

ANNEX A: SUPPLIER ETHICS POLICY

ComfortDelGro Corporation Limited and its subsidiaries worldwide (hereinafter collectively referred to as "ComfortDelGro") procures a wide range of goods or services from various businesses, companies, corporations, persons and entities, including their employees, agents and representatives (hereinafter collectively referred to as "Suppliers"), in the course of its business operations.

As such, ComfortDelGro requires its Suppliers to operate in accordance with the principles in this Supplier Ethics Policy ("Policy") and in full compliance with all applicable laws and regulations.

Suppliers are required to adhere to all local laws (including antitrust, anti-competition, anti-corruption and anti-fraud policies), maintain high ethical standards, have clear health and safety policies, strict environmental policies, and adopt fair employment practices.

It is the responsibility of Suppliers to ensure their employees and representatives understand, comply and act consistently with this Policy. Failure to adhere to this Policy may result in disqualification from consideration for business, and/or future business, with ComfortDelGro.

1. Compliance with Laws and Regulations

1.1. Abidance with the Law

Suppliers' business operations, as well as all goods and services supplied to ComfortDelGro, must fully comply with the laws and regulations of the countries where Suppliers' operations are based as well as where goods and services are provided to ComfortDelGro.

1.2. Use of Fair Business Practices

Suppliers must practise fair competition in accordance with local antitrust and competition laws. Activities that restrict competition must be avoided. Commercial decisions, including prices, terms of sale, division of markets and allocation of customers, must be made independent of understandings or agreements with competitors.

2. Ethics and Conflict of Interest

2.1. Anti-Corruption Stance

Suppliers must conduct their business with integrity, transparency and honesty. ComfortDelGro does not condone any corrupt practices such as bribery, extortion or embezzlement in all business interactions. Suppliers are prohibited from offering, paying, soliciting or receiving (whether directly or otherwise) any form of bribe as inducement or reward for any business transaction with or involving ComfortDelGro. The term "bribe" broadly includes any illicit advantage such as (but is not limited to) cash, cash equivalents, property, loans, commissions, services, benefits in kind or other advantages.

2.2. Anti-Fraud Stance

In the same vein, ComfortDelGro does not condone any fraudulent practices such as intentional deception, misappropriation of resources or manipulation of data. Suppliers are prohibited from altering or falsifying records, failing to account for monies received or knowingly providing false information for any business transaction with or involving ComfortDelGro.

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2.3. Gifts and Entertainment

ComfortDelGro is committed to conducting all business without undue influence. The Policy requires it to exercise good judgment and practise moderation in receiving business gifts and entertainment.

Suppliers must not offer or give gifts or hospitality (including kickbacks, favours, cash, gratuity, entertainment or anything of value) to any ComfortDelGro employee that is intended as, or may be viewed as an attempt to improperly influence business decisions. In addition, ComfortDelGro employees are prohibited from accepting initial public offering (IPO) stock from any Supplier.

Employees will respectfully decline entertainment, gifts or other benefits that could in any way be construed as, or give the appearance of, attempting to influence business decisions in favour of any person or organisation with whom ComfortDelGro may have business dealings.

2.4. Conflicts of Interest

Suppliers should seek to avoid any conflicts of interest that may adversely influence their business relationship with ComfortDelGro. Suppliers must disclose all actual, potential or perceived conflicts of interest situations and/or relationships promptly to ComfortDelGro.

3. Workplace Health, Safety and Quality

3.1. Healthy and Safe Working Environment

Suppliers must have in place health and safety protection policies and management systems to provide a secure working environment. They must be designed to promote the general health of employees and reduce work-related injury and illness. For example, protective equipment and tools must be provided and replaced/maintained regularly.

3.2. Safety

The safety of all goods and services supplied must be ensured through appropriate policies, implementation and monitoring.

3.3. Quality

Suppliers' policies and management systems must be developed to ensure that the quality of all goods and services are as specified in their contracts with ComfortDelGro.

