SUSTAINABILITY REPORT

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Introduction
This report looks at the sustainability practices and strategy of SPH and its subsidiaries (the Group).

To lead SPH’s sustainability strategy, a sustainability reporting committee made up of representatives from different divisions and business units was formed.

A stakeholder and materiality analysis was conducted across divisions and businesses. This allowed the committee to assess the key issues and ensure that social, governance, economic and environmental considerations are taken into account in SPH’s sustainability efforts.

This is the Group’s sixth report since 2012, and was compiled with inputs from KPMG who was appointed as the sustainability consultant last year. Participating business divisions were briefed to develop data collection templates, decide on the material factors to be tracked and address any deviations from set performance outcomes and targets.

SPH will continue to work towards a more robust sustainability report.

Our sustainability focus
The Sustainability Report is based on economic, social and environmental issues that are material to the Group’s business operations and stakeholders.

As the leading content provider in Singapore, producing accurate and timely news reports across our full suite of media channels is priority. SPH also offers various cross-media solutions to support integrated marketing campaigns for advertisers.

Behind every satisfied customer is a dedicated staff. SPH understands the importance of implementing effective human resource policies and practices that promote safe and healthy working conditions, fair employment practices, teamwork, learning and development, career growth and rewards to attract, retain and grow talent.

In the area of energy consumption, SPH strives for energy savings in its printing plant and offices. Cutting down on energy usage not only helps to mitigate climate change, but also saves costs for the Group. Reduction in water usage and proper waste management are the other key areas that contribute to environmental sustainability.

As an active corporate citizen, SPH and SPH Foundation have supported various social and environmental projects that contribute to the well-being and development of the community.

Stakeholder Engagement
SPH is committed to building lasting and mutually beneficial relationships with its stakeholders. It engages with them regularly to earn their trust and understanding over time. The following table shows the various stakeholders of the Group and how we work with them.
## Stakeholders

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<th>Stakeholders</th>
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| Employees                             | To work in a conducive and pleasant environment where there is personal development and productivity, and user-friendly means to apply for leave and training courses.  
To be kept updated on the company’s latest strategic developments, empowering them to feel greater loyalty and ownership.  
To pick up tips for personal development to achieve career growth and work-life balance. | SPH adopts good human resource policies and practices that promote fairness, safe working conditions, reward good performance, encourage teamwork, ensure career growth and provide work-life balance, e.g. through provision of nursing rooms and encouraging staff to take part in sports and leisure events such as SPH Games Day and SPH Family Day.  
There are also channels for staff to provide their feedback and suggestions to the management to facilitate communication. |
| Trade Unions                          | To facilitate access to employees and promote membership in the trade unions, with the aim of encouraging engagement between management and staff through regular dialogue. | SPH has open communication channels with the unions and engages them on both official and non-official occasions. |
| Customers                             | To provide on-time delivery of newspapers and up-to-date, reliable news and content, anytime and anywhere. | SPH ensures reliable newspaper delivery services, prompt handling of complaints and maintains high levels of customer service.  
It also engages its readers on multi-platforms and channels. |
| Suppliers                             | To ensure suppliers comply with the company’s terms and conditions, and purchasing policies and procedures.  
To familiarise suppliers with new procurement policies and platforms, and to discourage any fraud or impropriety in dealings with staff. | SPH has in place fair-value and competitive-based policies and best practices that ensure a fair selection of suppliers and an ethical procurement process, based on quotations and tenders received.  
Implemented Procurement-to-Payment System to streamline and automate workflow for suppliers and internal staff, thus increasing efficiency and productivity. |
| Distributors/ Retailers/ Tenants/Shoppers | To receive goods, products and services in an orderly and timely manner, and delivering a memorable retail experience for shoppers.  
To explore ideas for partnerships with tenants and retailers to deliver memorable shopping experiences. | SPH conducts regular sales planning and support for tenants, with frequent visits by account managers and offering them a designated channel for prompt attention.  
Through shopper audience targeting, it is able to tailor-make its advertising and promotions efforts to reach out to the various segments of shoppers. |
<p>| Business Partners                     | To engage in collaborative partnerships to grow the business. | By reaching out to suitable partners to pursue mutually beneficial business objectives to achieve growth and profitability. |</p>
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<td>Investors/Shareholders</td>
<td>To disseminate accurate and timely information on the company’s progress and profitability, with updates on future plans.</td>
<td>SPH strives to generate optimum returns on investment, practises good corporate governance, transparency and disclosure, as well as strives for sustainable and long term growth. It keeps the financial community fully updated with correct and timely information on the company’s future plans.</td>
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<td>Local Communities</td>
<td>To be a company that is a responsible and caring corporate citizen, serving the local communities.</td>
<td>By having a wide range of community outreach programmes and organising meaningful and impactful charitable events like the SPH Charity Carnival, SPH Gift of Music concerts. SPH also proactively supports various charitable causes in arts, education and sports, among others.</td>
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<tr>
<td>Media and Industry Partners</td>
<td>To provide access to latest company announcements, corporate news and developments of the media industry.</td>
<td>By providing timely and accurate information on company developments and news on a regular basis.</td>
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<tr>
<td>Government and Regulators</td>
<td>To ensure the company complies with guiding policies and regulations and addresses pertinent issues.</td>
<td>By complying with existing laws and having policies and procedures to ensure adherence and sustainability of the business. Giving feedback to regulators on their new laws and policies.</td>
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<td>Trade Associations</td>
<td>For the company to lend support and voice out various concerns and issues faced by the industry.</td>
<td>By contributing via active membership and participation in industry forums and dialogues.</td>
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<td>Advocacy Groups and Charitable and Welfare Organisations</td>
<td>For the company to have responsible business practices, reducing impact on the environment and disclosing information pertaining to business growth and sustainability.</td>
<td>By working with advocacy groups e.g. on conservation projects that seek to reduce environmental impact, and supporting charitable causes.</td>
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Trade membership
SPH has established strategic partnerships and linkages with a diverse range of local and overseas corporate members and public bodies, which include:

