

# INVESTOR RELATIONS

**We are committed to disseminating accurate and pertinent information to the market in a timely manner as part of good corporate governance. Our Investor Relations (IR) programme balances regular, effective and fair communications with Shareholders and the investment community with the need to safeguard commercial sensitivities. The IR team works closely with Senior Management to proactively carry out this engagement programme. Feedback and views gathered are regularly reported to Senior Management and the Board of Directors.**

## PROACTIVE COMMUNICATIONS

During the year, the IR team met some 300 groups of investors, analysts and equity sales personnel. The team also addressed queries from investors through emails, telephone calls and the online enquiry form.

Besides face-to-face office meetings and conference calls, we also participated in nine investor conferences and non-deal road-shows in Singapore, Kuala Lumpur, Hong Kong and Bangkok. These platforms provide direct access to a wide cross-section of existing and new institutional investors from around the world. To reach out to retail investors in Singapore, an investor presentation was organised with a local stockbroker.

We organised face-to-face briefings for the media and sell-side analysts for the full-year results and conducted dial-in conference calls with sell-side analysts for the other quarterly results. Two post-results luncheons were organised where we met fund managers based in Singapore

after the full-year FY2018 results and the second quarter results for FY2019.

ComfortDelGro attracts active research coverage from sell-side analysts and the stock is now covered by 13 local and international research houses. Some 120 reports on the Company and the industry were published during the year. The IR team has regular interactions with the analysts to ensure a thorough understanding of our business models and strategies, operations and financial performance and growth opportunities.

Shareholders have the opportunity to interact with the Board and Senior Management at our Annual General Meeting. Voting is by way of electronic polling for greater transparency in the voting process and the detailed results are announced immediately at the Meeting and subsequently released to the Singapore Exchange.

All material announcements are posted in the IR section of the corporate website to ensure equal and timely access to information.

At the Singapore Corporate Awards 2019 held on 23 July 2019, the Chief Financial Officer of VICOM Ltd won the Best Chief Financial Officer Award in the Mid-cap category.

At the 20th Securities Investors Association (Singapore) (SIAS) Investors' Choice Awards 2019 held on 26 September 2019, VICOM was the winner of the Singapore Corporate Governance Award for the Mid-cap category, Runner-up for the Shareholder Communications Excellence Award for the Mid-cap category and Runner-up for the Most Transparent Company Award in the Consumer Discretionary category. SBS Transit Ltd was also the Runner-up for the Most Transparent Company Award for the Consumer Discretionary Services category.

## DIVERSE SHAREHOLDER BASE

We have a wide base of institutional and retail investors. Our large Shareholders are asset management companies in North America, the United Kingdom (UK) and Singapore.



**Singapore 25%**  
**North America 27%**  
**UK 14%**  
**Europe (ex-UK) 7%**  
**Asia (ex-Singapore) & others 12%**  
**Unanalysed 15%**

Note: Approximate figures based on analysis of Share Register as at 31 October 2019.