

COMFORTDELGRO
CORPORATION LIMITED



ENVIRONMENTAL POLICIES AND MANAGEMENT PLANS

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COMFORTDELGRO ENERGY POLICY AND MANAGEMENT PLANS

PURPOSE

1. To establish a Group Energy Policy Statement and Energy Management Plan to monitor and manage the energy efficiency of buildings, infrastructure and operations.

SCOPE

2. This Policy statement shall be applied to all Business Units (BUs) within the ComfortDelGro ('CDG') Group.

TERMS AND DEFINITIONS

3. **BCA Green Mark** is a scheme launched in 2005 by the Building and Construction Authority (BCA) of Singapore to drive Singapore's construction industry towards more environmentally-friendly buildings. BCA Green Mark certification supports the green buildings movement by encouraging sustainable buildings in Singapore's built environment and legislation are also implemented to regulate commercial buildings.

4. **Eco-Office** is a project developed by the Singapore Environment Council (SEC) to instill a green office culture where staff are conscious about their habits and their environmental impact. External audits are performed to validate and award the Eco-Office label to offices that have displayed environmental consciousness in their operations.

5. **Air conditioning load** refers to both heating and cooling load of a facility. BUs are to measure the electricity consumption of the air conditioning and mechanical ventilation systems (ACMV).

6. **Lighting load** refers to energy used to power electric lights in a facility. BUs are to measure the electricity consumption of lighting.

7. **Receptacle load** refers to the amount of load produced by a device plugged into a receptacle (often referred to as plug loads). Receptacle loads typically produce heat and consume electricity. BUs are to measure the electricity consumption of equipment and devices.

8. **kWh** refers to kilowatt-hour and is a unit of energy equivalent to the energy transferred or expanded in an hour.

9. **GFA** refers to Gross Floor Area and is the total floor area inside the building envelope, including the external walls, and excluding the roof.

ENERGY POLICY STATEMENT

10. The ComfortDelGro Group of Companies aim to minimize environmental impact from our energy use by adopting lower energy options whenever possible and aims to explore the use of renewable energy, such as solar energy. The Group is also committed to complying with statutory and regulatory requirements.

11. The Group shall gather and track our energy consumption patterns to verify our energy-saving installations, and identify opportunities for continuous improvement and preventive maintenance. We adopt a systems and life-cycle approach to the design of our premises, operations and procurement of equipment and devices.

12. We will progressively incorporate energy-saving designs and equipment into our premises and operations, based on the principles of balancing the reduction of waste, while adopting proven technologies that minimises energy usage and environment impact. The energy consumption and energy saving efforts will be communicated to the public through our Sustainability Reports.

ROLES AND RESOURCES

13. The Group Risk and Sustainability Office is responsible for developing the targets/goals and plans together with the Business Units (BUs) for Energy Management.

14. CDG Group and its BUs shall adopt the Energy Policy and Plans to ensure consistent energy savings efforts are in place and on target to meet the Group's goals.

15. Singapore BUs shall also strive to achieve both Green Mark and Eco-office awards where applicable. UK/ Ireland, Australia, China and Vietnam BUs shall adhere to their local green building or office standards and regulations where applicable.

COMMUNICATIONS

16. All staff in the organisation shall be informed of the energy management initiatives and goals, and show support towards optimising the energy efficiency across the Group

PERFORMANCE TRACKING AND ANALYSIS

17. All BUs will collate and monitor the energy consumption on 3 core areas (i.e. air-con, lighting and receptacle load) on a monthly basis.

18. To develop baseline and benchmarking, technical or operations teams in BUs shall collect the past 12 months' electricity consumption data. The past 12 months' electricity consumption shall also be compared against the baseline for benchmarking.

19. A comparison will be made with the baselines and analysed accordingly with the aid of charts. The energy use patterns and trends will be analysed and the performance of the facility systems will be evaluated to determine any possible potential improvements. This can be done through technical assessments and audits.

IMPROVEMENT PLANS

20. To improve energy efficiency for office buildings by achieving at least 3% energy reduction versus baseline (based on kWh per GFA). The committed energy savings from proposed measures should be quantified.

21. The baselines and benchmark will be reviewed fortnightly for the first 3 months, followed by monthly, to determine the potential and prioritise the upgrades through technical assessments and audits.

TECHNICAL STEPS AND TARGETS

22. The technical steps and targets to be taken by BUs are:

- a. Installation of private power meters, devices, equipment where applicable
- b. Monitoring of energy usage by the Maintenance/ Facilities/ Property team
- c. Sharing of data and actions on monthly basis
- d. Tracking of maintenance of equipment

STAFF ENGAGEMENT

23. All staff in organisation shall be involved in monitoring and reducing their energy use. To create greater awareness among staff, training or workshops shall be provided to ensure everyone knows their roles in energy use and how energy savings can be achieved in their daily routines.

