

CORPORATE GOVERNANCE

normal commercial terms, and are not prejudicial to the interests of StarHub and its minority shareholders. Under the review procedures, the IPT terms and pricing are to be (a) consistent with StarHub's usual business practices and policies and no more favourable to the interested persons than those extended to unrelated third parties and (b) fair and reasonable. StarHub will also consider factors such as specification compliance, track record, experience and expertise, as well as preferential rates or discounts for bulk purchases. An authorised senior officer who does not have any conflict of interests in relation to the IPT will determine whether the IPT terms and pricing are fair and reasonable. Where possible, competitive quotations or tenders for purchase transactions are procured. StarHub has also put in place procedures to identify interested persons and record and monitor the IPTs entered into by the Group.

All IPTs are subject to review and approval by the appropriate approving authority, including the AC, based on pre-determined threshold limits under the IPT Mandate. If any Director, AC member or authorised reviewing officer has a conflict of interests in relation to an IPT, he or she will abstain from reviewing that particular transaction.

The IPTs are reviewed by the internal auditors on a quarterly basis, and the quarterly audit reports on all such IPTs are provided to the AC. IPT disclosures are incorporated into, and released concurrently with, the Group's half-yearly and full-year results announcements via SGXNET.

In FY2025, there were no IPTs or related party transactions that can be classified as financial assistance to entities other than StarHub's subsidiary companies as well as associated companies.

StarHub does not provide loans to Directors as a matter of corporate policy and therefore no loans have been provided by StarHub to the Directors in FY2025.

➔ Further details on StarHub's IPTs for FY2025 can be found in the Interested Person Transactions and Material Contracts section on page 189 of the Annual Report.



5. SHAREHOLDER RIGHTS AND ENGAGEMENT

StarHub respects shareholders' rights and is committed to promoting the fair and equitable treatment of all shareholders. StarHub keeps all our shareholders sufficiently informed of our corporate affairs and activities, including any changes to the Group or our business which may materially affect the price or value of StarHub shares, on a timely basis.

All new material price-sensitive information is disclosed via SGXNET in an adequate, accurate and timely manner and is made available on the StarHub IR website to ensure equal access to information for all shareholders. StarHub recognises that the timely disclosure of material information

is central to good corporate governance and enables shareholders to make informed investment decisions.

A. SHAREHOLDER RIGHTS AND CONDUCT OF GENERAL MEETINGS

General meetings

All shareholders are entitled to attend and vote at StarHub's general meetings, and are afforded the opportunity to participate effectively in the general meetings. Shareholders who are unable to attend a general meeting may appoint up to two proxies to attend, speak and vote on their behalf. Under StarHub's Constitution and pursuant to the Companies Act 1967, shareholders who are nominee companies, custodian banks or Central Provident Fund agent banks may appoint more than two proxies to attend, speak and vote at the upcoming AGM and at subsequent general meetings.

Notices of general meetings, together with the annual reports or relevant circulars, are generally issued to all shareholders (including foreign shareholders) at least 14 days prior to the scheduled meetings. This provides shareholders with sufficient time to review the meeting materials and make informed decisions, including the appointment of proxies where necessary. In line with StarHub's commitment to environmentally sustainable practices, the annual reports and circulars are made available electronically on the StarHub IR website.

StarHub encourages shareholder participation at general meetings. Shareholders are given the opportunity to seek clarification or direct questions on matters relating to the proposed resolutions. Each item of business is proposed as a separate resolution, and sufficient information in relation to each resolution is provided to enable shareholders to vote. Voting at general meetings is conducted by poll, and an independent scrutineer is appointed to validate the voting process and results.

At each AGM, the Chief Executive presents an overview of the Group's business performance and key developments for the preceding financial year. The directors, in particular the Board Chairman and the respective Chairmen of the Board Committees, together with members of Management and the external auditors, are present at general meetings to engage with shareholders and address their questions.

2025 AGM and EGM

In FY2025, the AGM and EGM were convened and held in person. Shareholders were provided with the opportunity to participate by attending the AGM and EGM proceedings, submitting questions and voting on the resolutions tabled.