4. Corporate Social and Environmental Responsibility

4.1. Corporate Social Responsibility

ComfortDelGro is committed to building positive relationships with the communities in which we live and work by showing our support and care for the poor, the sick, the underprivileged and the aged. Suppliers are encouraged to support us and also seek similar opportunities in area of Corporate Social Responsibility.

4.2. Environmental Responsibility

Local environmental laws and practices such as those pertaining to waste disposal (proper handling of toxic and hazardous waste, segregation where regulated, etc), air emissions and pollution must be complied with. Suppliers must endeavour to minimise the impact of their operations on the environment.

5. Non-Discriminatory & Ethical Employment

5.1. Non-Discriminatory Employment

Suppliers shall apply fair and ethical standards in their employment practices. This includes non-discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, ethnicity, gender, national origin, age, religion, marital status, disability, sexual orientation or gender identity.

5.2. Ethical Employment

Suppliers will comply with all national laws on wages and working hours as well as local standards regarding child labour and minimum age.

6. Use of Information

6.1. Insider Trading

Suppliers must not trade in the securities of ComfortDelGro either directly or through an intermediary while in possession of inside information (i.e. confidential material, non-public information) relating to ComfortDelGro nor should they pass such information on to others.

6.2. Proprietary Information

Any information used by Suppliers in their business relationship with ComfortDelGro that is either not public and/or proprietary must be protected against loss and infringement. Any disclosure or use of such information other than for officially stated purposes must first be authorised by ComfortDelGro.

7. Ethical Concerns

If any Supplier has an actual or potential ethical concern related to the Policy, they can make use of the ComfortDelGro Alert Line.

ComfortDelGro Alert Line

The ComfortDelGro Alert Line comprising the following personnel has been set up to facilitate the reporting of incidents and the handling of information or evidence on matters that will give rise to

whistle blowing. You may contact:

Group Chief Internal Audit Officer
DID: +65 6383 7010
Email to: gcao@comfortdelgro.com

and/or the respective Chairmen of Audit & Risk Committee (ARC)

For ComfortDelGro Corp, email to: ARC_Chairman@comfortdelgro.com

For SBS Transit Ltd, email to: ARC_Chairman@sbstransit.com.sg

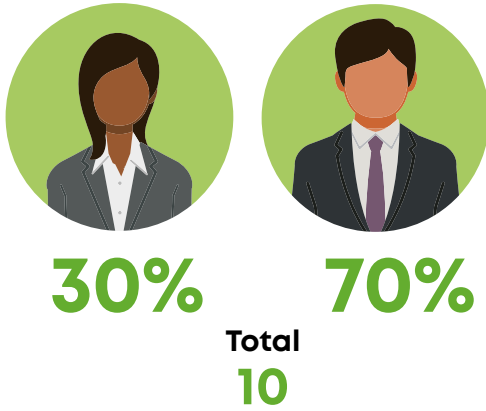
For Vicom Ltd, email to: ARC_Chairman@vicom.com.sg

ANNEX B: WORKPLACE SAFETY & HEALTH COMMITTEES ACROSS THE GROUP

COUNTRY	BUSINESS UNIT	WORKPLACE SAFETY & HEALTH COMMITTEE OR SIMILAR	COMPANY EMERGENCY RESPONSE TEAM OR SIMILAR	RISK MANAGEMENT COMMITTEE	OTHER SAFETY-RELATED COMMITTEE	NIL
Singapore	All Business units with the exception of:	✓	✓	✓		
	ComfortDelGro Driving Centre	✓	✓	✓	✓	
	ComfortDelGro Rent-A-Car			✓		
	SBS Transit	✓	✓			
Australia	CDC in NSW	✓	✓			
	CDC in Victoria	✓			✓	
	Swan Taxis	✓	✓		✓	
China	East China		✓		✓	
	North China					✓
	South China		✓		✓	
	West China	✓				
Ireland	ComfortDelGro Irish Citylink					✓
United Kingdom	CityFleet Networks		✓	✓		
	Metroline	✓				
	Scottish Citylink Coaches	✓				
Vietnam	Vinataxi				✓	
Malaysia	CityLimo Leasing (M)					✓

