations to the families of two Indian migrant workers who passed away in Singapore;
- People's Association's (PA) Masks Sewn with Love community initiative, where SingPost waived postage fees for hand-woven masks placed into blank envelopes and stored the masks for delivery at a later time;
- Sponsorship of envelopes and stamps for Tzu Chi mask initiative; and
- Speedpost doorstep medicine deliveries for NUH and three polyclinics to the elderly.



**IN TIMES LIKE THESE, WE ARE** #HereWithYou

We have weathered many storms alongside Singapore over the last 162 years. This time – despite the challenges – is no different.

Even as the pandemic situation evolves, one thing is certain – SingPost will always be HERE WITH YOU, as we continue to connect people, communities and businesses.

SingPost has an incredibly long history, having weathered many storms with Singapore over the last 162 years as we continue to connect communities and Singapore to the rest of the world.

This time – despite the challenges – is not any different. Even as the pandemic situation evolves and the uncertainty of better days may cloud our confidence, one thing is certain – SingPost will always be #HereWithYou.

