

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.



ACCESSIBILITY

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

To this end, we have invested substantially in 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 in the correct way to deploy the ramps and assist the passengers. In the UK and Scotland, all of Metroline bus services and Scottish Citylink Coaches are wheelchair accessible, while 98% of our buses operated by SBS Transit in Singapore, 82% of New Adventure Travel (NAT) Group's coaches and 67% of our buses operated by ComfortDelGro Corporation Australia (CDC) in Australia are wheelchair accessible.

To better serve the visually-impaired and the hearing-impaired commuters, SBS Transit is supporting the Land Transport Authority in a six-month trial in which assistive technologies are employed to make it easier for them to travel on public buses. Audio announcements are also available at bus stops to allow visually-impaired commuters to hear the approaching service number, and when they are on board the bus, hear the next

stop destination. Audio announcements are transmitted to the hearing-impaired via special hearing aids. Bus Captains are also alerted to commuters with special needs at the bus stop ahead through a display unit.

Apart from our buses, our taxis are also disabled-friendly.

Our taxi drivers are trained to assist PIWs in the correct way. We continue to reach out to the disabled by giving them free or subsidised rides.

In Singapore, ComfortDelGro Taxi has been providing subsidised rides to members of the Handicaps Welfare Association under the Handicare Cab Scheme since 1999. To-date, we have subsidised a total of 69,260 trips worth close to S\$400,000.

The Company also waived the current booking fee up to three times a day for all guide dog handlers. SBS Transit also worked with the Guide Dogs Association of Singapore to produce an educational video for the public on what to expect when they encounter visually-impaired commuters travelling with guide dogs.

In Western Australia (WA), Swan Taxis, a strong advocate of Guide Dogs WA had raised funds through its annual Charity Car Wash to co-sponsor Skipper the trainee guide dog in 2018. It also raised another A\$15,000 (S\$15,124.50) for the adoption of Harvey, a second guide dog under training.

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 150 free trips for the Children's Cancer Foundation's Wishlink Foundation, the Kidney Dialysis Foundation, St Hilda's Community Services Centre, and Singapore General Hospital's Amputees Support Group as they went on their community outings.





A S\$150,000-GIFT FROM COMFORTDELGRO TO NEEDY SENIORS

In July 2018, the Group gifted S\$150,000 to three voluntary welfare organisations, which included a refurbished nine-seater ComfortDelGro bus with a hydraulic lifter to Blossom Seeds, and S\$100,000 worth of free medi trips for Dorcas Home Care Service and Thye Hua Kwan Moral Society’s medical escort and transport service for their needy elderly patients. In 2018, a total of 645 medi trips, worth S\$35,475 in fares, were made.

In China, we not only gave the disabled free rides on Disability Day, but through Nanjing ComfortDelGro Dajian Taxi and Shanghai City Qi Ai Taxi Services, also contributed a total of RMB419,000 (S\$85,517.90) 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 24 such students in 2018, bringing the total to 584 to-date. Our driving centre in Singapore, on the other hand, 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. We actively reach out in various areas including education, welfare, disaster relief and health.

For 2018, the Group continued to care for the poor, the elderly and the sick, donating over S\$1.15 million to various charities and welfare organisations.

Serving the Elderly Poor and Supporting the Needy

We have, since 2005, been contributing to NTUC Eldercare, which provides social day care services to the elderly poor. To-date, we have contributed a total of S\$1.85 million to this cause.

We have also been partnering the Lions Befrienders Service Association (Singapore) (Lions Befrienders) to reach out to the elderly poor seniors. 2018 was the ninth year of the second five-year cycle partnership that we have with Lions Befrienders.

During the year, we continued to help improve the living conditions of the seniors through the Home Improvement Programme (HIP) Fund by purchasing new electrical appliances as well as replacing old furniture with new ones. In 2018, S\$26,500 was used to purchase these items. In all, over S\$256,300 has been used to-date.

To give the Lions Befrienders seniors a break from their usual routine, ComfortDelGro staff brought them on all-expenses paid excursions in 2018, including a trishaw ride in July, a Singapore Chinese Orchestra concert in November and a shopping spree at a hypermart in December. Moove Media contributed goodie bags for the seniors and volunteers for these activities.

In May 2018, ComfortDelGro Rent-A-Car delivered packages consisting of basic necessities, including rice, oil, canned food, tissue paper and soap to 47 Lions Befrienders seniors.

