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**Miscellaneous**

\* Asterisks denote mandatory information

Name of Announcer *	SINGAPORE POST LIMITED
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Announcement is submitted with respect to *	SINGAPORE POST LIMITED
Announcement is submitted by *	Genevieve Tan McCully (Mrs)
Designation *	Company Secretary
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**>> Announcement Details**

The details of the announcement start here ...

Announcement Title *	Presentation Slides - UBS ASEAN Conference 2013
Description	Attached for information are the presentation slides for the UBS ASEAN Conference 2013 to be presented on 18 September 2013.
<b>Attachments</b>	 <a href="#">Presentation_Slides_UBSConference2013.pdf</a> Total size = <b>1130K</b> (2048K size limit recommended)

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# Corporate Presentation

## UBS ASEAN Conference 2013

.....  
18 September 2013

*Singapore*  
**POST**



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### **Forward-looking Statements – Important Note**

*The following presentation contains forward looking statements by the management of Singapore Post Limited ("SingPost"), relating to financial trends for future periods, compared to the results for previous periods.*

*Some of the statements contained in this presentation that are not historical facts are statements of future expectations with respect to the financial conditions, results of operations and businesses, and related plans and objectives. Forward looking information is based on management's current views and assumptions including, but not limited to, prevailing economic and market conditions. These statements involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those in the statements as originally made. Such statements are not, and should not be construed as a representation as to future performance of SingPost. In particular, such targets should not be regarded as a forecast or projection of future performance of SingPost. It should be noted that the actual performance of SingPost may vary significantly from such statements.*

*"\$" means Singapore dollars unless otherwise indicated.*

# SingPost at a Glance

**> 150 years**  
of serving Singapore

**100%**  
Quality of Service for  
local mail delivered  
by 2<sup>nd</sup> working day

**2003**  
Initial Public Offering

**0.00003%**  
complaints

**2007**  
postal liberalisation

**28%**  
regional revenue

**> 3 million**  
mail items delivered  
each business day

**230%**  
Total Shareholder  
Return since IPO



# Transformation of SingPost

*Ready for the Future*

Accelerated transformation program to develop SingPost into a regional diversified group



## Regional Leader in e-Commerce Logistics and Trusted Communications

Protecting the Core		Growing the Wings		
Mail	Digital Services	Logistics / E-fulfilment	e-Commerce	Retail & Financial Svcs
<ul style="list-style-type: none"> <li>• Domestic mail</li> <li>• International mail</li> <li>• Hybrid mail</li> <li>• Philately</li> </ul>	<ul style="list-style-type: none"> <li>• vBOX</li> <li>• Business process outsourcing</li> </ul>	<ul style="list-style-type: none"> <li>• Quantum Solutions</li> <li>• Famous Holdings</li> <li>• Domestic logistics</li> <li>• Regional partners</li> </ul>	<ul style="list-style-type: none"> <li>• vPOST</li> <li>• Clout Shoppe</li> <li>• SP e-Commerce</li> </ul>	<ul style="list-style-type: none"> <li>• Transactional services</li> <li>• Financial services</li> <li>• e-Commerce hubs</li> </ul>

