



Singtel Investor Relations Policy

Singapore Telecommunications Limited (“Singtel” or the “Company”) is committed to delivering high standards of corporate disclosure and transparency in our communications with shareholders, analysts and other stakeholders in the investment community (collectively “Investors”) in compliance with the listing rules of the Singapore Exchange Securities Trading Limited (“SGX-ST”), Singapore Code of Corporate Governance 2018.

The Investor Relations (“IR”) department is the main intermediary between the Company and Investors and facilitates effective communication with the Company's Investors.

To help Investors make informed investment decisions, the Company provides timely, accurate and transparent information to the market. The Company is guided by the following principles and practices.

1. General Principles

- 1.1. The Company complies with all applicable securities laws and regulations.
- 1.2. All disclosures of material information are submitted to Singapore Exchange Securities Trading Limited (“SGX-ST”) through SGXNET, and are made available on the Company’s corporate website.
- 1.3. The Company makes timely disclosures of new material information to all Investors on SGXNET in compliance with the requirements of the Listing Manual. Unpublished material information may not be disclosed to selective current and prospective Investors until the information is published on SGXNET. Where such information is inadvertently disclosed, the information will be disclosed publicly to all others as promptly as possible via SGXNET.
- 1.4. This Policy is subject to regular review by the Company’s senior management (“Management”).

2. Communication Principles

- 2.1. The Company is committed to the fair treatment of all Investors and strives to keep shareholders informed of matters that affect their interests in the Company on a timely, equitable and transparent basis.
- 2.2. The Company communicates only through its designated spokespersons.
- 2.3. The Company conducts regular dialogue with Investors to keep them informed of its developments and to seek and understand their views.
- 2.4. The Company usually refrains from meeting Investors and making comments on the industry outlook, its business performance and financial results two weeks prior to the announcement of its first, second and third quarterly results and one month prior to the announcement of its full-year 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 engages investors through several channels.

Shareholders' Meetings

- 3.1. The Company's Annual General Meeting (AGM) is an important platform for shareholders to communicate directly with the board of directors (Board) and Management. Shareholders are able to ask questions of the Board and Management in relation to the strategy, business operations, financial results, corporate governance and other matters that affect their interests in the Company.
- 3.2. Shareholders are sent a copy of the notice of AGM¹, which lists all items of business to be transacted at the general meeting, within the required notice period prior to the AGM. The notice of AGM is also announced via SGXNET and published in the local newspaper.
- 3.3. Members of the Board and senior management are in attendance at general meetings to address shareholders' queries about the Company. The Company's auditors and counsel also attend to address questions in relation to the audit and clarify any points of law, regulation or meeting procedure.
- 3.4. All shareholders are entitled to attend and vote at general meetings in person or by proxy. Shareholders can appoint up to two proxies to attend, speak and vote at general meetings in their absence. Shareholders who are relevant intermediaries² may appoint more than two proxies.
- 3.5. An announcement of the voting results is made on the same day via SGXNET after the conclusion of each meeting.
- 3.6. The minutes of meetings are made available on the Company's website within a reasonable time after the conclusion of each meeting.

Investor Meetings, Conferences and Roadshows

- 3.7. The Company initiates and also accepts meetings with Investors to explain and discuss the Company's strategy, business operations, financial results, corporate governance and other matters that affect their interests in the Company.

¹ Paragraph 3.2 is also applicable for notice of Extraordinary General Meetings ("EGM")

² Under Singtel's Constitution and pursuant to the Companies Act, the Central Provident Fund Board and relevant intermediaries (as defined in the Companies Act, Chapter 50)



- 3.8. The Company maintains a proactive and regular program of Investor engagement through group and one-on-one meetings, conference calls, email communications, Investor conferences and roadshows throughout the year.
- 3.9. Discussions at Investor meetings are based on publicly available information.

Quarterly Results Announcements

- 3.10. The Company announces its financial results on a quarterly basis, within 45 days from the end of each of the first, second and third quarter and 60 days from the end of each financial year. The results announcements contain detailed financial statements, as well as management discussion and analyses of the Company's key business trends and financial performance.
- 3.11. For each quarterly results announcement, the Company holds a results briefing for members of the media and a results conference call for Investors. A recorded presentation of the results is also available on the Company's corporate website.
- 3.12. Materials for the results announcements are made available on the Company's corporate website immediately after they are published on SGXNET. Transcripts of the Investor conference calls are also made available on the same website the following working day.

Annual Report and Sustainability Report

- 3.13. The Company publishes an annual report about one month before the AGM to provide Investors a comprehensive and balanced overview of its business strategies and developments, market outlook, operational and financial performance, as well as corporate governance practices.
- 3.14. The Company also publishes a sustainability report annually, which covers the Environmental, Social and Governance (ESG) and sustainability strategies, initiatives and performance, prepared in accordance to Global Reporting Initiative Standards. The Sustainability Report is also assured by an external auditor.

Corporate Website

- 3.15. Financial results announcements, annual reports, SGXNET announcements, presentation materials and other relevant corporate information are made available under the "Investor Relations" section of the Company's corporate website (www.singtel.com).



4. Company Contacts

- 4.1. Shareholders and the investment community may contact the IR team via email at investor@singtel.com or

Singapore Office

31 Exeter Road, #19-00 Comcentre
Singapore 239732
Telephone: +65 6838 2123

Sydney Office

1 Lyonpark Rd
Macquarie Park NSW 2113 Australia
Telephone: +61 2 8082 6005

- 4.2. Shareholders may also contact the Company's Share Registrar at the following address:

M&C Services Private Limited
112 Robinson Road, #05-01
Singapore 068902
Tel: +65 6227 0544
Fax: +65 6225 1452
Email: annualreports@mncsingapore.com

5. Shareholder Privacy

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