



ComfortDelGro Corporation Limited

Water Policy & Management Plans

To establish a Group Water Policy Statement and Water Management Plan to monitor and minimise water consumption throughout the Group, and to operate within full compliance with all water management legislation and regulations.

Scope

This Policy statement shall be applied to the ComfortDelGro ('CDG') Head Office, and all Business Units (BUs) within the Group. Any deviation from the Policy statement must be highlighted to Group Chief Sustainability & Risk Officer (GCSRO) and submitted to MD/GCEO for concurrence.

Terms and Definitions

CDG refers to ComfortDelGro Corporation Limited.

ComfortDelGro's Business Units (BUs) comprise of the following:

- ComfortDelGro Bus
- ComfortDelGro Driving Centre
- ComfortDelGro Engineering
- ComfortDelGro Insurance Brokers
- ComfortDelGro MedCare
- ComfortDelGro Rent-A-Car
- ComfortDelGro Taxi
- CDG Zig
- Moove Media
- SBS Transit
- SETSCO
- VICOM
- Australia BUs (i.e. CDC NSW, CDC Victoria etc)
- China BUs (i.e. Jilin CDG Taxi, Chengdu Taxi etc)
- Malaysia BUs (i.e. CityLimo Leasing etc)
- New Zealand (i.e. Auckland One Rail)
- UK/Ireland BUs (i.e. Metroline, CityFleet etc)

Water Policy Statement

The ComfortDelGro Group of Companies aims to minimise and conserve water at every stage of our operation whenever possible. The Group is also committed to complying with statutory and regulatory requirements.

The Group shall identify areas of water conservation throughout the organisation and employ effective water management practices to minimise the environmental impact of our operations.

The organisation will foster environmental awareness and understanding among all internal and external stakeholders to make continual improvements on our water management practices. The water management and conservation efforts will be communicated to the public through our Sustainability Reports and our corporate website.

Roles & Resources

The Group Sustainability Office is responsible for developing the strategy, targets and goals together with the Business Units (BUs) for Water Management. CDG Group and its BUs shall adopt the Water Policy and Plans to ensure consistent efforts in minimising water production. All BUs shall adhere to the local environmental law, standards and regulations where applicable.

Communications

All levels in the organisation shall be informed of the water management strategy and contribute towards water conservation efforts throughout the Group.

Water Management System

CDG Group adopts a water management plan where water consumption is tracked on a quarterly basis to ensure that there is no overconsumption.

BUs shall also use NEWater (for Singapore operations), groundwater, and rainwater for operations whenever possible.

All BUs shall work towards a reduction in water consumption by¹:

- Adopting Water-Efficient General Washing Practices
- Publishing electronic notices to educate and raise awareness on water conservation practices in their offices
- Maintaining a regular monthly effort to chart water consumption at different consumption areas
- Encouraging the use of water efficient fittings

Building owners are encouraged to use water efficient fittings. The Group is conscious of the limited water resource in Singapore and has replaced the existing water fittings with minimum 2 ticks, Water Efficiency Labelling Scheme (WELS) “Very Good Rating” taps (refer to Table 1) in the Head Office.

Singapore BUs shall attempt to procure minimum 2 ticks WELS taps when the existing taps are due for replacement. Overseas BUs shall attempt to procure taps with similar flow rates as 2 ticks WELS taps for existing taps due for replacement.

The Group shall strive to minimally achieve the Public Utilities Board (PUB)’s Water Efficient Building (WEB) Certification by 2030. BUs will need to meet minimum water flow rates of 2 ticks WELS for all water fittings before qualifying for the WEB Certification.

BUs shall install additional water valves which are easily accessible to minimize water wastage due to faulty taps or flushing system whenever deemed necessary.

¹ Kindly refer to https://info.pub.gov.sg/Documents/PUB_Water_Efficiency_Guidebook.pdf for more information on the various water conservation methods available.

Products/Fittings	Flow Rate/Flush Capacity Requirements	
	2-tick ✓✓	3-tick ✓✓✓
Shower Taps & Mixers (L/min)	> 5 to 7	5 or less
Basin Taps & Mixers (L/min)	> 2 to 4	2 or less
Sink/Bib Taps & Mixers (L/min)	> 4 to 6	4 or less
Dual-flush flushing Cisterns (litres per flush)	> 3.5 to 4.0 (full flush) > 2.5 to 3.0 (reduced flush)	3.5 or less (full flush) 2.5 or less (reduced flush)
Urinal Flush Valve & Waterless Urinals (litres per flush)	> 0.5 to 1	0.5 or less or waterless urinals
Water closet (WC) flush valves (litres per flush) -from 1 Jan 2022	>3.5 to 4.0	3.5 or less

Table 1: Water Efficient Labelled Fittings²

Staff Engagement

All staff in the organisation shall be involved in water conservation initiatives. To create greater awareness among staff, guidelines and circulars shall be effectively communicated throughout the organisation to ensure knowledge on the local environmental law, regulations, and how water conservation can be achieved in their daily routines.

Technical Steps and Roles

Plan, develop and implement water management plan in the office, including:

- Setting measurable performance indicators and targets
- Implementing initiatives to educate employees on water conservation practices
- Organising regular activities to raise overall awareness of water conservation
- Providing necessary infrastructure to encourage water conservation practices in the office
- Generating progress reports in meeting goals and targets set for water conservation
- Keeping management and staff informed of the progress in meeting the goals and targets for water conservation

Review Action Plans

The action plans committed by various BUs shall be reviewed on a monthly and quarterly basis as follows:

- Monthly Sustainability Working Group Meetings
- Quarterly Management Sustainability Committee Meetings
- Quarterly Sustainability Committee Meetings (Board)

Review Water Policy & Management Plans

The Water Policy and Management Plans shall be reviewed every three years.

² https://www.pub.gov.sg/Documents/WELS_Requirement.pdf
Updated: 14 August 2024 (Version 2)

Document Revision Record

S/N	Description of Amendment	Document Owner	Approved By	Approved Date
1	First release	Group Sustainability Office	Management Sustainability Committee	11 November 2022
2	<p>Inclusion of new business units</p> <p>Revision of water management practices to ensure that policy initiatives are actionable and feasible</p> <p>Refinements on the clauses that indicate the environmental data that we keep track on</p>	Group Sustainability Office	Management Sustainability Committee and Sustainability Committee	14 August 2024