# Transformation of SingPost: e-Commerce Logistics – Delivering End-to-End Solutions

## e-Commerce Logistics

Transportation

Warehousing & fulfilment

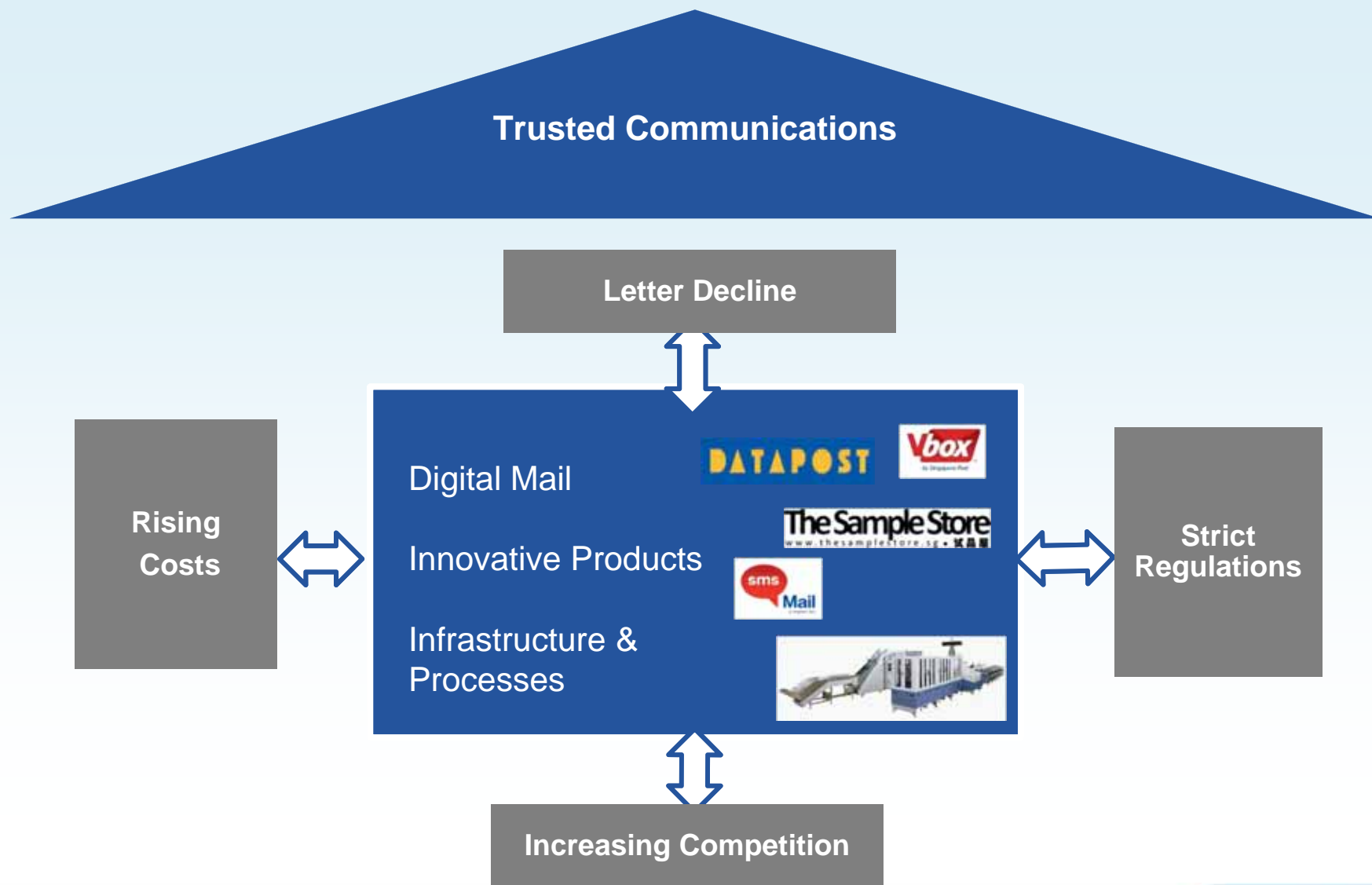
Last mile delivery & returns

Marketing, content mgmt & payments



**B2B4C**

# Transformation of SingPost: Trusted Communications – Converging Digital and Physical Channels



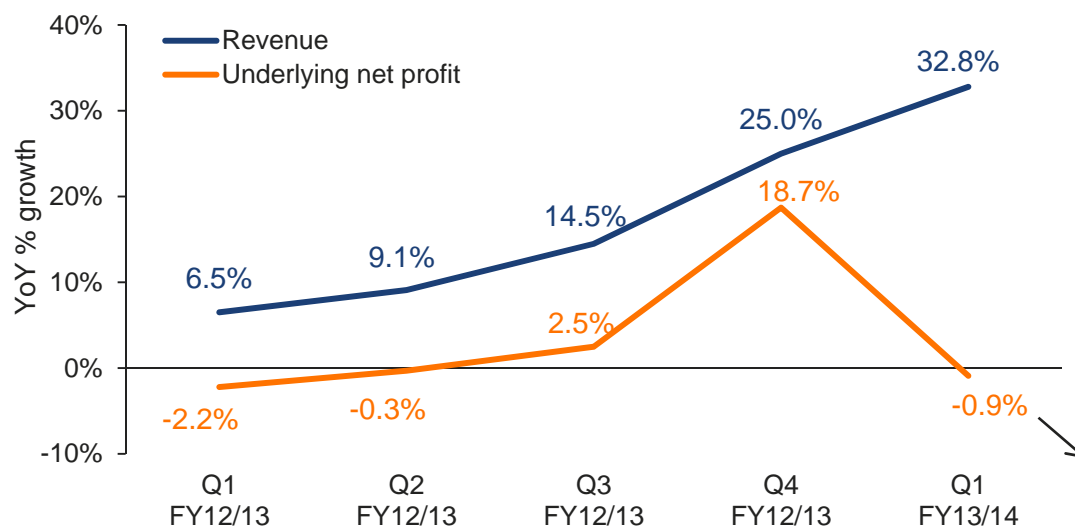
# Good Momentum in Group's Transformation