24. To better engage and inform all staff on the usage of energy in their daily routines, a Green Building User Guide outlining the green building features shall be developed for each facility.

PROCUREMENT

25. For procurement of new equipment, energy consumption and efficiency must be one of the assessment criteria, based on the life-cycle costs of energy usage.

26. All BUs shall do their part to monitor evolving technology, products and cost-benefits, and adopt when return of investment (ROI) is positive.

CAPACITY BUILDING

27. On-the-job learning, training, access to information and the transfer of successful practices, procedures and technologies are crucial to the essence of capability building and shall be provided to all for continuous improvements.

COMFORTDELGRO WATER POLICY AND MANAGEMENT PLANS

PURPOSE

1. To establish a Group Water Policy Statement and Water Management Plan to monitor and minimise water consumption throughout the Group.

SCOPE

2. This Policy statement shall be applied to all Business Units (BUs) within the ComfortDelGro ('CDG') Group.

WATER POLICY STATEMENT

3. The ComfortDelGro Group of Companies aims to minimise and conserve water whenever possible. The organisation will foster environmental awareness and understanding among all internal and external stakeholders, and make continual improvements on our water management practices. The water management and conservation efforts will be communicated to the public through our Sustainability Reports.

ROLES & RESOURCES

4. The Group Risk and Sustainability Office is responsible for developing the targets/goals and plans together with the Business Units (BUs) for Water Management.

5. CDG Group and its Business Units (BUs) shall adopt the Water Policy and Plans to ensure consistent efforts in minimising waste production.

6. All BUs shall adhere to the local environmental law, standards and regulations where applicable.

COMMUNICATIONS

7. All staff in the organisation shall be informed of the water management initiatives and goals, and show support towards water conservation throughout the Group.

WATER MANAGEMENT SYSTEM

8. CDG Group adopts a water management plan where water consumption is monitored and tracked in the beginning of every month to detect water leakages.

9. The Group is conscious of the limited water resource in Singapore and has replaced the existing water fittings with minimum 2 ticks, Water Efficiency Labelling Scheme (WELS) "Very Good Rating" taps (refer to Table 1) in the Head Office.
10. Singapore BUs shall attempt to procure minimum 2 ticks WELS taps when the existing taps are due for replacement. Overseas BUs shall attempt to procure taps with similar flow rates as 2 ticks WELS taps for existing taps due for replacement.
11. BUs shall also adopt NEWater for operations whenever possible.
12. The Group and all Singapore BUs shall strive to minimally achieve the Public Utilities Board (PUB)'s Water Efficient Building (WEB) Certification by 2030. BUs will need to meet minimum water flow rates of WELS "Very Good Rating" for all water fittings before qualifying for the WEB Certification.
13. BUs shall install additional water valve which is easily accessible to minimize water wastage due to faulty taps or flushing system whenever deemed necessary.

TABLE 1: WATER EFFICIENT LABELLED FITTINGS

FITTINGS	GOOD RATING	VERY GOOD RATING	EXCELLENT RATING
Shower Taps, Mixers & Showerheads (L/min)	>7 to 9	>5 to 7	5 or less
Basin Taps & Mixers (L/min)	>4 to 6	>2 to 4	2 or less
Sink/Bib Taps (L/min)	>6 to 8	>4 to 6	4 or less
Flushing Cisterns – Dual Flush Type (L/flush)	>4.0 - 4.5 (full flush) > 2.5 -3.0 (low flush)	>3.5 to 4.0 (full flush) > 2.5 – 3.0 (low flush)	3.5 or less ⁽¹⁾ (full flush) 2.5 or less (low flush)
Urinals & Urinal Flush Valve (L/flush)	> 1.0 to 1.5	> 0.5 to 1.0	0.5 or less ⁽²⁾ Or waterless urinals

(1) To pass laboratory simulation test on waste transportation efficiency in pipe.

Source: PUB

(2) To pass dilution test.

STAFF ENGAGEMENT

14. To create greater awareness among staff, posters and circulars shall be effectively communicated throughout organisation to ensure everyone knows the local environmental law, rules and regulations and how water conservation can be achieved in their daily routines.

COMFORTDELGRO WASTE POLICY AND MANAGEMENT PLANS

PURPOSE

1. To establish a Group Waste Policy Statement and Waste Management Plan to monitor and minimise waste production throughout the Group and to operate within full compliance with all waste management legislation and regulations.

