# **KEY MANAGEMENT**

### SINGAPORE – CORPORATE OFFICE



KOH THONG HEAN, DEREK GROUP CHIEF FINANCIAL OFFICER

Mr Derek Koh was appointed Group Chief Financial Officer on 1 March 2020. Prior to that

he was the Acting Group Chief Financial Officer from 1 October 2019. Mr Koh is a Fellow of the Institute of Chartered Accountants, England and Wales with over 30 years of broad experience in professional practice and industry. Prior to joining the Group, he headed various functions in the leadership team including Finance, Internal Controls, Corporate Affairs, and Information Technology in multi-national and Asian companies. He also has Audit, Corporate Finance & Recovery, as well as Risk Management experience from professional practice. Mr Koh holds a degree in Economics - Accounting & Finance from The London School of Economics.

#### TAN LAI WAH, RUDY GROUP CHIEF STRATEGY OFFICER

Mr Tan Lai Wah, Rudy, was appointed Group Chief Strategy Officer on 1 March 2021. He is concurrently the



Chief Executive Officer of CityFleet Networks Limited. As Group Chief Strategy Officer, Mr Tan's responsibility is in developing, communicating, executing, and sustaining corporate strategic initiatives for the entire Group. Prior to joining the Group, Mr Tan was the Chief Operating Officer of ST Kinetics, the land systems and specialty vehicles arm of the Singapore Technologies Engineering Group. During his 17 years with ST Engineering, Mr Tan served in several roles, heading different Business Units and corporate functions such as marketing, as well as business and corporate developments. He also oversaw its businesses in China, India and the United States. Mr Tan graduated from the Imperial College London. He also attended the Senior Executive Programme at London Business School and holds a Master of Business Administration from the University of Leicester. He is also a CFA Charterholder.

#### SIEW YIM CHENG GROUP CHIEF DIGITAL OFFICER

Ms Siew Yim Cheng was appointed Group Chief Digital Officer on 17 February 2020. She is responsible for the Group's transformation roadmap and products, and oversees the

digital transformation initiatives and



Information Technology of the Group. Prior to joining the Group, Ms Siew was Global Vice President for Smart City with Envision Digital, where she was responsible for leading the development of Artificial Intelligence-Internet of Things and smart city products and solutions. Prior to that, she was also the Chief Digital Officer for JTC Corporation. Ms Siew holds a Bachelor of Engineering - EEE (First Class) from the National University of Singapore, and had attended the Cybersecurity Executive Education Programme with Harvard Kennedy School. She is also the President of IT Management Association, Deputy Chairman of Ngee Ann Polytechnic ICT Advisory Committee, Member of Ngee Ann Polytechnic's Digitalisation Sub-Committee, Member of Technical Expert Panel for Singapore International Mediation Centre, and Member of Council of Industry Leaders, Tech Talent Assembly.

### LAU YIN CHENG

GROUP CHIEF HUMAN RESOURCE OFFICER

Mr Lau Yin Cheng was appointed Group Chief Human Resource Officer on 1 August 2020. He has extensive Human Resource & Organisation Development leadership experience in Hi-Tech, Telecommunications, Hospitality, and Supply Chain Management sectors

across Asia Pacific, Europe, and North America, where he partnered C-level executives to realise their organisational goals. Early in his career, he has held appointments within the Ministry of Manpower. Prior to joining the Group, he was Head of Human Resource, Group Digital Life in Singtel. Mr Lau holds a Masters of Engineering (Electrical) from the National University of Singapore as well as a Graduate Diploma in Organisation Development from the Singapore Civil Service College (in partnership with the NTL Institute).

#### TAN I-LIN, TAMMY

GROUP CHIEF CORPORATE COMMUNICATIONS OFFICER

Ms Tan I-Lin, Tammy was appointed Group Chief Corporate Communications Officer in March 2004. She is responsible for the Group's corporate communications



functions, including promoting the Group's image, overseeing its various publications, coordinating requests for sponsorships and donations, and liaising with the media community. Ms Tan is the Group's Spokesman. She started her career with Singapore Press Holdings in 1995 and held several positions in The Straits Times, including Deputy Money Editor and Deputy News Editor. Ms Tan holds a Bachelor of Social Sciences (Hons) from the National University of Singapore.



