

# GRI CONTENT INDEX

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<b>GRI 101: Foundation 2016</b>			
<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 36-58
	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 36-58
	102-7 Scale of the organisation	Annual Report, Global Footprint Annual Report, Group Financial Highlights	AR 2-3 AR 17-19
	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.	31-32
	102-9 Supply chain	Supply Chain	24-25
	102-10 Significant changes to the organisation and its supply chain	Annual Report, Operations Review	AR 36-58
	102-11 Precautionary Principle or approach	Our Approach to Sustainability	41
	102-12 External initiatives	Our Approach to Sustainability Our People	41 31
	102-13 Membership of associations	Our People	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
	<b>Governance</b>		
GRI 102 : General Disclosures 2016	102-18 Governance structure	Annual Report, Corporate Governance About this Report Our Approach to Sustainability Health & Safety	AR 60-81 1 41 17-18
	<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

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	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 88-91 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	Environment Safety	11-12 13-17
	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 2018	1
	102-52 Reporting cycle	About this Report	1
	102-53 Contact point for questions regarding the report	About this Report	
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the Global Reporting Initiative's (GRI) Standards: Core option.	
	102-55 GRI content index	GRI Content Index	42-46
	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 AR 36-58
	103-2 The management approach and its components	Annual Report, Chairman's Statement Annual Report, Operations Review	AR 4-10 AR 36-58
	103-3 Evaluation of the management approach	Annual Report, Operations Review	AR 36-58
GRI 201 : Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report, Group Financial Highlights Reaching Out	AR 17-19 38-40
	<b>Anti-Corruption</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality Supply Chain Our Stakeholders and Partners	6 26 29
	103-2 The management approach and its components	Materiality Supply Chain Our Stakeholders and Partners Annual Report, Risk Management	6 24, 26 29 AR 87
	103-3 Evaluation of the management approach	Annual Report, Risk Management	AR 87
GRI 205 : Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Materiality Supply Chain Our Stakeholders and Partners	6 24, 26 29
GRI 205 : Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken	In 2018, there was no incident of corruption reported.	

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	<b>Energy</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality The Green Statement Environment	7 8 9-11
	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	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 About 97% of water consumed by the Group in 2018 is from municipal water supplies, and about 3% is from rainwater. Data includes washing of taxis on ComfortDelGro's premises.	9, 12
	<b>Emissions</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality The Green Statement Environment	7 8 9-10
	103-2 The management approach and its components	The Green Statement Environment	8 9-10
	103-3 Evaluation of the management approach	The Green Statement Environment	8 9-10
GRI 305 : Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environment 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).	11
GRI 305 : Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	Environment 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. CO <sub>2</sub> , CH <sub>4</sub> and N <sub>2</sub> O are included in the calculations for Australia and the UK, while only CO <sub>2</sub> is included for Singapore.	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	7 8 9, 11

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	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 306 : Effluents and Waste 2016	306-2 Waste by type and disposal method	Environment	11
	<b>Labour-Management Relations</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality Our People	7 33
	103-2 The management approach and its components	Our People	33
	103-3 Evaluation of the management approach	Our People	33
GRI 402 : Labour-Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Our People	33
	<b>Occupational Health and Safety</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality Health & Safety	7 13
	103-2 The management approach and its components	Health & Safety Supply Chain	13-23 26
	103-3 Evaluation of the management approach	Health & Safety	13-23
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 & Safety	13-17
	403-3 Workers with high incidence or high risk of diseases related to their occupation	Health & Safety	14,19
	<b>Training and Education</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality Our People	7 32
	103-2 The management approach and its components	Our People	32
	103-3 Evaluation of the management approach	Our People	32
GRI 404 : Training and Education 2016	404-1 Average hours of training per year per employee	Our People	32
	404-3 Percentage of employees receiving regular performance and career development reviews	Our People	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	7 31
	103-2 The management approach and its components	Our People	31
	103-3 Evaluation of the management approach	Our People	31
GRI 405 : Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Annual Report, Corporate Governance Our People	AR 63 31, 34-37

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	<b>Non-discrimination</b>		
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	103-2 The management approach and its components	Our People	31-32
	103-3 Evaluation of the management approach	Our People	31-32
GRI 406 : Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Our People	31-32
	<b>Local Communities</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality Reaching Out	7 38
	103-2 The management approach and its components	Reaching Out	38-40
	103-3 Evaluation of the management approach	Reaching Out	38-40
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	7 29
	103-2 The management approach and its components	Materiality Our Stakeholders and Partners	7 29
	103-3 Evaluation of the management approach	Our Stakeholders and Partners	29
GRI 415 : Public Policy 2016	415-1 Political contributions	ComfortDelGro has no political affiliations nor did it make any political contributions during the year.	
	<b>Customer Health and Safety</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality Health & Safety	7 13
	103-2 The management approach and its components	Materiality Environment Health & Safety	7 11 18-23
	103-3 Evaluation of the management approach	Environment Health & Safety	11 18-23
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. Also see chapter Health & Safety.	19-21
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Health & Safety	13
	<b>Accessibility</b>		
GRI 103 : Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Materiality Reaching Out	7 38
	103-2 The management approach and its components	Materiality Reaching Out	7 38-39
	103-3 Evaluation of the management approach	Reaching Out	38-39
Non-GRI	Percentage of wheelchair accessible buses	Social Impact	4