SCOPE

2. This Policy statement shall be applied to all Business Units (BUs) within the ComfortDelGro ('CDG') Group.

WASTE POLICY STATEMENT

3. The ComfortDelGro Group of Companies aims to minimise waste production by employing Reduction, Re-use, and Recycling (3R) techniques at every stage of our operations whenever possible. The Group is also committed to complying with statutory and regulatory requirements.

4. The Group shall identify areas of waste production throughout the organisation and employ effective waste management practices to minimise the environmental impact of our operations.

5. The organisation will foster environmental awareness and understanding among all internal and external stakeholders, and make continual improvements on our waste management practices. The waste management and recycling efforts will be communicated to the public through our Sustainability Reports.

ROLES & RESOURCES

6. The Group Risk and Sustainability Office is responsible for developing the targets/goals and plans together with the Business Units (BUs) for Waste Management.

7. CDG Group and its Business Units (BUs) shall adopt the Waste Policy and Plans to ensure consistent efforts in minimising waste production.

8. All BUs shall adhere to the local environmental law, standards and regulations where applicable.

COMMUNICATIONS

9. All levels in the organisation shall be informed of the waste management initiatives and goals, and show support towards minimising and recycling waste across the Group.

WASTE MANAGEMENT SYSTEM

10. CDG Group adopts an integrated waste management system with focus on two key thrusts including waste minimisation and recycling (i.e. 3Rs) for non-hazardous waste.

11. For hazardous waste, they are typically generated from the repair and maintenance of vehicles, and are collected within specific containers and removed by specialist contractors.

12. For non-hazardous waste, waste minimisation practices shall be implemented and BUs shall recycle the waste when possible.

13. All BUs shall work towards waste minimisation for general office waste by:

- a. Ensuring double sided printing (duplex) and greyscale is enabled as default setting;
- b. Reusing office stationery or waste paper that has been printed on one side when appropriate;
- c. Review the need to purchase items to avoid unnecessary wastage (i.e. not to over-order items with shelf life or where there is limited storage capacity);
- d. Consider purchase options that minimise waste (i.e. leasing of equipment);
- e. To request suppliers to minimise packaging or to collect back unwanted packaging;
- f. Encourage staff to bring their own cups to meetings to reduce disposables;
- g. Implement secure printing (i.e. "Follow-You Printing") to eliminate wasted paper; and
- h. Encourage use of digital mode of communications and documentations to reduce paper usage (i.e. online portal, emails etc).

RECYCLED WASTE

14. The industrial waste and office waste generated from our Business Units (BUs) operations are listed in below. These wastes are either reused or recycled.

15. Industrial waste and office general waste that are reused:
 - a. Empty Drum Containers
 - b. Paper
 - c. Other Reusable waste

16. Industrial waste that are recycled includes, but not limited to:
 - a. Batteries
 - b. Used Oil
 - c. Scrap Metal
 - d. Scrap Tyres
 - e. Scrap Bumpers
 - f. Carton Boxes
 - g. Other Recyclable Industrial Waste

17. Office general waste that are recycled includes, but not limited to:
 - a. Paper
 - b. Electronic Waste (e-waste)
 - c. Printer Toners
 - d. Other General Waste

18. BUs generating industrial waste listed in Section 16 during business operations shall engage licensed recycling contractors for regular collection and recycling of wastes.

STAFF ENGAGEMENT

19. All staff in the organisation shall be involved in waste minimisation and recycling initiatives. To create greater awareness among staff, guidelines and circulars shall be effectively communicated throughout organisation to ensure everyone knows the local environmental law, rules and regulations and how waste minimisation and recycling initiatives can be achieved in their daily routines.

TECHNICAL STEPS & ROLES

20. Plan, develop and implement waste management plan in the office, including:
 - a. Setting measurable performance indicators and targets
 - b. Implementing initiatives to educate employees in the 3Rs
 - c. Organising regular activities to raise overall awareness of the 3Rs
 - d. Providing necessary infrastructure to encourage 3R practices in the office (i.e. recycling bins)
 - e. Conduct waste inspections to identify areas where waste can be reduced, reused or recycled
 - f. Monitor participation in the implemented 3R initiatives
 - g. Generate progress reports in meeting goals and targets set under the programme
 - h. Keep management and staff informed of the progress in meeting the goals and targets for the 3R Programme

PROCUREMENT

21. For procurement of new items, CDG Group and BUs to request suppliers to minimise packaging or to collect back unwanted packaging.