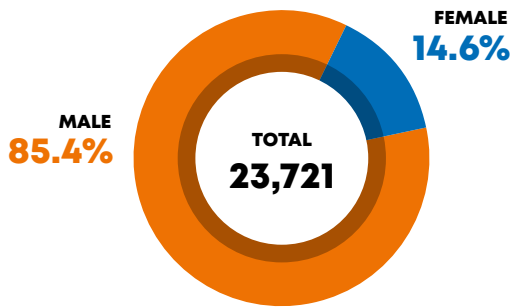
ANNEX C: DETAILED INFORMATION ON EMPLOYEES AND OTHER WORKERS

COMFORTDELGRO CORPORATION'S BOARD OF DIRECTORS BY GENDER



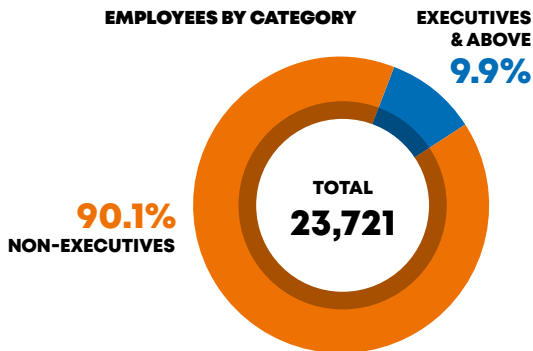
	FEMALE	MALE	TOTAL
SBS Transit	30.0%	70.0%	10
VICOM	30.0%	70.0%	10

EMPLOYEES BY GENDER



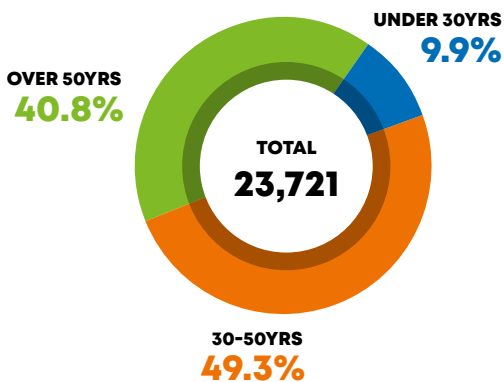
	FEMALE	MALE	TOTAL
SBS Transit	10.2%	89.8%	10,670
VICOM	24.0%	76.0%	829

EMPLOYEES BY CATEGORY



	NON-EXECUTIVES	EXECUTIVES & ABOVE	TOTAL
SBS Transit	91.1%	8.9%	10,670
VICOM	53.1%	46.9%	829

EMPLOYEES BY AGE



	UNDER 30YRS	30-50YRS	OVER 50YRS	TOTAL
SBS Transit	9.5%	44.8%	36.9%	10,670
VICOM	21.2%	55.1%	23.6%	829

ANNEX C: DETAILED INFORMATION ON EMPLOYEES AND OTHER WORKERS

**EMPLOYEES BY COUNTRY, GENDER,
EMPLOYMENT TYPE AND CONTRACT**

SINGAPORE

13,288 Employees

	TYPE OF CONTRACT		TYPE OF EMPLOYMENT	
	Permanent	Temporary	Full-time	Part-time
Male	81.7%	4.7%	84.7%	1.7%
Female	11.5%	2.1%	12.5%	1.1%
Total	93.2%	6.8%	97.2%	2.8%

UNITED KINGDOM & IRELAND

5,680 Employees

	TYPE OF CONTRACT		TYPE OF EMPLOYMENT	
	Permanent	Temporary	Full-time	Part-time
Male	88.8%	0.1%	85.9%	3.1%
Female	11.0%	0.1%	9.5%	1.5%
Total	99.8%	0.2%	95.4%	4.6%

AUSTRALIA

3,866 Employees

	TYPE OF CONTRACT		TYPE OF EMPLOYMENT	
	Permanent	Temporary	Full-time	Part-time
Male	60.7%	21.6%	58.3%	23.9%
Female	11.0%	6.7%	9.8%	8.0%
Total	71.7%	28.3%	68.1%	31.9%