- AdAsiaAdbase Users Group
- Advertising Standards Authority of Singapore
- ASEAN Newspaper Printers
- Association of Media Owners (Singapore)
- Audit Bureau of Media Consumption
- AustCham
- Business China
- Central Singapore Development Council
- Contact Centre Association of Singapore
- Digital Filipino
- FIPP
- Fire Safety Managers’ Association Singapore
- GOSS Metro User
- Id-eCommerce
- Interactive Advertising Bureau SEA (Singapore Chapter)
- Institute of Advertising Singapore
- International Classified Media Association
- Institute of Internal Auditors
- International News Media Association
- Internet and Mobile Marketing Association of the Philippines
- Institute of Public Relations Singapore
- Institute of Policy Studies
- Institute of Technical Education
- Interactive Advertising Bureau SEA (Singapore Chapter)
- Investor Relations Professionals Association (Singapore)
- Malaysia Digital Association
- Marketing Institute of Singapore
- Master Printing System Club
- Management Development Institute of Singapore
- Media Publishers Association Singapore
- Newspaper Association of America
- National Safety and Security Watch Group
- Orchard Road Business Association
- Real Estate Developers’ Association of Singapore
- Reits Association of Singapore (Reitas)
- Resource Information Systems Inc (RISI)
- Pacific Area Newspaper Publishers’ Association Inc
- Security Industry Institute
- Singapore Association of the Institute of Chartered Secretaries & Administrators
- Singapore Business China
- Singapore Business Federation
- Singapore Chinese Chamber of Commerce and Industry
- Singapore Compact
- Singapore Human Resources Institute
- Singapore International Chamber of Commerce
- Singapore Institute of Directors
- Singapore Institute of Management
- Singapore Institute of Safety Officers
- Singapore Mediation Centre
- Singapore National Employers Federation
- Singapore Retailers’ Association
- Singapore Press Club
- Singapore Vehicle Traders Association
- Southeast Community Development Council
- The Association of Accredited Advertising Agents Singapore
- The Association of Shopping Centres (Singapore)
- The Chinese Language Press Institute
- The Society of News Design
- Workplace Safety and Health Council
- World Association of Newspapers and News Publishers

Through SPH’s membership in these trade associations, SPH staff can network and interact with their peers and other industry professionals, explore and forge working partnerships and keep up with the latest industry trends and developments.

Feedback
This report demonstrates our commitment to keep our diverse base of stakeholders - employees, customers, investors, business partners and community members - informed of our social and environmental developments.

We welcome feedback and can be reached at sphcorp@sph.com.sg.