

# Investor Relations



Strive for clear, open and accurate disclosures to help investors make informed and timely decisions about their Singtel securities

## PROACTIVE AND OPEN COMMUNICATION WITH THE INVESTMENT COMMUNITY

During the financial year ended 31 March 2019, the management and Investor Relations (IR) team engaged more than 500 investors in over 200 meetings and conference calls to discuss the Group's business strategy and operational and financial performance. We also participated in local and overseas investor conferences and roadshows in Europe, Canada, Hong Kong, Malaysia, Taiwan and the US.

We held briefings and meetings for major corporate announcements such as our subscription of Airtel's rights issue. We discussed our long-term investment strategy, the impact to our gearing and reiterated our commitment to shareholder returns.

We are focused on helping investors understand how the Group is creating sustainable competitive advantages through investments in digital businesses, network and content, as well as building digital ecosystems in payments, gaming and esports. In addition, we share with investors how the use of technology is lifting efficiency, supporting new automation in work processes and improving our cost base. To give



Promote regular two-way investor communication through different touchpoints and forums

investors a first-hand experience of cutting-edge technologies like IoT, data analytics and advanced networks, we organised regular tours of our business facilities, including our FutureNow Innovation Centre and the revamped Singtel flagship store.

Our annual Singtel Investor Day in June 2018 attracted over 70 participants. Investors and analysts interacted directly with the senior management of Singtel, Optus and our associates through small group presentations and a Q&A session. We also showcased our digital services, including a simulation of future 5G solutions. Singtel Innov8, our venture capital fund, arranged for investee companies to present insights into technologies such as aerial drones and robotic process automation.

Retail investors are an important part of our outreach efforts. We have been a long-term sponsor of the Securities Investors Association (Singapore) (SIAS) Investor Education Programme and leverage the annual Singtel-SIAS dialogue to communicate our strategy and performance with retail shareholders. Retail investors are welcome to contact us directly through email or telephone.



Maintain leadership and set the bar for corporate governance and sustainability standards

## MAINTAIN LEAD IN CORPORATE GOVERNANCE, TRANSPARENCY AND INVESTOR RELATIONS

We continue to nurture and maintain strong links with sell-side research analysts and are well-covered by more than 20 analysts, based in Singapore, Malaysia, Hong Kong, India and the UK, who issue regular reports. We monitor analyst, industry and media reports closely, as part of our efforts to continuously improve disclosures and IR practices.

Each year, we commission an independent study to gather investor perceptions of our business. The study, comprising in-depth interviews with approximately 60 institutional investors and research analysts, gives our Board and management a better understanding of investors' views and concerns. It also helps the IR team identify areas of investor focus, enabling us to tailor our communications and disclosures accordingly. The latest study highlighted the challenges facing the telco industry but respondents drew assurance from Singtel's clear strategy and strong management team.

Good corporate governance also plays a vital role in shaping investor perception of the integrity,

transparency, accountability and efficiency of a company. We keep abreast of the latest developments and benchmark ourselves against best practices in key areas such as disclosure, board structure, shareholder rights and remuneration.

We proactively engage investors to understand their views on sustainability and how it influences their investment decisions. We are providing more disclosures on our sustainability initiatives and helping investors understand our material issues, policies and efforts in areas such as the environment and climate change, data protection, supply chain, social matters and human rights. We have endorsed the Task Force on Climate-Related Financial Disclosures' voluntary framework and are working towards meeting its standards.

The Singtel IR website is the primary source of corporate information, financial data and significant business developments for the investment community. All new, material announcements are made available on the IR website immediately after they are released to the Singapore Exchange to ensure

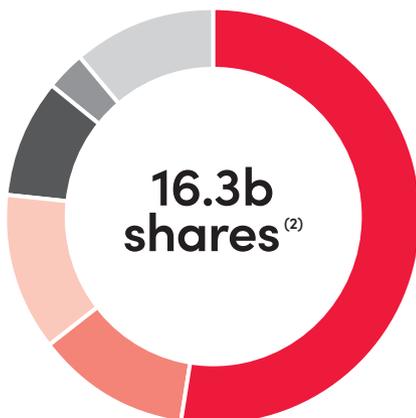
fair, equal and prompt dissemination of information. In addition, we constantly review the level of disclosure, to align it with global best practices and take into account new business initiatives. Information on Singtel's credit ratings and bond programmes were added during the financial year.

During our quarterly earnings announcements, we provide extensive information, including detailed financial statements, management discussion and analyses and presentation slides. Our management responds to questions from investors and analysts over a conference call on the day of the results announcement and a transcript of the conference call is posted on the Singtel IR website the next work day.

#### SHAREHOLDER INFORMATION

As at 31 March 2019, Temasek Holdings (Private) Limited remained our largest shareholder, with 52% of issued share capital. Other Singapore shareholders held approximately 12%. In terms of geographical distribution, the US/Canada and Europe accounted for approximately 12% and 9% of issued shares respectively.

#### SHARE OWNERSHIP BY GEOGRAPHY <sup>(1)</sup>



|                                 |     |
|---------------------------------|-----|
| Temasek Holdings <sup>(3)</sup> | 52% |
| US/Canada                       | 12% |
| Singapore (ex-Temasek)          | 12% |
| Europe                          | 9%  |
| Asia (ex-Singapore)             | 3%  |
| Others                          | 11% |

#### Notes:

- <sup>(1)</sup> These figures do not add up to 100% due to rounding.  
<sup>(2)</sup> As at 31 March 2019.  
<sup>(3)</sup> Includes direct and deemed interest.

#### IR CALENDAR OF EVENTS

##### May 2018

- Non-deal Equity Roadshows, Singapore, Europe and North America

##### June 2018

- Singtel Investor Day, Singapore
- Citi ASEAN C-Suite Investor Conference, Singapore

##### July 2018

- 26th Annual General Meeting, Singapore

##### August 2018

- Non-deal Equity Roadshow, Singapore

##### September 2018

- CLSA Investors' Forum, Hong Kong
- Non-deal Equity Roadshow, Malaysia

##### November 2018

- Non-deal Equity Roadshows, Singapore and the UK

##### February 2019

- Non-deal Equity Roadshow, Singapore

##### March 2019

- Investor briefing and meetings: Airtel Rights Issue, Singapore
- UOB Kay Hian-SGX Corporate Day, Taiwan
- Investor Meeting with Chairman and Board Members, Singapore