Shareholders were also given the opportunity to submit questions in advance of the meetings. Substantial and relevant questions received from shareholders were addressed prior to the AGM and EGM, while questions raised

during the meetings were responded to at the proceedings. The results of the voting, showing the number of votes cast for and against each resolution and the corresponding percentages, were announced via SGXNET on the same day as the respective general meetings.

Minutes of the general meetings were made available on the StarHub IR website. The minutes recorded substantial and relevant comments and questions raised by shareholders, together with the responses provided by the Board and Management.

2026 AGM

The AGM in 2026 will be held in person, to give shareholders the opportunity to engage directly with the Board and Management. Details of the 2026 AGM are set out in a separate announcement released on SGXNET.

B. ENGAGEMENT WITH SHAREHOLDERS

StarHub remains committed to providing shareholders and the investment community with timely, fair, relevant and accurate information regarding the Group's performance, progress and prospects as well as major industry and corporate developments and other relevant information to enable them to make informed investment decisions and supports transparent and effective engagement.

StarHub solicits and considers the views of shareholders via (a) regular and timely analyst and media briefings throughout the year, (b) frequent interactions between Management, the StarHub IR team and both retail and institutional investors through investor roadshows, conferences organised by major brokerage firms and the SGX-ST, and events organised by StarHub, and (c) independent third-party perception studies commissioned by StarHub. The StarHub IR team promptly provides feedback garnered from the investment community to senior management and the Board to facilitate informed decision-making and continuous improvement. Apart from disclosures made via SGXNET and the Annual Report, the regularly updated StarHub IR website at IR.starhub.com, serves as the principal information platform for shareholders. The website provides access to media releases, financial results, annual reports, SGXNET announcements, presentation materials, archived webcasts and conference calls, as well as other corporate information relating to the Group, including the corporate group structure. Shareholders and investors may also elect to be notified of any new updates via an email alert service to receive notifications of new updates.

To ensure fair and non-selective disclosure, all new material price-sensitive information, including financial results, is first released via SGXNET before being published on the IR website or presented at any media or analyst briefings.

In line with Rule 705 of the SGX-ST Listing Manual, StarHub adopts half-yearly announcements of its financial results. The half-year and full-year financial results include detailed financial statements, key business drivers and Management commentary on the Group's financial performance, and are announced within 45 and 60 days respectively from the end of each financial period.

In addition, StarHub publishes voluntary quarterly performance business updates for the first and third quarters of the financial year, providing shareholders with insights into the Group's interim financial and operational performance.

Shareholders may direct their queries and concerns to the StarHub IR team using the contact details available on the StarHub IR website. The StarHub IR team responds promptly and effectively to shareholder enquiries and keeps Management and the Board fully apprised of shareholder views and sentiments.

Dividends were declared on a half-yearly basis in FY2025, and shareholders were informed of the dividend payments in the respective half-year financial results announcements via SGXNET and the StarHub IR website. In determining dividend payouts, the Board balances the need for a satisfactory return to shareholders against StarHub's investment requirement to ensure sustainable growth.

StarHub remains committed to its dividend policy of distributing at least 80% of net profit attributable to shareholders (adjusted for one-off, non-recurring items) as dividends on a semi-annual basis. Taking into account short-to-mid term business conditions, cash flow and investment requirements, StarHub targets to distribute the higher of 6.0 cents per ordinary share in dividends for FY2026 or its dividend policy.



6. MANAGING STAKEHOLDER RELATIONSHIPS

Engagement with Stakeholders

Engagement with stakeholders is conducted through established channels, including investor showcases and employee town halls. Active engagement with stakeholders enables the Group to understand stakeholder expectations, gain better insights on our business risks and opportunities, and create value for all. Where appropriate, virtual webinars may be organised to facilitate stakeholder engagement and accessibility.

Our key stakeholders' views are identified through a stakeholder mapping exercise, which is reviewed annually to assess their relevance and potential impact on our business. Stakeholder engagement is conducted at both the corporate level and functional divisions across the Group. In FY2025, the Group's key areas of focus in relation to management of stakeholder relationships included transformation and growth initiatives.