

GRI Standard Number	Disclosure Number	Chapter	Page Number
<b>General Disclosures</b>			
<b>Organisation Profile</b>			
GRI 102 : General Disclosures 2016	102-1	Name of the organisation	About this Report 1
	102-2	Activities, brands, products, and services	Annual Report, Operations Review AR 29-46
	102-3	Location of Headquarters	Back cover Back cover
	102-4	Location of operations	Annual Report, Global Footprint AR 2-3
	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 29-46
	102-7	Scale of the organisation	Annual Report, Global Footprint Annual Report, Group Financial Highlights AR 2-3 AR 11-13
	102-8	Information on employees and other workers	Our People No significant number of different employment contracts, of non-permanent employees or of supervised workers. No significant variations in employment numbers. 31, 34-35
	102-9	Supply chain	Supply Chain 24
	102-10	Significant changes to the organisation and its supply chain	Annual Report, Operations Review AR 29-46
	102-11	Precautionary Principle or approach	Our Approach to Sustainability 41
	102-12	External initiatives	Environment Our Approach to Sustainability Our People 10 41 31-32
	102-13	Membership of associations	Our Approach to Sustainability Our People 41 33
<b>Strategy</b>			
GRI 102 : General Disclosures 2016	102-14	Statement from senior decision-maker	Statement by the Board 2-3
<b>Ethics and Integrity</b>			
GRI 102 : General Disclosures 2016	102-16	Values, principles, standards, and norms of behaviour	Our People Our Approach to Sustainability 30 41-44
<b>Governance</b>			
GRI 102 : General Disclosures 2016	102-18	Governance structure	Annual Report, Corporate Governance Our Approach to Sustainability Health & Safety AR 48-58 14 18-19

GRI Standard Number	Disclosure Number	Chapter	Page Number
<b>Stakeholder Engagement</b>			
GRI 102 : General Disclosures 2016	102-40	List of Stakeholder groups	Our Stakeholders and Partners 28-29
	102-41	Collective bargaining agreements	Our People 33
	102-42	Identifying and selecting Stakeholders	Our Stakeholders and Partners 28
	102-43	Approach to Stakeholder engagement	Our Stakeholders and Partners 28-29
	102-44	Key topics and concerns raised	Our Stakeholders and Partners 28-29
<b>Reporting Practice</b>			
GRI 102 : General Disclosures 2016	102-45	Entities included in the consolidated financial statements	Annual Report, Directories About this Report AR 74-77 1
	102-46	Defining report content and topic Boundaries	Materiality 6
	102-47	List of material topics	Materiality 6-7
	102-48	Restatements of information	Safety 18
	102-49	Changes in reporting	About this Report 1
	102-50	Reporting period	About this Report 1
	102-51	Date of most recent report	March 2017
	102-52	Reporting cycle	About this Report 1
	102-53	Contact point for questions regarding the report	About this Report 1
	102-54	Claims of reporting in accordance with the GRI Standards	About this Report 1
	102-55	GRI content index	GRI Content Index 45-50
	102-56	External assurance	About this Report 1
<b>Topic Specific Disclosures</b>			
<b>Economic Performance</b>			
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Annual Report, Operations Review 6-7 AR 29-46
	103-2	The management approach and its components	Annual Report, Chairman's Statement Annual Report, Operations Review AR 4-10 AR 29-46
	103-3	Evaluation of the management approach	Annual Report, Chairman's Statement AR 4-10
GRI 201 : Economic Performance 2016	201-1	Direct economic value generated and distributed	Annual Report, Group Financial Highlights Reaching Out AR 11-13 38-40

GRI Standard Number	Disclosure Number		Chapter	Page Number
<b>Anti-Corruption</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Our Stakeholders and Partners	6-7 29
	103-2	The management approach and its components	Materiality Our Stakeholders and Partners Our Approach to Sustainability Supply Chain	6-7 29 44 24, 26
	103-3	Evaluation of the management approach	Our Approach to Sustainability	44
GRI 205 : Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	Materiality Our Stakeholders and Partners Supply Chain	6-7 29 24, 26
GRI 205 : Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken	Our Approach to Sustainability	44
<b>Energy</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality The Green Statement Environment	6-7 8 9-10
	103-2	The management approach and its components	The Green Statement Environment	8 9-11
	103-3	Evaluation of the management approach	The Green Statement Environment	8 9-11
GRI 302 : Energy 2016	302-1	Energy consumption within the organisation	Environment	10-11
<b>Water</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Environment	6-7 9, 12
	103-2	The management approach and its components	Environment	9, 12
	103-3	Evaluation of the management approach	Environment	9, 12
GRI 303 : Water 2016	303-1	Water withdrawal by source	Environment Data includes washing of taxis on ComfortDelGro's premises.	9, 12

