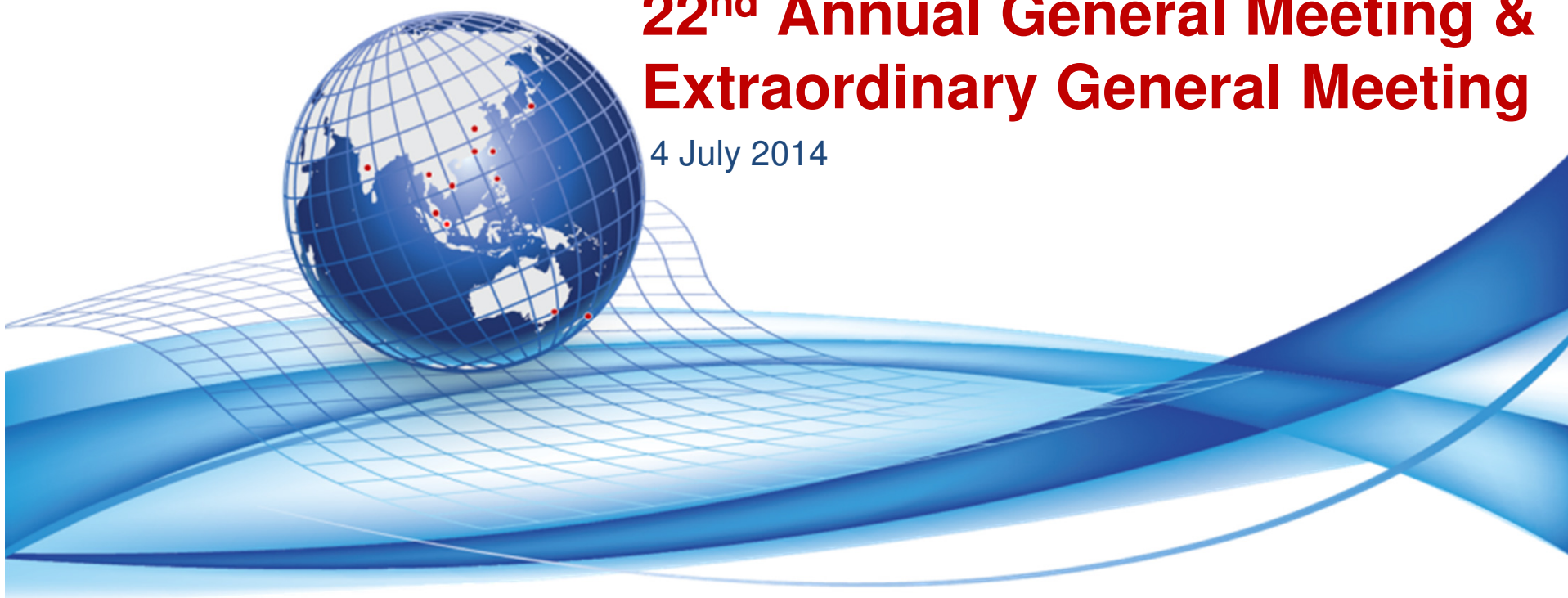
