

REACHING OUT

At ComfortDelGro, community engagement is not just a catchphrase. It is an integral part of our moral fabric – closely intertwined with everything that we do.

Our guiding principle is simple: Pursue benefits for both the business and the society concurrently. This two-pronged approach involves us finding ways to develop our business whilst creating a sustainable environment. In all that we do, we are constantly looking at ways in which we can help the communities we operate in to grow – in tandem with our businesses.

We believe that business should not just be governed by the mind – but the heart and soul as well.

In our business, moving people between destinations is central to everything we do. We are continually looking at new and better ways to do this – and to find ways to reach out to an even wider range of commuters.

The nature of our business involves community engagement in most of our operations. Nearly all of our operations have implemented local community engagement or development programmes.

But even as we deliver services to the communities, we are also mindful of any potential negative environmental or safety impact that may result from the roll-out of our operations, particularly from our bus and taxi businesses. To this end, we have, and continue to take, preventive measures including investing in environmentally friendly and technologically advanced vehicles as well as stepping up safety checks and training. We also reach out to the communities such as schools by conducting safety talks.



Accessibility

As a provider of land transport services, accessibility is a critical part of our operational focus. We are committed to providing our services equitably to serve all customers – independent of age or ability.

To this end, we operate wheelchair-friendly buses that are capable of transporting persons-in-wheelchairs (PIWs) safely and comfortably.

In Singapore, the United Kingdom (UK) and Australia, drivers of our wheelchair-friendly bus services are trained to deploy the ramps in the correct way and assist the passengers.

In Singapore and London, all our public scheduled bus services are wheelchair accessible. In Australia, two-thirds of the bus services operated by ComfortDelGro Corporation Australia (CDC) in New South Wales (NSW) and Victoria are wheelchair-friendly.

Our UK subsidiary, Metroline, which had signed The Royal National Institute of Blind People's accessibility charter in 2015, continued to hold events at its Cricklewood and Holloway Garages to help its bus drivers become more aware and sympathetic towards vision-impaired passengers. Bus drivers at these events put on "glasses" that reduce visibility so that they better understand the challenges that the visually-impaired passengers face when they commute by bus. Metroline's Ms Tracey Palmer was crowned the Accessibility Champion at the London Bus Awards for her active contributions in promoting accessibility.

Apart from our buses, our taxis also cater to people with disabilities.

In Singapore, ComfortDelGro Taxi cabbies are trained to assist PIWs in the correct way. Since 1999, the Company has been giving the disabled subsidised rides under the Handicare Cab Scheme. In 2017, ComfortDelGro Taxi subsidised close to S\$10,000 worth of booking fees for 1,770 trips. To-date, we have subsidised a total of 67,611 trips worth close to S\$400,000. From 1 June 2017, the Company also waived the current booking fee up to three times a day for all guide dog handlers.

CabbyCare Charity Group (CabbyCare), our taxi business' cabby volunteer group, sponsored taxi vouchers to various individuals and organisations such as the Singapore Association of the Visually Handicapped as well as made over 130 free trips for the Children's Cancer Foundation's Wishlink Foundation, the Singapore General Hospital's Amputees Support Group, the Kidney Dialysis Foundation and St Hilda's Community Services Centre.

In 2017, Swan Taxis, which operates "Easy Access", a service dedicated to passengers who are wheelchair users, provided lifting fee subsidies to taxi drivers, amounting to an estimated A\$432,000 (S\$450,576). It also channelled close to A\$15,300 (S\$15,960) that was raised during its annual Charity Car Wash towards Guide Dogs WA, an organisation that seeks to improve the mobility of people living with blindness and vision impairment.

In the UK, Computer Cab operates the Taxicard service, which is a scheme that provides subsidised travel to London residents with serious mobility or sight impairments, enabling them to use licensed taxis at a subsidised rate.

In China, Nanjing ComfortDelGro Dajian Taxi and Suzhou Comfort

Taxi gave the disabled free rides on Disability Day. Nanjing ComfortDelGro Dajian Taxi, Shanghai City Qi Ai Taxi Services and Chengdu ComfortDelGro Qing Yang Driving School also contributed RMB455,000 (S\$93,139) to the Employment Fund for the Handicapped.