CHINA

774 Employees

	TYPE OF CONTRACT		TYPE OF EMPLOYMENT	
	Permanent	Temporary	Full-time	Part-time
Male	38.6%	23.0%	61.6%	-
Female	26.6%	11.8%	38.4%	-
Total	65.2%	34.8%	100.0%	-

VIETNAM

73 Employees

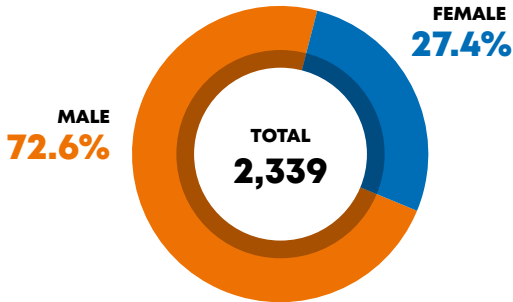
	TYPE OF CONTRACT		TYPE OF EMPLOYMENT	
	Permanent	Temporary	Full-time	Part-time
Male	50.7%	15.0%	65.7%	-
Female	28.8%	5.5%	32.9%	1.4%
Total	79.5%	20.5%	98.6%	1.4%

MALAYSIA

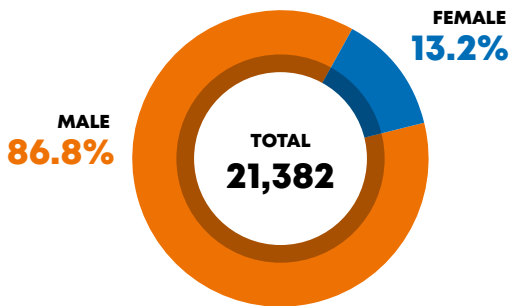
40 Employees

	TYPE OF CONTRACT		TYPE OF EMPLOYMENT	
	Permanent	Temporary	Full-time	Part-time
Male	15.0%	57.5%	72.5%	-
Female	7.5%	20.0%	27.5%	-
Total	22.5%	77.5%	100.0%	-

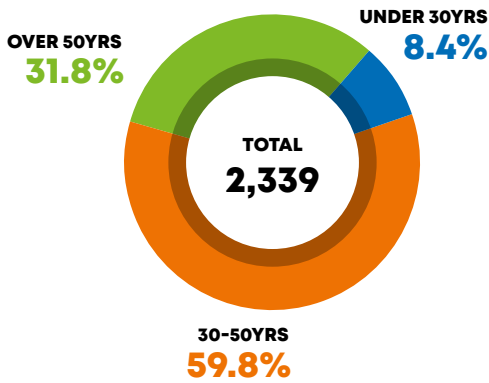
EXECUTIVES AND ABOVE BY GENDER



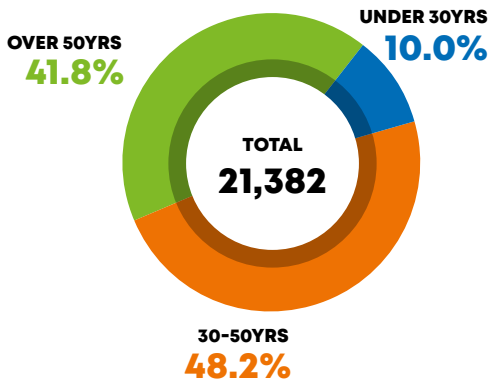
NON-EXECUTIVES BY GENDER



EXECUTIVES AND ABOVE BY AGE



NON-EXECUTIVES BY AGE



	FEMALE	MALE	TOTAL
SBS Transit	19.0%	81.0%	946
VICOM	22.4%	77.6%	389

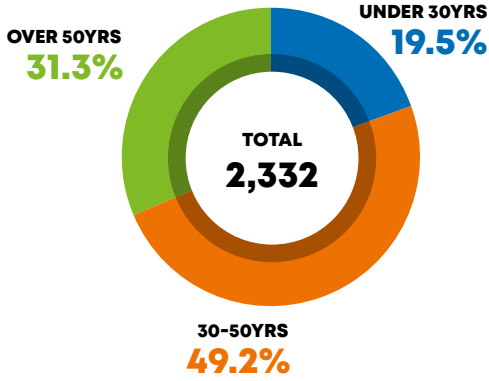
	FEMALE	MALE	TOTAL
SBS Transit	9.3%	90.7%	9,724
VICOM	25.5%	74.5%	440