#### PETER LODGE

#### GROUP CHIEF BUSINESS DEVELOPMENT OFFICER (BUS AND RAIL)

Mr Peter Lodge was appointed the Group Chief Business Development Officer (Bus and Rail) on 1 January 2021. He is responsible for the expansion of



the Group's footprint beyond Singapore, particularly in the Bus and Rail business segments as well as the future development and sustainable growth of the Group through tendering, Mergers & Acquisitions and new business lines. Prior to joining the Group, Mr Lodge held various senior roles with a major Australian transport operator for over 20 years covering Operations, Business Development, Legal and Commercial. His experience spans rail, light rail, bus, ferry and on-demand transport services in Australasia. Mr Lodge holds Bachelor degrees in Law and Economics from the University of Adelaide, South Australia.



#### CHOO PENG YEN GROUP CHIEF BUSINESS DEVELOPMENT OFFICER

Mr Choo Peng Yen is currently the Group Chief Business Development Officer. He was previously the Group Chief Investor Relations Officer. He

was also the General Manager of the North East China Business Unit. Mr Choo joined the Group in 1978 and was the Senior Vice President (Group Business Development) prior to his appointment in China. He holds a Bachelor of Business Administration from the University of Singapore and attended the International Executive Programme at INSEAD (France).

#### **JACKSON CHIA**

GROUP CHIEF RISK & SUSTAINABILITY OFFICER

Mr Jackson Chia was appointed the Group Chief Risk & Sustainability Officer on 5 November 2018. He is concurrently Senior Vice



President of Group Transformation Office. Mr Chia joined the Group in 2017 after a 28-year career with the Singapore Armed Forces, where he held various senior appointments in the Republic of Singapore Navy. He holds a Bachelor of Social Science (First Class) degree in Economics and Statistics from the University of Birmingham, and a Master of Arts from the Fletcher School of Law and Diplomacy. Mr Chia also attended the International Executive Programme at INSEAD, France in 2008.



#### CHONG YEW FUI, ADRIAN GROUP CHIEF INTERNAL AUDIT OFFICER

Mr Adrian Chong is the Group Chief Internal Audit Officer. Prior to joining the Group, he was Senior Vice President of Hyflux Ltd.

Mr Chong has spent many years in the audit profession with extensive commercial, operations and overseas experience, particularly in corporate governance, systems risks and process controls. Mr Chong holds a Bachelor of Commerce (Accounting and Finance) from Murdoch University. He is a member of CPA Australia and is a Certified Information Systems Auditor. Mr Chong is also an ISACA Member.

#### CHUA BENG PENG, CLEMENT GROUP CHIEF INSURANCE OFFICER

Mr Clement Chua Beng Peng was appointed Group Chief Insurance Officer on 17 February 2020, where he oversees all aspects of the Group's insurance-



related activities including claims management and the development of risk transfer solutions. He is also the Chief Executive Officer of ComfortDelGro Insurance Brokers Pte Ltd. Mr Chua joined the Group in 2005 where he has held various positions and responsibilities with diversified experience in insurance broking, operations, claims handling, risk management, business development, corporate planning and services. He holds a Bachelor of Economics Degree from the University of Western Australia, a Diploma in Insurance from the Chartered Insurance Institute, and is a Certified Professional Risk Manager from the Asia Risk Management Institute.

# **KEY MANAGEMENT**

#### SINGAPORE – CORPORATE OFFICE



ANGELINE JOYCE LEE GROUP GENERAL COUNSEL & JOINT COMPANY SECRETARY

Ms Angeline Joyce Lee joined the Group on

7 September 2020 as Group General Counsel and Joint Company Secretary to oversee the Group's legal and corporate secretariat matters, as well as compliance and corporate governance to facilitate business processes and organisational efficiency. In 1993, Ms Lee joined Singapore Press Holdings (SPH) to set up the Legal Department and has held different positions such as Head of Legal and Corporate Affairs in SPH Magazines, Head of Risk Management and Compliance and Vice President of SPH Legal-Secretariat Division. Ms Lee holds a Master in Business Law from the University of Westminster in United Kingdom and is a Chartered Secretary and Certified Risk-based Auditor.



CHAN WAN TAK, WENDY SENIOR VICE PRESIDENT OF GROUP FINANCE & JOINT COMPANY SECRETARY

Ms Chan Wan Tak, Wendy joined the Group in September 2007 as Vice President of Group Finance. She is currently Senior Vice President of Group Finance. She is also the Joint Company Secretary. Prior to joining the Group, Ms Chan was the Vice President of Finance and Operations of k1 Ventures Limited. Before this, she was with Deloitte & Touche LLP as Senior Audit Manager. Ms Chan holds a Bachelor of Accounting and Finance (Hons) from the University of Glamorgan, United Kingdom. She is a Chartered Accountant of the Institute of Singapore Chartered Accountants and a Fellow of the Chartered Association of Certified Accountants.