As the only driving school approved by the Authorities to train disabled students since 2010, Chengdu ComfortDelGro Qing Yang Driving School trained 84 such students in 2017, bringing the total to 560 to-date. Our driving centre in Singapore, waived the membership fee of private driving instructors who train handicapped learner drivers.



Local Communities

ComfortDelGro is committed to community contribution in all geographies that we operate in and actively reach out to them through education, welfare, disaster relief and health.

In 2017, the Group became one of 45 companies to be named a Champion of Good, an inaugural award that recognises large and small companies that have implemented sustainable and impactful corporate giving initiatives.

During the year, we continued to care for the poor, the elderly and the sick, donating over S\$1 million to various charities and welfare organisations.



Serving the Elderly Poor and Supporting the Needy

In Singapore, the Group continued to contribute to NTUC Eldercare,

which provides social day care services to the elderly poor. To-date, we have contributed a total of S\$1.73 million to this cause.

We also continued to reach out to the seniors from Lions Befrienders Service Association (Singapore) (Lions Befrienders) through the Home Improvement Programme (HIP). Through the HIP Fund, we have been able to help improve the living conditions of the elderly poor by purchasing new electrical appliances as well as replacing old furniture with new ones. In 2017, over S\$73,700 was used to purchase these items.

ComfortDelGro staff also brought the Lions Befrienders seniors out on numerous excursions during the year, including visits to the River Safari and Christmas Wonderland at the Gardens by the Bay. For all these activities, Moove Media contributed goodie bags for the seniors and volunteers.

In November 2017, ComfortDelGro Rent-A-Car delivered boxes consisting of basic necessities, including rice, oil, canned food, cereal, and porridge to 60 Lions Befrienders seniors. VICOM also celebrated Chinese New Year with seniors from Thye Hwa Kwan@Indus Moral and brought groceries for seniors from the Thong Keng Seniors Activity Centre.

Moove Media's subsidiary, GobblerCo, continued to empower the needy by helping them become their own "bosses" through its "Towkay" programme that was launched in September 2016. In 2017, GobblerCo successfully trained five more towkays, bringing the total to eight.

Apart from its Towkay programme, GobblerCo runs Project ROSE (an acronym for rice, oil, sugar and essentials) that helps needy single-parent families. These basic necessities are packed with other food items such as biscuits, canned food, beverages as well as personal care items like toothpaste to form "ROSE packs". The costs of these packs are heavily subsidised by GobblerCo and purchased by corporate

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To-date, ComfortDelGro Taxi has made

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for Handicaps Welfare Association

partners and the public at a price range between S\$10 and S\$30 before they are delivered to low-income, single-parent families through voluntary welfare organisations like Montfort Care, Project Goodwill Aid and HCSEA Dayspring every month. Since the inception of Project ROSE in July 2017, GobblerCo has delivered 465 packages to 120 families, translating to over S\$10,000 worth of groceries.

Other Business Units in Singapore such as ComfortDelGro Taxi participated in several outreach events in support of various charities. For example, about 10 staff and taxi drivers took 57 hours to transform an old 7 metres by 2.5 metres wall into a mural to brighten up Lee Ah Mooi Old Age Home.

To support needy families residing in the South East District, over 50 staff participated in the 3M Step Up Challenge and clocked 56,229 steps in exchange for 113 household items, while about 80 staff walked 375 kilometres to raise 3,750 bowls of white and brown rice for them.

CabbyCare, continued to deliver meals, bread and library books to the needy for free. In all, our taxi drivers made over 3,970 trips, valued at S\$297,825 in foregone fares.

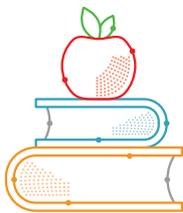
SBS Transit continued to offer free travel on the North East Line to the elderly residents of the Kwong Wai Shiu Hospital when they went on their excursions. The Group's engineering arm, ComfortDelGro

Engineering, continued to provide maintenance services at subsidised rates to 11 charitable organisations under the National Council of Social Services.