	UNDER 30YRS	30-50YRS	OVER 50YRS	TOTAL
SBS Transit	5.6%	57.6%	36.8%	946
VICOM	14.1%	60.4%	25.5%	389

	UNDER 30YRS	30-50YRS	OVER 50YRS	TOTAL
SBS Transit	10.4%	49.1%	40.5%	9,724
VICOM	27.5%	50.5%	22.0%	440

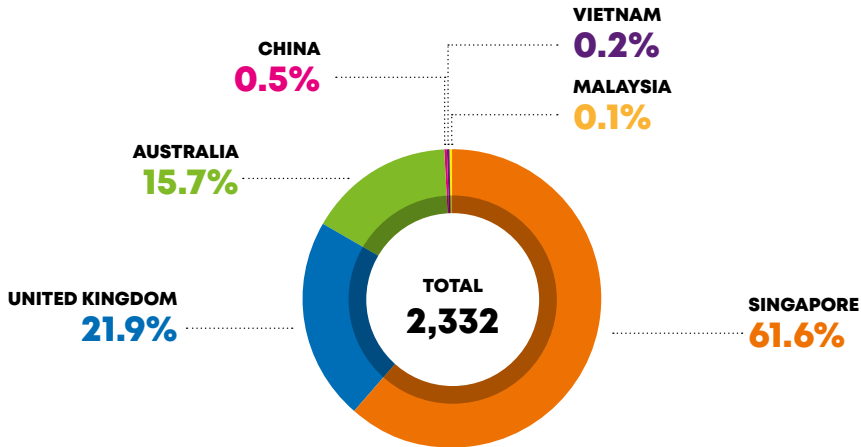
ANNEX C: DETAILED INFORMATION ON EMPLOYEES AND OTHER WORKERS

NEW HIRES BY AGE

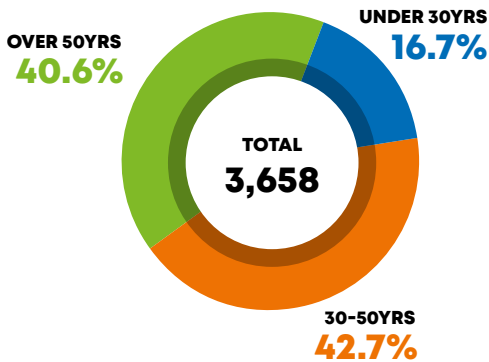


	UNDER 30YRS	30-50YRS	OVER 50YRS	TOTAL
SBS Transit	14.4%	46.9%	38.7%	1,101
VICOM	43.5%	48.4%	8.1%	124

NEW HIRES BY COUNTRY



STAFF TURNOVER BY AGE



	UNDER 30YRS	30-50YRS	OVER 50YRS	TOTAL
SBS Transit	11.4%	42.9%	45.7%	1,462
VICOM	24.5%	62.3%	13.2%	167

Data has been collected by the individual Business Units using a standard template to ensure consistency in understanding and uniformity in data submission. The completed templates are submitted to the Group Human Resource's Singapore corporate office twice a year for review and compilation.