# SINGAPORE – BUSINESS UNITS



CHENG SIAK KIAN CHIEF EXECUTIVE OFFICER SBS TRANSIT

Mr Cheng Siak Kian was appointed Chief Executive Officer of SBS Transit on 1 March 2021. He was previously the acting Chief Executive Officer. He first joined the Company in September 2015 and

served as Senior Vice President in the bus operations division where he was an integral member of the tender team that was successful in its bid for the Seletar Bus Package. In December 2016, he was posted to Australia to helm ComfortDelGro's New South Wales operations. He returned to SBS Transit in July 2019 to assume the appointment of Chief Operating Officer and was promoted to Acting Chief Executive Officer on 1 March 2020. Prior to joining the ComfortDelGro Group, Mr Cheng served in a number of senior appointments in the Ministry of Defence and the Republic of Singapore Air Force. He obtained a Bachelor of Electrical and Electronic Engineering (First Class) from the University of Manchester, United Kingdom and a Master of Business Administration from the Massachusetts Institute of Technology, USA.

#### ANG WEI NENG

CHIEF EXECUTIVE OFFICER COMFORTDELGRO TAXI

Mr Ang Wei Neng was appointed Chief Executive Officer of Taxi Business in Singapore on 1 May 2017. Prior to his appointment, he was Head of Bus Operations and Senior Vice President of



SBS Transit Limited. He had also held key positions in Service Development, Operations Development as well as General Manager of District Operations since he joined SBS Transit in 2004. Previously, he held various managerial positions in operations and business development in diverse industries, covering countries in Southeast Asia, Hong Kong and China. Mr Ang, a Public Service Commission (PSC) Scholar, served in the Singapore Police Force before joining the private sector. He holds a Bachelor of Social Sciences (Hons) from the National University of Singapore and a Master of Business Administration (MBA) from the Nanyang Technological University. Mr Ang is also a Member of Parliament for West Coast Group Representation Constituency.



#### SIM WING YEW CHIEF EXECUTIVE OFFICER VICOM

Mr Sim Wing Yew was appointed Chief Executive Officer of VICOM Ltd on 1 May 2012. Prior to this appointment, he was Chief Operating Officer of ComfortDelGro Engineering Pte Ltd since August 2008

before assuming the role as Chief Executive Officer on 1 March 2011. Mr Sim first joined the Group in September 2002 as a General Manager in charge of two maintenance workshops in SBS Transit Ltd's Fleet Management Department. In June 2006, he assumed responsibility as the General Manager for all five SBS Transit's workshops. Mr Sim holds a Bachelor of Engineering (Hons) in Mechanical and Production Engineering from the Nanyang Technological University and a Master of Business Administration from the University of Hull, United Kingdom.

#### ANG SOO HOCK CHIEF EXECUTIVE OFFICER COMFORTDELGRO ENGINEERING

Mr Ang Soo Hock was appointed Chief Executive Officer of ComfortDelGro Engineering Pte Ltd on 1 January 2018. Prior to this appointment, he was the Chief Operating Officer. Mr Ang first joined



the Company as an Engineer in July 1998. In 2003, he assumed the responsibility of Branch Manager, Sin Ming, overseeing the maintenance of both the taxi fleet and private cars, and the operation of four diesel kiosks. In June 2007, he was tasked to oversee all maintenance workshops for the Group's entire taxi fleet in Singapore, and in September 2009, he took on the added responsibility of managing diesel sale operations as well. Mr Ang holds a Bachelor of Engineering (Hons) in Mechanical and Production Engineering from the Nanyang Technological University and a Specialist Diploma in Franchise Management from the Ngee Ann Polytechnic.



#### STEPHEN CHOW CHIEF EXECUTIVE OFFICER COMFORTDELGRO BUS

Mr Stephen Chow was appointed Chief Executive Officer of ComfortDelGro Bus on 1 March 2021. He was previously its Chief Operating Officer. Prior to this appointment, he was the Founder and Chief Executive Officer of an Al start-up.