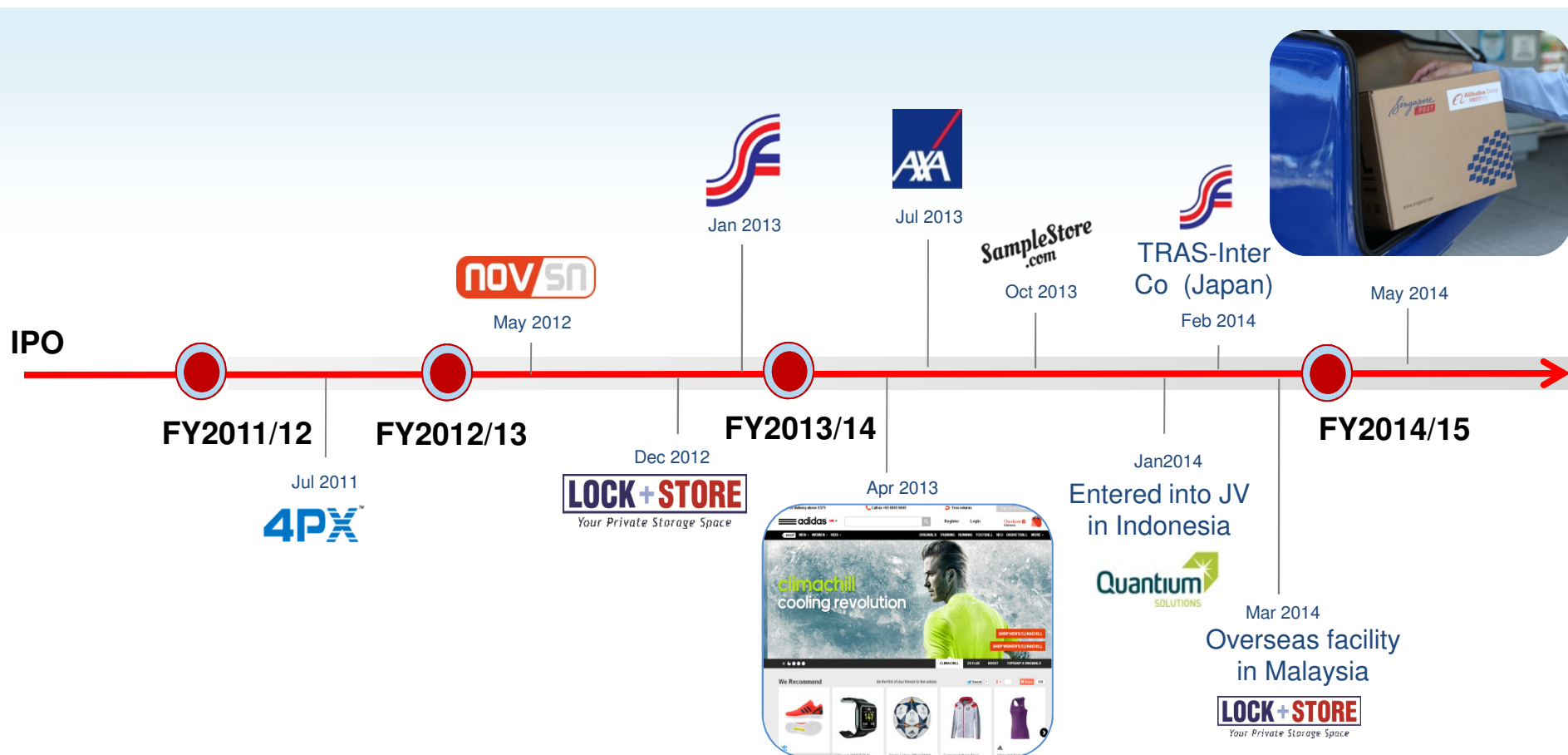