ANNEX D: GRI CONTENT INDEX

GRI STANDARD NUMBER	DISCLOSURE NUMBER	CHAPTER / REMARKS	PAGE NUMBER
GRI 101: FOUNDATION 2016			
GENERAL DISCLOSURES			
GRI 102 : General Disclosures 2016	102-1	Name of the organization	About this Report Inside front cover
	102-2	Activities, brands, products, and services	Annual Report, Operations Review AR 80-116
	102-3	Location of headquarters	Singapore
	102-4	Location of operations	Annual Report, Global Footprint AR 4-5
	102-5	Ownership and legal form	ComfortDelGro Corporation Limited as well as its subsidiaries SBS Transit Ltd and VICOM Ltd are listed at the Singapore Stock Exchange.
	102-6	Markets served	Annual Report, Operations Review AR 80-116
	102-7	Scale of the organization	Annual Report, Global Footprint AR 80-116
	102-8	Information on employees and other workers	Annual Report, Group Financial Highlights Annex C: Detailed information on employees and other workers 75-78 No significant number of different employment contracts, of non-permanent employees or of supervised workers. No significant variations in employment numbers.
	102-9	Supply chain	Our Approach to Sustainability: Managing Our Supply Chain 28-29
	102-10	Significant changes to the organization and its supply chain	Annual Report, Operations Review AR 80-116
	102-11	Precautionary Principle or approach	Our Approach to Sustainability: Sustainability and Risk Governance 24-25
	102-12	External initiatives	Our Approach to Sustainability: Sustainability and Risk Governance Energy Efficiency Diversity and Non-discrimination 24-25 36 59
	102-13	Membership of associations	National Taxi Association Global Compact Network Singapore
	102-14	Statement from senior decision-maker	Message from the Chairmain and MD/ Group CEO Our Approach to Sustainability: Board Statement 3-5 18
	102-16	Values, principles, standards, and norms of behaviour	Annual Report, Inside front cover Our Approach to Sustainability: Sustainability and Risk Governance AR, 2 24-25

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GRI STANDARD NUMBER	DISCLOSURE NUMBER	CHAPTER / REMARKS	PAGE NUMBER
GRI 102 : General Disclosures 2016	102-18 Governance structure	Annual Report, Corporate Governance About this Report	AR 118-137 Inside front cover
		Our Approach to Sustainability: Sustainability and Risk Governance	24
		Health & Safety	47
		Annex B: Workplace Safety & Health Committees Across the Group	74
	102-40 List of stakeholder groups	Our Approach to Sustainability: Our Stakeholders	26-27
	102-41 Collective bargaining agreements	Employee Engagement	57
	102-42 Identifying and selecting stakeholders	Our Approach to Sustainability: Our Stakeholders	26
	102-43 Approach to stakeholder engagement	Our Approach to Sustainability: Our Stakeholders	26-27
	102-44 Key topics and concerns raised	Our Approach to Sustainability: Our Stakeholders	26-27
	102-45 Entities included in the consolidated financial statements	Annual Report, Directories About this Report	AR 139-141 Inside front cover
	102-46 Defining report content and topic Boundaries	Our Approach to Sustainability: Materiality	23
	102-47 List of material topics	Our Approach to Sustainability: Materiality	23
	102-48 Restatements of information	Restatements were made for emission intensity figures for 2018 and 2019 due to an update on Ireland's emission factors	37
	102-49 Changes in reporting	About this Report	Inside front cover
	102-50 Reporting period	About this Report	Inside front cover
	102-51 Date of most recent report	26 March 2021	
	102-52 Reporting cycle	About this Report	Inside front cover
102-53 Contact point for questions regarding the report	About this Report	Inside front cover	
102-54 Claims of reporting in accordance with the GRI Standards	About this Report	Inside front cover	
102-55 GRI content index	Annex D: GRI Content Index	79-86	
102-56 External assurance	About this Report	Inside front cover	