GRI Standard Number	Disclosure Number		Chapter	Page Number
<b>Emissions</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality The Green Statement Environment	6-7 8 9-11
	103-2	The management approach and its components	The Green Statement Environment Supply Chain	8 9-11 27
	103-3	Evaluation of the management approach	The Green Statement Environment	8 9-11
GRI 305 : Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Environment	9-11
GRI 305 : Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	Environment	9-11
<b>Effluents and Waste</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality The Green Statement Environment	6-7 8 9
	103-2	The management approach and its components	The Green Statement Environment Supply Chain	8 9, 12 27
	103-3	Evaluation of the management approach	The Green Statement Environment	8 9, 12
GRI 306 : Effluents and Waste 2016	306-2	Waste by type and disposal method	Environment	9, 12
<b>Labour-Management Relations</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Our People	6-7 30, 33-34
	103-2	The management approach and its components	Our People	30, 33-34
	103-3	Evaluation of the management approach	Our People	30, 33-34
GRI 402 : Labour-Management Relations 2016	402-1	Minimum notice periods regarding operational changes	Our People	34
<b>Occupational Health and Safety</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Health and Safety	6-7 14
	103-2	The management approach and its components	Health and Safety Supply Chain	14-23 27
	103-3	Evaluation of the management approach	Health and Safety	14-23

GRI Standard Number	Disclosure Number		Chapter	Page Number
GRI 403 : Occupational Health and Safety 2016	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Health and Safety Our People	15-18 32
	403-3	Workers with high incidence or high risk of diseases related to their occupation	Health and Safety	15
<b>Training and Education</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Our People	6-7 30-32
	103-2	The management approach and its components	Our People	30-32
	103-3	Evaluation of the management approach	Our People	30-32
GRI 404 : Training and Education 2016	404-1	Average hours of training per year per employee	Our People	30-32
	404-3	Percentage of employees receiving regular performance and career development reviews	Our People	30-32
<b>Diversity and Equal Opportunity</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Our People	6-7 30-31
	103-2	The management approach and its components	Our People	30-32
	103-3	Evaluation of the management approach	Our People	30-31
GRI 405 : Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Our People All Board members are of Chinese ethnicity. 78% are above 50 years old, with two members (22%) belonging to the age group 30 to 50 years.	30-37
<b>Non-discrimination</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Our People	6-7 30-31
	103-2	The management approach and its components	Our People Supply Chain	30-32 27
	103-3	Evaluation of the management approach	Our People	30-32
GRI 406 : Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Our People	31
<b>Local Communities</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Reaching Out	6-7 38-40
	103-2	The management approach and its components	Reaching Out	38-40
	103-3	Evaluation of the management approach	Reaching Out	38-40

GRI Standard Number	Disclosure Number		Chapter	Page Number
GRI 413 : Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programmes	Reaching Out	38
	413-2	Operations with significant actual and potential negative impacts on local communities	Reaching Out	38-40
<b>Public Policy</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Our Stakeholders and Partners Our Approach to Sustainability	6-7 29 41-44
	103-2	The management approach and its components	Materiality Our Stakeholders and Partners Our Approach to Sustainability	6-7 29 41-44
	103-3	Evaluation of the management approach	Our Stakeholders and Partners Our Approach to Sustainability	29 41-44
GRI 415 : Public Policy 2016	415-1	Political contributions	Our Approach to Sustainability	44
<b>Customer Health and Safety</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Environment Health and Safety	6-7 9-10 14
	103-2	The management approach and its components	Materiality Environment Health and Safety Our Approach to Sustainability	6-7 9-10 14-23 42
	103-3	Evaluation of the management approach	Environment Health and Safety	9-13 14-18
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 and safety improvements. Also see chapters Health and Safety and Our Approach to Sustainability.	14-23 42
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Health and Safety	14
<b>Accessibility</b>				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Reaching Out	6 38
	103-2	The management approach and its components	Materiality Reaching Out	6 38-39
	103-3	Evaluation of the management approach	Reaching Out	38-39
Non-GRI		Percentage of wheelchair accessible buses	Social Impact	4