*Regional Leader*

*in e-Commerce Logistics*

*and Trusted Communications*

**Strong topline growth momentum as the Group makes good progress in its transformation**



- Contributions from organic and inorganic initiatives, driven by e-commerce and regional growth via M&As
- Integration of M&As on track
- Impact of developmental spending and investments for the future

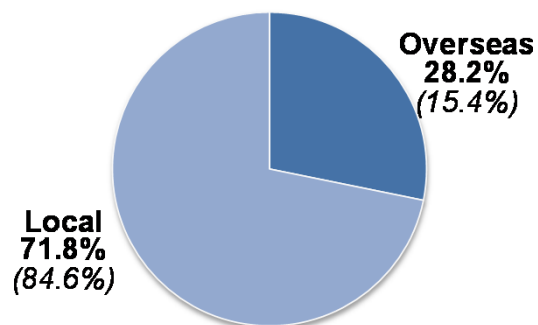
Robust business performance in Q1 FY13/14 offset by developmental costs and FX fluctuations



# Good Momentum in Group's Transformation

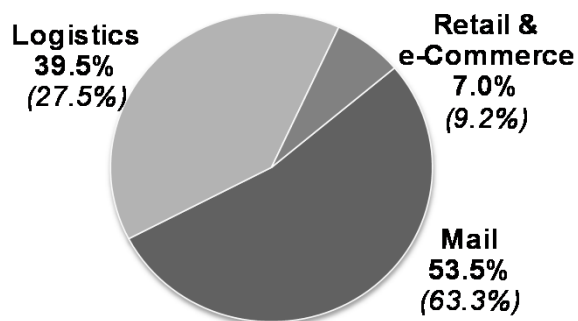
Significant shifts in revenue composition with transformation progress

Revenue by geography



- Increasing overseas contributions as the Group expands in the regional markets
- Overseas revenue at 28.2% of total revenue: Boost from M&As and regional operations

Revenue by businesses



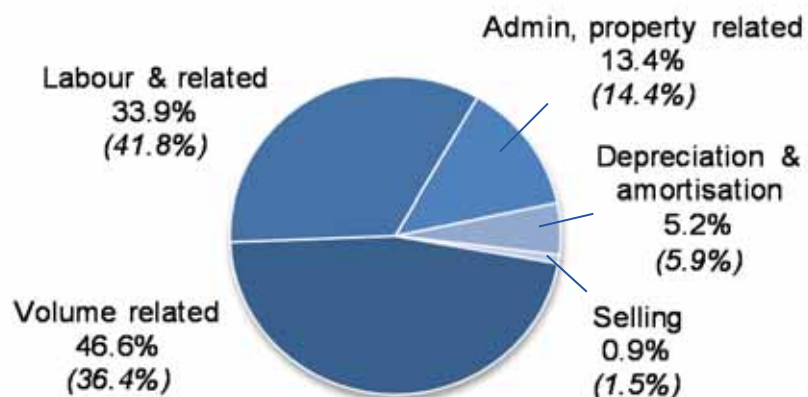
- Growing contributions from non postal businesses
- Logistics contributions at 39.5% of total revenue: Inclusion of M&As and growing regional logistics business