GRI STANDARD NUMBER	DISCLOSURE NUMBER	CHAPTER / REMARKS	PAGE NUMBER	
TOPIC SPECIFIC DISCLOSURES				
ECONOMIC PERFORMANCE				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Supporting a Resilient Economy	23 30-31
	103-2	The management approach and its components	Supporting a Resilient Economy	30-31
	103-3	Evaluation of the management approach	Supporting a Resilient Economy	30-31
GRI 201 : Economic Performance 2016	201-1	Direct economic value generated and distributed	Supporting a Resilient Economy	30-31
ANTI-CORRUPTION				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Our Approach to Sustainability: Our Stakeholders Our Approach to Sustainability: Managing Our Supply Chain	23 26-27 29
	103-2	The management approach and its components	Our Approach to Sustainability: Materiality Our Approach to Sustainability: Our Stakeholders Our Approach to Sustainability: Managing Our Supply Chain Annual Report, Risk Management	23 26-27 29 AR 142-148
	103-3	Evaluation of the management approach	Annual Report, Risk Management	AR 142-148
GRI 205 : Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	Our Approach to Sustainability: Managing Our Supply Chain Governance: Anti-corruption	29 66
	205-3	Confirmed incidents of corruption and actions taken	Governance: Anti-corruption	66
ENERGY				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Energy Efficiency	23 33
	103-2	The management approach and its components	Energy Efficiency	33
	103-3	Evaluation of the management approach	Climate Action: Progress Against Targets	33-38
GRI 302 : Energy 2016	302-1	Energy consumption within the organization	Energy Efficiency: Group Performance Summary	37

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GRI STANDARD NUMBER	DISCLOSURE NUMBER	CHAPTER / REMARKS	PAGE NUMBER	
WATER				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Water Consumption	23 44
		The management approach and its components	Water Consumption	44
	103-3	Evaluation of the management approach	Responsible Consumption: Progress Against Targets	39
GRI 303 : Water and Effluents (2018) – Management Approach Disclosures	Disclosure 303-1 Interactions with water as a shared resource		Water Consumption	44
	Disclosure 303-2 Management of water discharge-related impacts		Water Consumption We adhere to all applicable water discharge regulations in our areas of operation	44
GRI 303 : Water 2018	303-3	Water withdrawal	Water Consumption: Group Performance Summary	44
EMISSIONS				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Energy Efficiency	23 33
		The management approach and its components	Energy Efficiency	33-38
	103-3	Evaluation of the management approach	Climate Action: Progress Against Targets	33
GRI 305 : Emissions 2016	305-1	Direct (Scope 1) GHG emissions	In 2020, Scope 1 GHG emissions are as follows (in tonnes CO ₂ e): <ul style="list-style-type: none"> • ComfortDelGro Group: 738,800 • SBS Transit: 372,363 • VICOM: 282 <p>Emission factors for Scope 1 emissions are sourced from the World Resources Institute’s GHG Protocol tools for stationary combustion (version 4.1) and for transport or mobile sources (version 2.6).</p>	

GRI STANDARD NUMBER	DISCLOSURE NUMBER	CHAPTER / REMARKS	PAGE NUMBER
GRI 305 : Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	In 2020, Scope 2 GHG emissions are as follows (in tonnes CO2e): <ul style="list-style-type: none"> • ComfortDelGro Group: 176,622 • SBS Transit: 166,135 • VICOM: 3,171 <p>Emission factors for Scope 2 emissions are from Singapore's Energy Market Authority, Australia's Department of the Environment and Energy, the UK's Department for Environment, Food & Rural Affairs, and Sustainable Energy Authority of Ireland. CO2, CH4 and N2O are included in the calculations for Australia and the UK, while only CO2 is included for Singapore.</p>	
	305-4 GHG emissions intensity	GHG emissions intensity figure includes Scope 1 and Scope 2 emissions. CO2, CH4 and N2O are included in the calculations for Australia and the UK, while only CO2 is included for Singapore.	37
EFFLUENTS AND WASTE			
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Waste Management	23 40
	103-2 The management approach and its components	Waste Management	40-43
	103-3 Evaluation of the management approach	Responsible Consumption: Progress Against Targets	39
GRI 306 : Effluents and Waste 2016	306-2 Waste by type and disposal method	Waste Management: Group Performance Summary	43
LABOUR-MANAGEMENT RELATIONS			
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Employee Engagement	23 56-57
	103-2 The management approach and its components	Employee Engagement	56
	103-3 Evaluation of the management approach	Growing our People: Progress Against Targets Our Approach to Sustainability: Our Stakeholders	56 27
GRI 402 : Labour-Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Employee Engagement	57

