

## AWARDS AND ACCOLADES

**At ComfortDelGro Corporation Limited, the desire to always do better is borne out of passion – for our work and for our customers. As a result of this fervour, the Group was honoured with numerous awards and accolades during the year for our outstanding service, and contributions to society. The following is a list of major awards that we won in 2018.**



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### ComfortDelGro Corporation

1. The late Kua Hong Pak, Senior Advisor of ComfortDelGro, was conferred the Distinguished Service Award by the National Trades Union Congress (NTUC) at the May Day Award 2018
2. Partner of Labour Movement Award by NTUC at the May Day Award 2018
3. Bronze for the Best Investor Relations Award in the "companies with market capitalisation of S\$1 billion and above" category at the Singapore Corporate Awards 2018
4. Distinguished Friend of Lions Befrienders
5. Eco Office Label (2018-2021) re-certified by the Singapore Environment Council for the fourth consecutive time

### Beijing Jin Jian Taxi Services

6. Beijing Municipal Advance Unit of Traffic Safety Management 2017 by the Beijing Municipal Traffic Safety Committee

### Chengdu ComfortDelGro Taxi

7. He Maoxue, Huang Zhijun and Zhongwei were awarded the "Best Taxi Driver" Award by the City Transport Bureau and the National Taxi Association

### ComfortDelGro Bus

8. 12 National Kindness Award-Transport Gold 2018 winners
9. BS OHSAS 18001 Occupational Health and Safety Assessment
10. bizSAFE Star Certification by the Workplace Safety and Health Council (WSHC)
11. Champion Award in the "Non-public Bus Fleet" category by the Singapore Road Safety Council (SRSC) at the Singapore Road Safety Award 2018

### ComfortDelGro Corporation Australia

12. ISO 45001:2018 Certification for Occupational Health and Safety Management System
13. ISO 55001:2014 Asset Management Certification
14. Sam Khy won the Special Merit Award for the Passion! Award 2017
15. Andrew Connor was Finalist for the Passion! Award 2017
16. Achievement Award 2018 by the Department of Economic Development, Jobs, Transport and Resources, Victoria State Government.

### ComfortDelGro Driving Centre

17. "Assisted Compliance Assurance Programme (ACAP) Premium" status by the Inland Revenue Authority of Singapore (IRAS)
18. Certified On-the-Job Training Centre by the Institute of Technical Education
19. ISO 9001:2015 Quality Management System Certification
20. Singapore Quality Class Star and People Developer Certification by SPRING Singapore

### ComfortDelGro Engineering

21. 20 National Kindness Award-Transport Gold 2018 winners
22. 58 Excellent Service Award 2018 winners
23. bizSAFE Star Certification by WSHC
24. BS OHSAS 18001:2007 Occupational Health and Safety Management System Certification
25. ISO 9001:2015 Quality Management System Certification
26. Lam Tow Chik was Finalist for the Passion! Award 2017
27. Singapore Quality Class Star Certification by SPRING Singapore

**ComfortDelGro Irish Citylink**

- 28. Ranked sixth in the Travel Sector by the Customer Xperience Insights (cXi)

**ComfortDelGro Taxi**

- 29. 108 Excellent Service Award winners
- 30. 30 National Kindness Award-Transport Gold 2018 winners
- 31. Bronze Philanthropy Award in the Corporate category (2017) by Children’s Cancer Foundation
- 32. Gregory Lye was the winner for the “Best Customer Service for Transport” category at the Singapore Tourism Awards 2018
- 33. Loh Hock and Tan Chee Wah were awarded Champion and Merit respectively in the “Safe-Driver (Taxi Fleet)” category by the SRSC at the Singapore Road Safety Award 2018
- 34. Partner of Labour Movement Award by NTUC at the May Day Award 2018
- 35. Seet Choo Tong was Finalist for the Passion! Award 2017
- 36. Total Defence Award - NS Advocate Award for Small and Medium-sized Enterprises by the Ministry of Defence
- 37. Total Defence Award - NS Advocate Award for Large Companies by the Ministry of Defence

**Guangzhou Xin Tian Wei Transportation Development**

- 38. Chen Shi Luan, Wang Pan and Zhao Yong Qiang were awarded “Advanced Individual for Traffic Safety Award 2017” by the Guangzhou Traffic Police
- 39. “Model Unit” in the Information Service Management category by the Guangzhou Transport Information and Control Centre
- 40. Tan Run Chao and Wang Qi Lun were Finalists for the Passion! Award 2017
- 41. Tian He Bus Station Magazine was awarded Excellent Magazine by the Guangdong Provincial Transportation Association
- 42. Wang Qi Lun was commended under the “Good Man, Good Deeds” List in the 2017 Media Report by the Communications Commission of Guangzhou Municipality

**Jilin ComfortDelGro Taxi**

- 43. “Excellent Grassroots Party Branch” by the Party Work Committee of Jilin City High-tech Zone
- 44. Zhao Wei was awarded the 2017-2018 Outstanding Party Worker by the Party Work Committee of Jilin City High-tech Zone
- 45. Quan Sheng Bo was Finalist for the Passion! Award 2017