Note: Q1 FY2012/13 figures in italics

# Shift in Cost Structure with Group's Changing Business Models

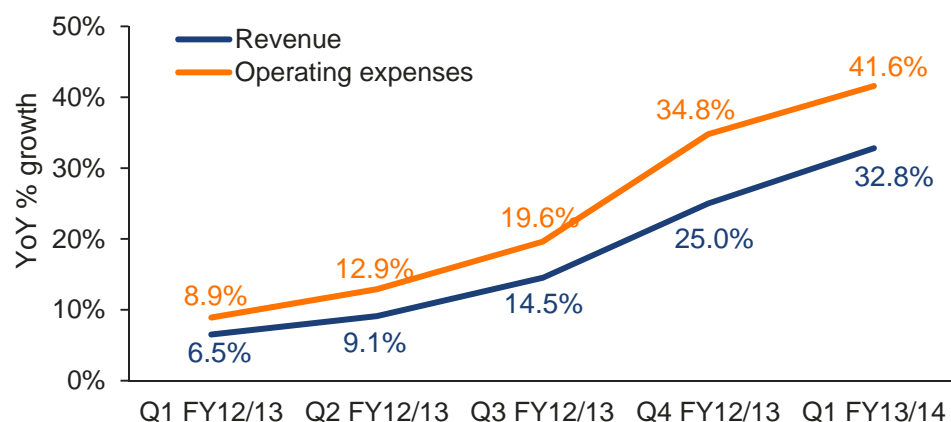
## Q1 FY2013/14 Expenses breakdown

Note: Q1 FY2012/13 figures in italics



- Impact of changing business models, inclusion of new subsidiaries
- Increase in proportion of volume related expenses

## Quarterly revenue vs expenses trend



- Stabilising gap between growth rates of revenue and operating expenses
- Continued impact of developmental spending, cost pressures
- Cost management remains key: Outsourcing, lean operations, spending controls

# Mail & Digital Services

Transforming to remain relevant in the digital age

**Changing traffic trends:** Declining letter-mail volumes, growth in e-commerce packages

**Investing into efficiency and service:** S\$60M investments into postal infrastructure; S\$30M into service quality and innovation; S\$10M into people

**Extending Digital Services into the region:** Business process outsourcing and digital services solutions through 100%-owned DataPost



# Regional Logistics

## Transforming into an e-Commerce logistics operator in Asia

Committed to Deliver  
Locally and Beyond

**Focus on regional e-commerce logistics:** Full back-end e-fulfilment services through 10 country-platform in Quantum Solutions and leveraging regional associated companies