# 22<sup>nd</sup> Annual General Meeting & Extraordinary General Meeting

4 July 2014



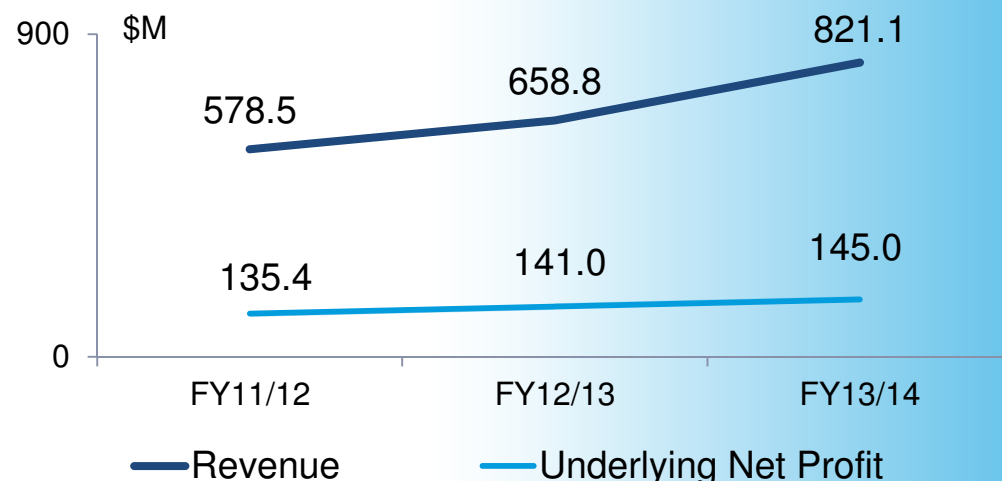
# We are in the 3<sup>rd</sup> year of our accelerated transformation



Strong entry into eCommerce after signing partnership with Alibaba, and winning key customers like Adidas

# We are in the 3<sup>rd</sup> year of our accelerated transformation

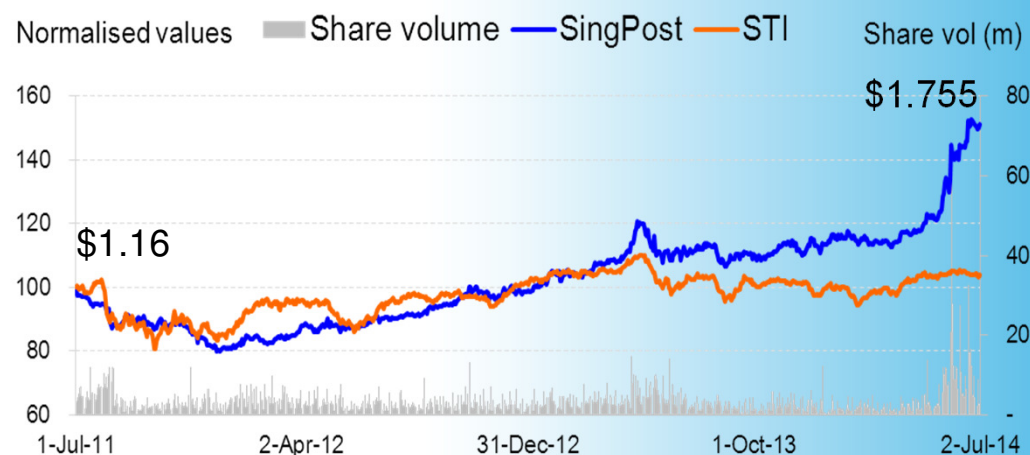
We are realising our strategy of growing revenue...