VICOM celebrated Chinese New Year with seniors from the Thye Hwa Kwan@Indus and also celebrated the Mid-Autumn Festival with seniors from the Thong Kheng Seniors Activity Centre by spending some joy time with them at the Gardens by the Bay in October 2018.

Moove Media’s subsidiary, GobblerCo, continued to support the elderly, disabled and low-income individuals or families by distributing food and essential items. In April 2018, GobblerCo organised its first “Gift It Forward” donation drive in conjunction with its super sale. This donation drive raised almost S\$2,000 worth of groceries for 600 families. Similarly, its second “Gift It Forward” donation drive raised about S\$3,000 worth of groceries for 600 needy families.

It also continued to empower the needy by helping them become their own “bosses” through its “TOWKAY” programme that was launched in September 2016.



REACHING OUT

To support needy families residing in the South East District, over 50 ComfortDelGro Taxi staff participated in the 3M Step Up Challenge and clocked 15,000 minutes in a Zumba Fitness Programme in exchange for 500 safety and household items, while about 930 ComfortDelGro Group staff walked a total of 2,448 kilometres under the 'Walk for Rice' initiative to raise 12,240 bowls of white and brown rice for the needy families.

CabbyCare continues to deliver meals, bread and library books to the needy for free. In 2018, it was estimated that CabbyCare made over 3,140 trips and the fares forfeited from these three-hour trips amount to about S\$235,500. On Christmas Day, ComfortDelGro Taxi collected call levies of completed taxi booking jobs and donated close to S\$30,000 to CabbyCare so that it could continue to provide free trips.

During the year, 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 charitable organisations under the National Council of Social Services.

In Wales, the New Adventure Travel Group, one of ComfortDelGro's newest acquisitions in 2018, sponsored coach travel for a choir that originated from a poor town in Croatia to an event organised by its regular client, the Cwmbach Male Voice Choir, an all-male seniors choir established since 1921. It also continued to provide free bus services for the Ynysybwl Village's annual music festival in Cwm Clydach.

In Ho Chi Minh City, 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.

Engaging the Young

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

In Australia, CDC donated to schools in Sydney for their awards, while in Melbourne, it pledged A\$14,570 (S\$14,690.93) towards providing students from Melbourne's West with stored value or MYKI cards for travel on buses, trains and trams.

In the UK, Metroline apprentices helped strip and refurbish an old bus that was no longer fit for revenue service into a stationary library and donated it to a school to help encourage students to read in a more fun and exciting environment.

Our taxi companies in China also continued to provide free taxi trips to needy students during the country's National Education Entrance Examination.

In Vietnam, Vinataxi sponsored 100 million VND (S\$5,862) towards the tenth Phu My Hung Children's Day event, which provided 12,000 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 fifth year. A total of S\$12,000 was donated to CCF by both ComfortDelGro Taxi and CabbyCare, bringing the contribution to S\$152,000 since CabbyCare started participating in Hair for Hope in 2014.

In addition, ComfortDelGro Taxi and CabbyCare, together with Madam Lim Choo Eng, wife of the late ComfortDelGro Cabby Cheng Teck Hock, forked out a combined total of S\$72,000 to sponsor three new haemodiafiltration machines to the Kidney Dialysis Foundation.

VICOM continued their outreach to Star PALS, a palliative home care service for children and youth with life-threatening or life-limiting conditions, through donation boxes placed in its seven inspection centres. It also organised a workshop for 40 underprivileged children from Star PALS in December 2018 and gifted them vouchers as part of their goodie bags.

Elsewhere, our businesses continued their support towards various medical care and research establishments in cash or in kind. In the UK, Metroline opened the doors of Potters Bar Bus Garage and Holloway Bus Garage to the public and donated proceeds from admission fees towards charities, including those supporting cancer researches as well as the British Heart Foundation.

CityFleet Networks also made donations towards cancer and palliative care, while ComfortDelGro Irish Citylink staff sold daffodils on Daffodil Day to raise funds for the Irish Cancer Society.

In Australia, Swan Taxis donated over A\$7,000 (S\$7,058.10) towards various medical establishments including the Breast Cancer Foundation, Pek Care International, and the Princess Margaret Hospital Foundation that supports children undergoing life-threatening treatments.



ENGAGING THE YOUTH THROUGH ANTI-GRAFFITI WORKSHOPS

CDC continued to collaborate with the Western Bulldogs' popular youth leadership programme to conduct anti-graffiti workshops for 119 students so as to clamp down on vandalism. During these 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.