**Metroline**

- 46. Daniel Briscoe was Runner-up in the Apprentice category at the 2018 Institute of Road Transport Engineers (IRTE) Skills Challenge
- 47. Mitesh Patel was the top-scoring Mechanical Technician and Runner-up in the Vehicle Inspector category at the 2018 IRTE Skills Challenge
- 48. Ion Dinu won the ‘Actions Above and Beyond the Call of Duty’ Award by the Transport of London at the 2018 London Bus Awards
- 49. Perivale Garage was Finalist in the London Bus Garage of the Year Award at the 2018 UK Bus Awards
- 50. Tracey Palmer was Finalist for the Passion! Award 2017

**Moove Media**

- 51. Bronze Award for the “Best Martech Solution Gaming/ Gamification” category at The Spark Awards 2018

**Nanning Comfort Transportation**

- 52. 10 cabbies were awarded “Courteous Role Model” by the Nanning Taxi Association
- 53. Mo Linjun won the “Civilised Individual Award” by the Guangxi People Broadcasting Station at the 2nd Guangxi Outstanding Cabbies with Clean Driving Record Challenge

**SBS Transit**

- 54. 141 National Kindness Award-Transport Gold 2018 winners
- 55. 1,655 Excellent Service Award 2018 winners
- 56. Attained the IRTE Workshop Accreditation
- 57. Attained the Tripartite Standard (TS) on Grievance Handling by the Tripartite Alliance for Fair and Progressive Employment Practices and Recruitment Practices



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## AWARDS AND ACCOLADES



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58. Abdul Azmin Bin Abdul Azizam and Fong Sai Weng were presented with the Community Lifesaver Awards by the Singapore Civil Defence Force
59. Deng Ziliang won the Passion! Award 2017
60. Goh Soon Huat was Finalist for the Passion! Award 2017
61. Goh Soon Huat was the Winner in the Customer Service Team Leader of the Year (Service Centre) category by the Asia Pacific Customer Service Consortium (APCSC) at the Customer Relationship Excellence (CRE) Awards 2018
62. Yong Wee Seng was the Winner in the Customer Service Professional of the Year (Service Centre) category by the APCSC at the CRE Awards 2018
63. Roy Ong Tin Cheow was awarded Merit in the Customer Service Professional of the Year (Service Centre) by the APCSC at the CRE Awards 2018
64. "Excellence in Multigenerational Workforce Management" Silver Award at the HR Excellence Awards 2018
65. Goh Pek Hong and Jumari Bin Semin were awarded the SkillsFuture Fellowship 2018 by the SkillsFuture Singapore (SSG)
66. SkillsFuture Employer Award 2018 by the SSG
67. ISO 55001:2014 Asset Management Certification for Downtown Line (DTL)
68. ISO 45001:2018 Certification for Occupational Health and Safety Management System for Bus and DTL
69. Jin Shu Juan was awarded Champion in the "Safe-Driver (Public Bus Fleet)" category by the SRSC at the Singapore Road Safety Awards 2018
70. NTUC Health Volunteer Appreciation 2018 Award by NTUC Health
71. "Safe Bus Operator of the Year" Excellence Award and "Safe Rail Line of the Year" Excellence Award by the Land Transport Authority at the 20th Annual Safety Award Convention

### Scottish Citylink Coaches

72. Gold in the Top Express Operation category for the Operating Awards at the 2018 UK Coach Awards
73. Jim Orr won Gold in the Unsung Hero category at the 2018 UK Coach Awards
74. Peter Knight won Gold in the Young Industry Professional category at the 2018 UK Coach Awards

75. Silver for its Contactless Payments for the Innovation Award at the 2018 UK Coach Awards

### Shenyang ComfortDelGro Taxi

76. 297 cabbies were awarded the "Star Driver" title
77. 57 cabbies were awarded the "Citizens' Most Satisfactory Driver" Award by the Shenyang Traffic Bureau and Liaoning Radio and Television Station
78. 70 taxis were awarded the "Citizens' Most Improved and Satisfactory Taxi" Award by the Shenyang Traffic Bureau and Liaoning Radio and Television Station
79. 66 taxis won the "Model Taxi" Award
80. AAA Standard Enterprise for 2017

### Setsco Services (SETSCO)

81. Awarded the Water Efficiency Labelling Scheme by the Singapore Accreditation Council
82. Achieved "Injury-Free 2018" by the ExxonMobil Asia Pacific
83. Awarded the "Safety Excellence and Bonus Award" by the Petrochemical Corporation of Singapore
84. Shirley Lim Suidi was awarded the Young Professional Award by Enterprise Singapore

### VICOM

85. ISO/IEC 17025:2005 General Requirements for the Competence of Testing and Calibration Laboratories
86. ISO 9001:2015 Quality Management Systems
87. Recertified the "ACAP Premium" status by IRAS
88. Winner in the Mid-Cap category for the Singapore Corporate Governance Award at the Securities Investors Association Singapore (SIAS) 19th Investors' Choice Awards 2018
89. Runner-up in the Most Transparent Company Award (Services) category at the SIAS 19th Investors' Choice Awards 2018

### Vietnam Taxi (Vinataxi)

90. Vietnam Top 50 Well-known Trademark by the Vietnam Intellectual Property Department