Initial success in transformation as we continue to invest in the future

Total shareholder return of 320% since 2003; 4.2x initial investment

...and creating value for our shareholders



# SingPost's vision and strategy is crystal clear



## REGIONAL LEADER IN

### E-COMMERCE LOGISTICS



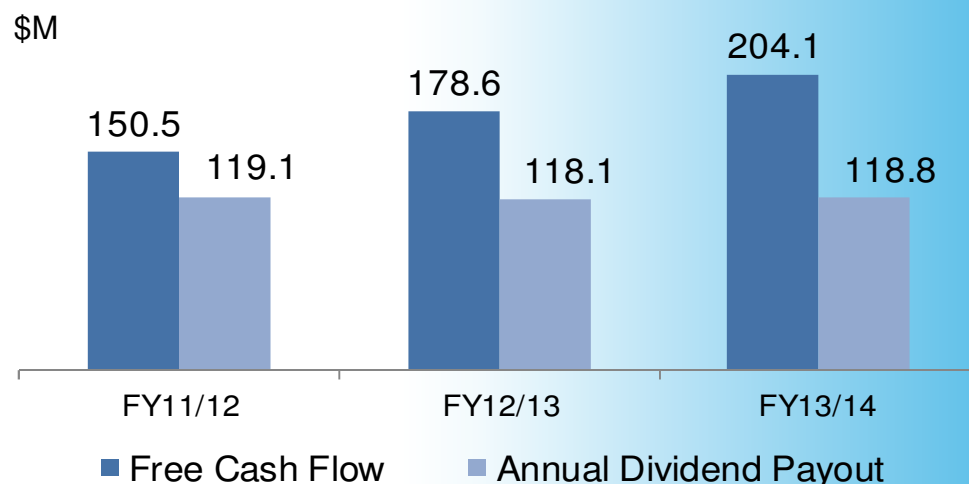
&

### TRUSTED COMMUNICATIONS



# We continue on our dividend commitment

## Our healthy cash flows support dividend payout



## Quarterly dividend payouts

Period	Quarterly dividend per share
Q1 interim	1.25 cents
Q2 interim	1.25 cents
Q3 interim	1.25 cents
Q4 final	1.25 cents + variable 1.25 cents
Total	6.25 cents

Barring unforeseen circumstances, SingPost will make a minimum annual dividend payout of 5 cents per share

Over the past 8 years, SingPost has paid out an annual dividend of 6.25 cents per share



# And we put continuous emphasis on Corporate Governance

## Adhering to All Principles in the Code of Corporate Governance

<b>Board's Conduct of Affairs</b>	<b>Board Composition</b>
<b>Chairman and Chief Executive Officer</b>	<b>Board Membership</b>
<b>Board Performance</b>	<b>Access to Information</b>
<b>Remuneration Policies</b>	<b>Level and Mix of Remuneration</b>
<b>Disclosure on Remuneration</b>	<b>Accountability</b>
<b>Risk Management &amp; Internal Controls</b>	<b>Audit Committee</b>
<b>Internal Audit</b>	<b>Shareholder Rights</b>
<b>Communication with Shareholders</b>	<b>Shareholder Meetings</b>

**Full details are in the Annual Report**

## Detailed Examples

- ✓ Enhanced experience, gender and expertise with new board members
- ✓ Rigorous peer-to-peer review to ensure independence including engaging external expert advisory firm Egon Zehnder
- ✓ Formal process to assess board performance and effectiveness conducted by Egon Zehnder
- ✓ Annual joint Board and Mgmt Strategy Workshop

## Consistent shareholder engagement

- ✓ Actively engage with investors
  - Regular one-on-one dialogues
  - Results briefings for media and analysts
  - Timely release of info non-selectively
- ✓ New section in Annual Report on strategies to build a long term sustainable Group
  - Risk Management
  - Innovation & Productivity
  - Labour Practices and Community Giving

# Is the transformation finished? Are we there yet?

no

... but we are off to a  
good start

World Mail Award 2014  
for eCommerce



Ranked No. 1  
Postal Agency



EMS Gold Level Award by  
Universal Postal Union



To keep up momentum, we need to further invest  
and set up SingPost for sustainable, long-term  
shareholder value creation