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GRI STANDARD NUMBER	DISCLOSURE NUMBER	CHAPTER / REMARKS	PAGE NUMBER	
OCCUPATIONAL HEALTH AND SAFETY				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Health & Safety	23 46
		The management approach and its components	Health & Safety Our Approach to Sustainability: Our Stakeholders	46-48 26-27
	103-3	Evaluation of the management approach	Safety is Our Priority: Progress Against Targets	46
GRI 403 : Occupational Health & Safety (2018) – Management Approach Disclosures	403-1	Occupational health and safety management system	Safety is Our Priority: Progress Against Targets	46-48
	403-2	Hazard identification, risk assessment, and incident investigation	Health & Safety	46-48
	403-3	Occupational health services	Health & Safety	46-48
	403-4	Worker participation, consultation, and communication on occupational health and safety	Health & Safety Annex B: Workplace Safety and Health Committees Across the Group	46-48 74
	403-5	Worker training on occupational health and safety	Health & Safety	46-48
	403-6	Promotion of worker health	Health & Safety	46-48
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health & Safety	46-48, 50-51
GRI 403 : Occupational Health and Safety 2018	403-9	Work-related injuries	Health & Safety: Group Performance Summary We are in the process of updating our data management systems to collect data on high-consequence work-related injuries	49
TRAINING AND EDUCATION				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Employee Training	23 58
		The management approach and its components	Employee Training	58
	103-3	Evaluation of the management approach	Growing our People: Progress Against Targets	56

GRI STANDARD NUMBER	DISCLOSURE NUMBER	CHAPTER / REMARKS	PAGE NUMBER	
GRI 404 : Training and Education 2016	404-1	Average hours of training per year per employee	Employee Training: Group Performance Summary	58
	404-3	Percentage of employees receiving regular performance and career development reviews	Employee Training	58
DIVERSITY AND EQUAL OPPORTUNITY				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Diversity and Non-discrimination	23 59
	103-2	The management approach and its components	Diversity and Non-discrimination	59-60
	103-3	Evaluation of the management approach	Growing our People: Progress Against Targets	56
GRI 405 : Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Diversity and Non-discrimination Annex C: Detailed information on employees and other workers	59-60 75-78
NON-DISCRIMINATION				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Diversity and Non-discrimination	23 59
	103-2	The management approach and its components	Diversity and Non-discrimination	59-60
	103-3	Evaluation of the management approach	Growing our People: Progress Against Targets	56
GRI 406 : Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	There were zero incidents of discrimination reported in 2020.	
LOCAL COMMUNITIES				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Local Communities	23
	103-2	The management approach and its components	Local Communities	63-64
	103-3	Evaluation of the management approach	Local Communities	63-64
GRI 413 : Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Local Communities Almost all of our operations have implemented local community engagement or development programmes.	63-64

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GRI STANDARD NUMBER	DISCLOSURE NUMBER	CHAPTER / REMARKS	PAGE NUMBER
PUBLIC POLICY			
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Public Policy and Regulatory Framework 23 68
	103-2	The management approach and its components	Our Approach to Sustainability: Materiality Our Approach to Sustainability: Our Stakeholders Public Policy and Regulatory Framework 23 26-27 68-69
	103-3	Evaluation of the management approach	Governance: Progress Against Targets 66
GRI 415 : Public Policy 2016	415-1	Political contributions	ComfortDelGro has no political affiliations nor did it make any political contributions during the year.
CUSTOMER HEALTH AND SAFETY			
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Health & Safety 23 50
	103-2	The management approach and its components	Health & Safety 51
	103-3	Evaluation of the management approach	Safety is Our Priority: Progress Against Targets 46
GRI 416 : Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	All of our operations are regularly assessed for health & safety improvements.
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There were no incidents of non-compliance in 2020
ACCESSIBILITY			
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our Approach to Sustainability: Materiality Accessibility 23 61
	103-2	The management approach and its components	Accessibility 61-62
	103-3	Evaluation of the management approach	Supporting Our Community: Progress Against Targets 61
Non-GRI	Percentage of wheelchair accessible buses	Accessibility: Group Performance Summary	62