Mr Chow also held various senior appointments in the Republic of Singapore Navy (RSN) previously. During his tenure with RSN, he successfully transformed several maritime security capabilities on the national and international level. He is a graduate of the Indonesian Naval Senior Command and Staff College, and speaks fluent Bahasa Indonesia. Mr Chow holds a Bachelor of Arts Degree from the National University of Singapore, and a Masters of Business Administration in Investment and Finance from the University of Hull, United Kingdom.



#### LIM TIEN HOCK CHIEF EXECUTIVE

OFFICER COMFORTDELGRO DRIVING CENTRE COMFORTDELGRO MEDCARE

Mr Lim

Tien Hock was appointed Chief Executive Officer of ComfortDelGro Driving Centre Pte Ltd on 1 August 2018 and was made Chief Executive Officer of ComfortDelGro MedCare Pte Ltd on 1 March 2021. He was previously Senior Vice President, Group Human Resource, ComfortDelGro. Prior to joining the Group in June 2012, Mr Lim served in a number of senior appointments in the Ministry of Defence, Singapore and the Singapore Armed Forces covering stints in training, operations and human resource. He graduated from University College London, United Kingdom and holds a Master in Engineering (Electrical and Electronic). Mr Lim also holds a Master of Business Administration from Nanyang Fellows - MIT Sloan Programme.

#### ONG BENG TIN, MARY CHIEF EXECUTIVE OFFICER COMFORTDELGRO



Ms Ong Beng Tin, Mary joined

RENT-A-CAR

the Group in 1996 and is the Chief Executive Officer of ComfortDelGro Rent-A-Car. Prior to her appointment, she was the Chief Operating Officer and served as the Head of Sales and General Manager in the Company. She has 20 years' experience in the car rental industry, beginning her career as a Sales Manager in Ken-Air's Auto Services Division. Ms Ong holds a Bachelor of Arts from the National University of Singapore.

# **KEY MANAGEMENT**

#### SINGAPORE – BUSINESS UNITS



LIEW WEI CHEE CHIEF EXECUTIVE OFFICER CDG ZIG

Mr Liew Wei Chee was appointed Chief Executive Officer of CDG Zig Pte Ltd - a new corporate venture of the ComfortDelGro Group that created Zig, a mobility and lifestyle app - on 1 March 2021. He was previously Senior Vice

President, Group Transformation Office where he led business development initiatives in digital and hydrogen fuel. Prior to joining the Group, Mr Liew had spent 25 years in a multinational energy group where he held key management positions and worked on significant merger, acquisition and divestment deals, including stints in London, England, The Hague, Netherlands and Kuala Lumpur, Malaysia. Mr Liew obtained a Bachelor of Science degree in Business Administration (First Class Honours) from the University of Wales, College of Cardiff and a Master of Business Administration (with Distinction) from the University of Hull, United Kingdom. He has attended in-campus management programmes at the Institute for Management Development Business School, Switzerland and INSEAD, France.

#### JAYNE KWEK

CHIEF EXECUTIVE OFFICER MOOVE MEDIA

Mrs Jayne Kwek joined the Group in October 2004 and is currently the Chief Executive Officer of Moove Media Pte Ltd. She is an Executive Council Member of the Institute of Advertising Singapore and has won many



prestigious advertising awards, including the Singapore Media Award and the Singapore Hall of Fame Advertising Awards. She has also been voted one of Singapore's 20 Most Influential Marketing Personalities. Mrs Kwek graduated with a Degree of Associate in Science (Fashion Merchandising) from the Daytona Beach Community College, Florida, USA.



#### CHUA BENG PENG, CLEMENT CHIEF EXECUTIVE OFFICER

COMFORTDELGRO INSURANCE BROKERS

Mr Clement Chua Beng Peng was appointed Chief Executive Officer of ComfortDelGro Insurance Brokers Pte Ltd on 1 March 2018, and is responsible for delivering customer-focussed and cost effective insurance broking,

claims advocacy and risk management services to its external corporate clients. Mr Chua joined the Group in 2005 where he has held various positions and responsibilities with diversified experience in insurance broking, operations, claims handling, risk management, business development, corporate planning and services. He is also concurrently the Group Chief Insurance Officer. He holds a Bachelor of Economics Degree from the University of Western Australia, a Diploma in Insurance from the Chartered Insurance Institute, and is a Certified Professional Risk Manager from the Asia Risk Management Institute.