**FY2013/14 Highlights**



# FY2013/14 performance – Good progress in transformation

## SingPost Group

Revenue	↑ 24.6%
Underlying net profit	↑ 2.9%



### Mail

Revenue	↑ 11.5%
Operating profit	↑ 1.0%



### Logistics

Revenue	↑ 52.8%
Operating profit	↑ 104.7%



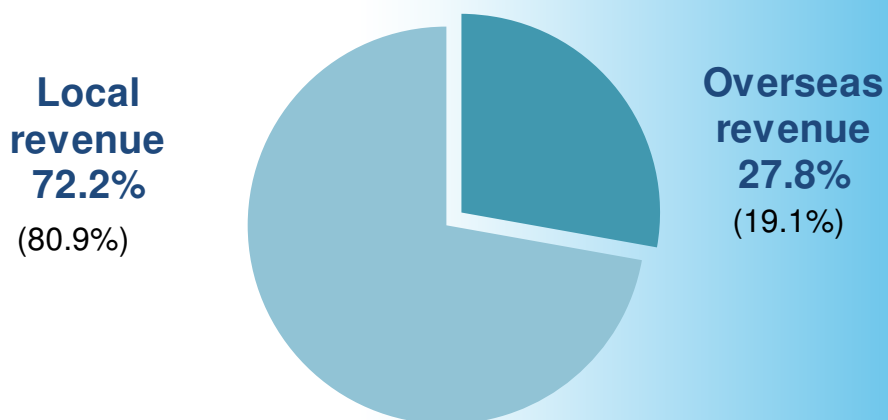
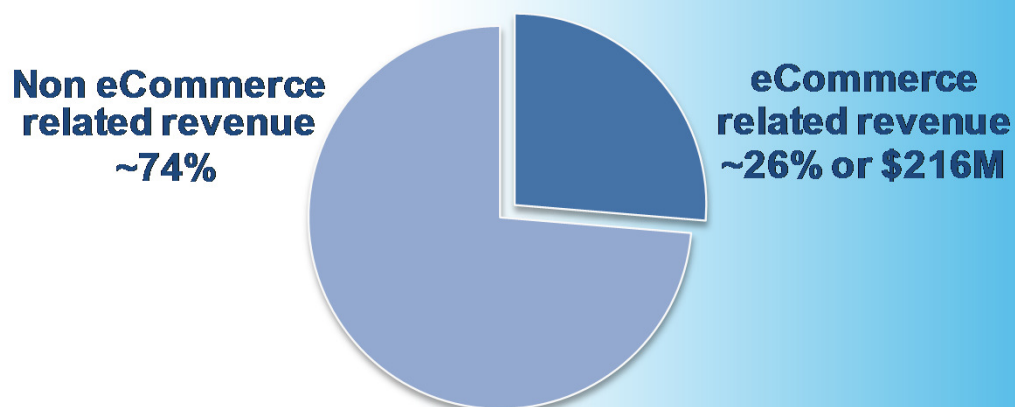
### Retail & eCommerce

Revenue	↑ 3.5%
Operating profit	↓ 49.2%

M&A contributions and eCommerce parcel growth mitigated impact of decline in *traditional* letter business

Continued developmental spending for the Group's transformation

# FY2013/14 performance – Higher eCommerce and overseas contributions



**Group Revenue \$821.1M**

**Growing eCommerce related contributions across all business segments of Mail, Logistics, Retail & eCommerce**

**Increasing revenue from overseas markets with regional expansion**

Previous financial year figures in brackets

# Challenges in operating environment remain

**Second annual  
decline in domestic  
mail volumes**

**High service quality  
expectations as Public  
Postal Licensee, despite  
declining mail density**



**Continued escalation  
in operating costs**

**New areas of logistics  
and eCommerce  
are very competitive**

# Ready for the future – Accelerating growth in regional eCommerce Logistics



Further acceleration of growth efforts in eCommerce Logistics

Continued expansion of the Group's businesses in Asia Pacific

Investment by Alibaba Group & MOU for eCommerce Logistics joint venture

# Ready for the future – Continued investments in Trusted Communications

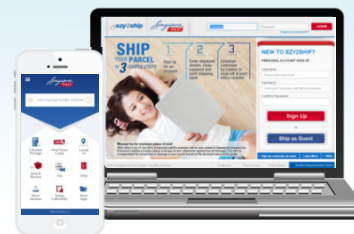


Committed to service obligations and high Quality of Service as Singapore's Public Postal Licensee

\$100M investment in postal infrastructure, service quality and innovation

Building innovative channels in digital communications

Managing cost challenges with focus on productivity and efficiency







Singapore  
POST



Thank You