**Inorganic growth:** Inclusion of Famous Holdings (62.5%) and General Storage (100%) from Q4 FY2012/13



*Subsidiaries*



*Regional associates*



# Retail & e-Commerce

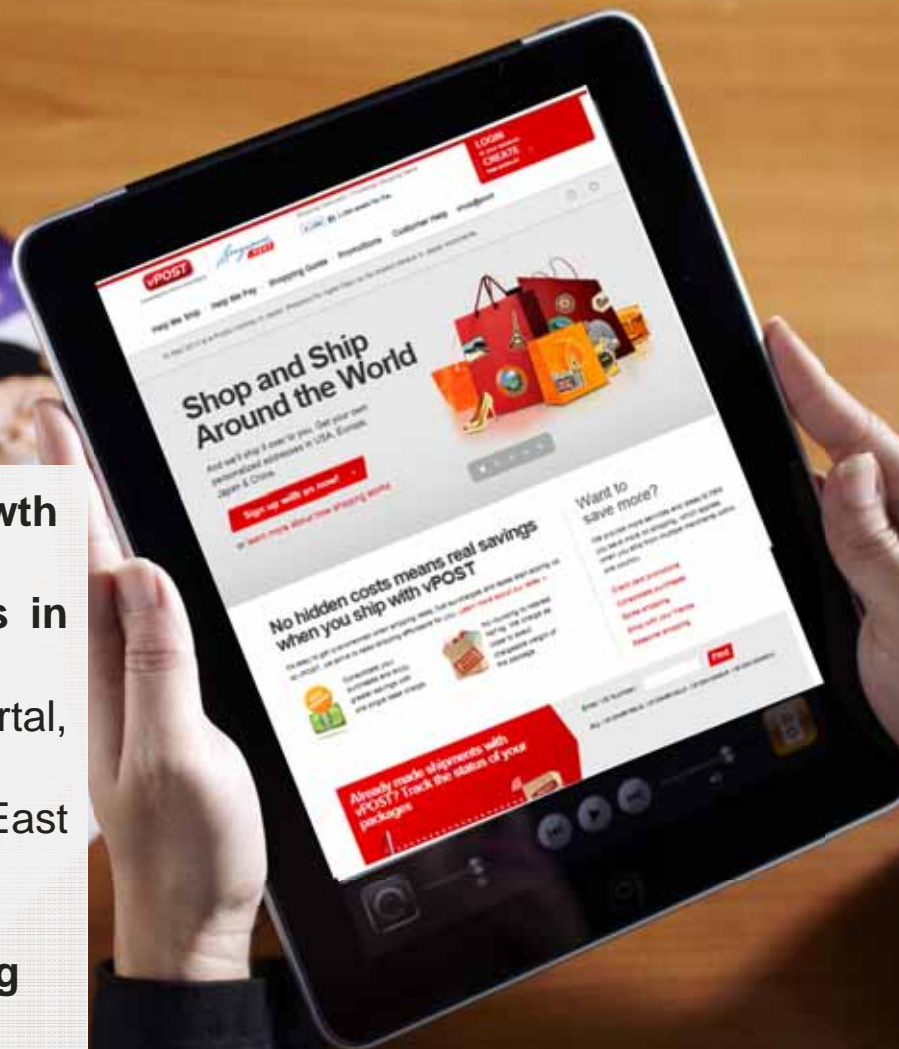
## Transforming to drive growth

**Leveraging retail network for growth**

**Extending e-Commerce channels in Asia Pacific:**

- Internet shopping & shipping portal, vPOST (*vpost.com*)
- Adidas online stores for South-East Asian markets

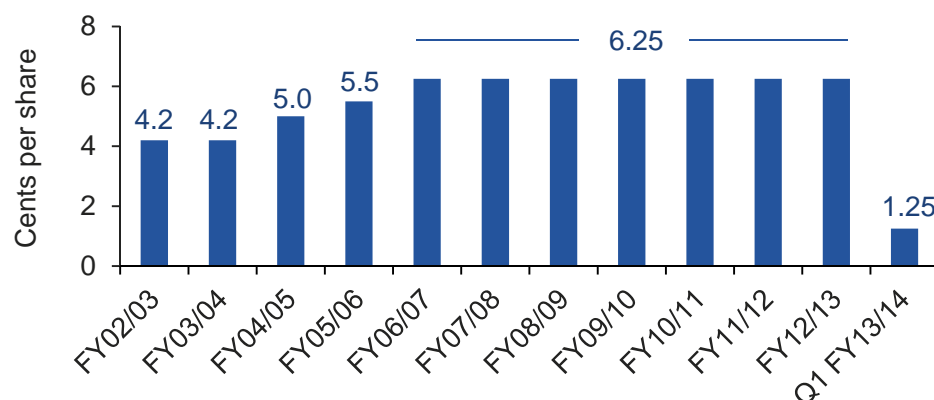
**Impact of developmental spending for e-Commerce business**



# Building Shareholder Value

## Investment proposition of yield + growth

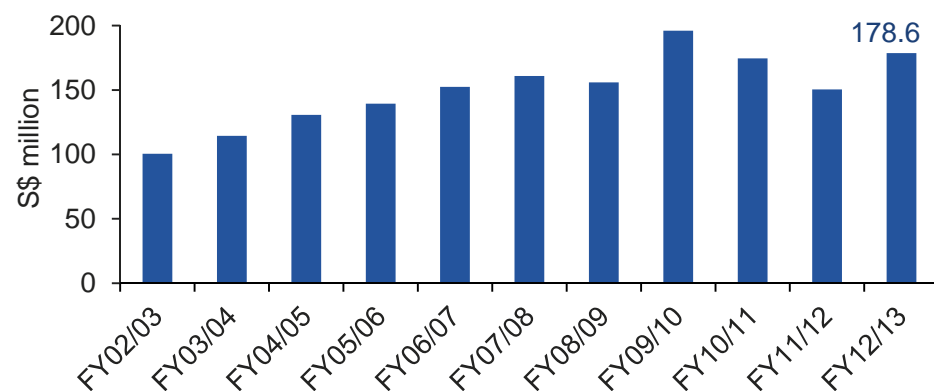
### Consistent dividend payouts



Note: Excluding special dividend of 10 cents in FY2005/06

- Sustaining dividends while the Group invests for the future
- Quarterly dividend payout based on base of 5 cents per share

### Healthy free cash flow



- Strong cash flow generation
- Healthy cash flows support dividend payouts