# OVERSEAS -BUSINESS UNITS





YAP SOON HUA, NICHOLAS CHIEF EXECUTIVE OFFICER AUSTRALIA BUSINESS UNIT

Mr Yap Soon Hua, Nicholas, was appointed Chief Executive Officer of Australia Business Unit on 1 July 2019. Prior to this appointment, he was the Chief Executive Officer of ComfortDelGro Corporation Australia Pty Ltd (CDC) (VIC), General Manager of CDC Victoria and Chief Operating Officer of ComfortDelGro Cabcharge Pty Ltd. Mr Yap joined the Group in 1994 and was Vice President, Group Business Development, before his posting to Australia. He also served as a Manager in the Service Development Department of SBS Transit Ltd. Mr Yap holds a Bachelor of Economic and Social Studies (Hons) from the University of Wales in Accounting and Law. He also completed the Executive Programme in Transportation Management from the Nanyang Technological University & Chartered Institute of Transport, Singapore.

#### CHINA

MICHAEL HUANG CHOR TZE CHIEF EXECUTIVE OFFICER CHINA BUSINESS UNIT



#### Mr Huang

Chor Tze, Michael, was appointed Chief Executive Officer of China Business Unit on 1 January 2021. He oversees all our operations in China. Prior to his appointment, Mr Huang was Vice President with the Group Business Development and the Group Transformation Office where he drove digital transformation efforts of the Group in the areas of smart mobility and autonomous vehicles. Mr Huang joined the Group in 2006 as Assistant to the General Manager. From 2008 to 2015, he was General Manager of Nanjing ComfortDelGro Dajian Taxi Co., Ltd. Before joining ComfortDelGro, Mr Huang worked in Sembcorp Industries Limited where he managed projects in oil and gas. He has had extensive overseas working experience, having spent 15 years in China and Indonesia. Mr Huang has a Bachelor of Science in Chemical Engineering from the Illinois Institute of Technology, USA.

#### ANNUAL REPORT 2020



UNITED KINGDOM/ IRELAND

SEAN O'SHEA CHIEF EXECUTIVE OFFICER METROLINE LIMITED

Mr Sean O'Shea is the Chief Executive

Officer of Metroline Limited. Prior to this, he was the Chief Operating Officer. Mr O'Shea joined London Bus Services Limited as a graduate management trainee in 1990 after obtaining a degree in Mathematics and Philosophy from the University of Liverpool. Following a comprehensive training in all aspects of bus operations, Mr O'Shea undertook several roles within Metroline Travel, and was appointed Commercial Director for Metroline Travel and Metroline London Northern in 2001.

UNITED KINGDOM/ IRELAND

TAN LAI WAH, RUDY CHIEF EXECUTIVE OFFICER CITYFLEET NETWORKS



Mr Tan Lai Wah, Rudy, is the Chief Executive

Officer of CityFleet Networks Limited. He is concurrently the Group Chief Strategy Officer for the ComfortDelGro Group. Prior to joining the Group, Mr Tan was the Chief Operating Officer of ST Kinetics, the land systems and specialty vehicles arm of the Singapore Technologies Engineering Group. During his 17 years with ST Engineering, Mr Tan served in several roles, heading different Business Units and corporate functions such as marketing, as well as business and corporate developments. He also oversaw its businesses in China, India and the United States. Mr Tan graduated from the Imperial College London. He also attended the Senior **Executive Programme at London Business** School and holds a Master of Business Administration from the University of Leicester. He is also a CFA Charterholder.



LIM CHAI HWEE GENERAL DIRECTOR

VIFTNAM TAXI

VIETNAM

Mr Lim Chai Hwee is the General Director of Vietnam Taxi Co.,

Ltd. Mr Lim joined the Group in 2006. He held appointments in Operations, Route Group Development and Safety departments of the bus business area of SBS Transit Ltd. Prior to joining the Group, Mr Lim has had stints in the security and financial industries. Mr Lim holds a Bachelor Degree in Engineering from the Nanyang Technological University.

#### MALAYSIA

CHIA WING TOO, ERIC GENERAL MANAGER MALAYSIA BUSINESS UNIT

Mr Chia Wing Too, Eric joined the Group in May 2008 as



General Manager of the car rental & leasing business in Malaysia. Mr Chia has had more than 30 years of experience in the automotive industry and has held appointments in various organisations, including senior management positions at Inchcape Motors Limited, Champion Motors (1975) Pte Ltd and Komoco Motors Pte Ltd. Prior to joining the Group, Mr Chia was the General Manager of Trans Eurokars Pte Ltd. Mr Chia holds a Master of Business Administration from the Macquarie University, Australia.