In the UK, following the tragic fire at the Grenfell Tower apartment block in London, near where Metroline operates, which resulted in an estimated 80 deaths, Metroline donated £5,000 (S\$8,992) to support the families affected by the fire.

In Melbourne, CDC staff collected toys as well as cash through its Christmas Appeal programme in support of the Brotherhood of St Laurence, a community organisation that works to prevent and alleviate poverty across Australia.

In China, Nanning Comfort Transportation distributed oil and rice to the needy elderly during the Spring Festival, while Vietnam Taxi (Vinataxi) continued to sponsor the Lawrence S. Ting Charity Walk that supports the poor and needy in Districts 7, 8, Bình Chánh and Nhà Bè in Ho Chi Minh City.



Engaging the Young

Apart from the elderly poor, children are very much on our minds too.

CDC in Melbourne is a prime example of a Business Unit that actively engages the youths. In 2017, it pledged A\$10,000 (S\$10,430) towards providing 10 students from Melbourne’s West with stored value or MYKI cards worth A\$1,000 (S\$1,043) each for travel on buses, trains and trams in Victoria. It also sponsored 33 sports scholarships to culturally and linguistically diverse

(CALD) kids via various sporting clubs that serves the North of Geelong, regional Victoria.

To clamp down on vandalism on its buses, CDC also collaborated with the Western Bulldogs’ popular Youth Leadership Programme to conduct five “Graffiti Removal Workshops” for close to 100 youths. During these three-hour sessions, youths aged between 14 and 16 smeared and removed graffiti from a bus so that they could better understand how painstaking and costly the entire cleaning process was.

In China, Nanjing ComfortDelGro Dajian Taxi and Suzhou Comfort Taxi continued to provide free taxi trips to needy students during the country’s National Education Entrance Examination.

In Vietnam, Vinataxi sponsored VND 100 million (S\$5,891) towards the ninth Phu My Hung Children’s Day event, which provided 8,000 children in Ho Chi Minh City with a day of fun, food and games.



Caring for the Sick

Our businesses are also firm supporters of non-profit organisations that look after the sick and the terminally-ill.

In Singapore, ComfortDelGro Taxi and CabbyCare participated in the Children’s Cancer Foundation’s (CCF) Hair for Hope for the fourth year. As it was CCF’s 25th Anniversary, a record 250 taxi drivers volunteered to have their heads shaved. A total of S\$50,000 was donated to CCF by both ComfortDelGro Taxi and CabbyCare, bringing the contribution to S\$140,000 since CabbyCare started participating in Hair for Hope in 2014.

In another activity – Hands to Hearts event – organised by ActiveSG, 43 ComfortDelGro Taxi staff and taxi drivers sewed pillow cases to raise funds in support of Alzheimer patients.

Besides setting aside S\$2,400-worth of taxi vouchers for Star PALS, a palliative home care service for children and youth with life-threatening or life-limiting conditions, VICOM also reached out to the public through Star PALS donation boxes placed in its seven inspection centres. VICOM staff also brought about 40 Star PALS children and their parents to a laser tag game at Home Team Bukit Batok.

Elsewhere, our businesses continued their support towards various cancer research efforts in cash and in kind. CityFleet Networks also made donations to Breast Cancer Now and McMillian Cancer, while ComfortDelGro Irish Citylink staff sold daffodils on Daffodil Day to raise funds for the Irish Cancer Society.

In NSW, CDC’s Christmas buses continued in its efforts to raise funds for The Children’s Hospital at Westmead. The Christmas buses, which plied the Region 4 bus network from November 2017 to end of January 2018, raised A\$1,700 (S\$1,773). CDC also donated to the ACT Eden Monaro Cancer Support Group, Dainere’s Rainbow Brain Tumor Research Fund, and provided bus services to CanTeen, a non-profit organisation that helps young people deal with the challenges that cancer brings.

Swan Taxis donated A\$8,480 (S\$8,845) towards Cure Brain Cancer Foundation; Breast Cancer Care, and the Princess Margaret Hospital Foundation that supports children undergoing life-threatening treatments.