



## **ComfortDelGro Corporation Limited**

### **Human Rights Policy**

#### **COMFORTDELGRO's HUMAN RIGHTS COMMITMENT**

ComfortDelGro Group's Human Rights Commitment is guided by the Universal Declaration of Human Rights and the United Nation's Global Compact's Principles on Human Rights in aspects of our employment practices as well as workplace health and Safety.

**This Policy is overseen by our Group Human Chief Resource Officer (GCHRO).** Group Human Resource (GHR) spearheads the Company's human rights strategy and programs, providing regular updates to the Board on our performance, and evolving expectations across the globe in all locations we operate in.

GHR works across the group to develop policies and programs, implement human rights due diligence, engage stakeholders, and conduct human rights training of our Code of Conduct, the guidelines for which ComfortDelGro Group expects its employees to act both professionally and with respect to the human rights of any and all stakeholders they deal with.

Our Supplier Code of Conduct, which articulate our human rights expectations of our independent suppliers, monitoring and reporting on program effectiveness to protect the rights of our employees and the communities we serve.

ComfortDelGro Group conducts an annual due diligence exercise, where management at our various locations analyse their activities and stakeholders to identify areas with the highest potential for human rights impacts, certifying that human rights violations are not occurring, and implementing measures to prevent and address such violations.

#### **1. PROHIBITION OF UNETHICAL LABOUR PRACTICES**

ComfortDelGro Group prohibits any and all use of Forced Labour, including indentured servitude, slave labour and any and all forms of human trafficking. Terms and conditions of work are represented in a truthful and clear manner, in the working language of the country and the language of the employee. No fees nor surrendering of personal documents or passports are ever required to secure employment.

ComfortDelGro Group prohibits the hiring of Children younger than 16, or under the legal age of work or compulsory schooling in the country of operation, whichever is higher. Any exceptions must be lawful and be in accordance with the International Labour Organisation's definition of "Light Work" and not include work in hazardous areas. Ages of all employees are verified at time of hire.

#### **2. FAIR EMPLOYMENT PRACTICES**

We adhere to applicable employment related legislations and guidance in locations where we operate in. Specifically, in Singapore, we are committed to the Tripartite Guidelines for Fair Employment Practices released by the Tripartite Alliance for Fair and Progressive Employment Practices.

The working hours of ComfortDelGro Group's shall comply with the applicable legislations where the employees are situated.

In relation to our Sustainability Framework, ComfortDelGro Group strives to promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all our employees.

### **3. GROWING OUR PEOPLE**

In ComfortDelGro Group, growing our Talent Base is one of our 3 key strategies for success. Our people must be prepared and equipped with the right mindset, skills and competencies for the next lap. We approach development with an inclusive approach. We want to develop leaders at all levels systematically with a view on continual learning and team collaboration. In relation to our Sustainability Framework, ComfortDelGro Group strives to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

In tandem with developing our talent base, ComfortDelGro Group is committed to providing a challenging environment with ample opportunities for growth so that our talent can realize their full potential.

### **4. DIVERSITY & INCLUSION**

ComfortDelGro Group embraces diversity. We believe in creating an inclusive environment where our employees treat each other equally and with respect. We want to nurture a culture where diverse perspectives can help drive our Group forward and equal opportunities are given to all our staff. The Group is committed to creating a culture of diversity, inclusion, and equal opportunity. We strive to provide a fair and supportive work environment for all our employees, and pay a fair and equitable wage, regardless of their age, sex, marital status, sexual orientation, disability, race, colour, nationality, ethnic or national origin, religion, or affiliation to any political party or trade union. We aim to employ people who reflect the diverse nature of society, and we value each of our employees' contributions, both individually, and as part of the Group.

Beyond just physical safety, ComfortDelGro Group also strives to ensure a safe psychological environment where our employees can work in; without fear of presenting their diverse views without repercussions and discrimination.

### **5. FREEDOM OF ASSOCIATION AND RIGHT TO COLLECTIVE BARGAINING**

ComfortDelGro Group recognizes and respects our employees' freedom of association and rights to representation through the appointed trade union.

We are committed to the concept of Tripartism and strives to build and maintain progressive relationships with the Trade Unions and their representatives.

### **6. FAIR AND SAFE WORKING CONDITIONS**

As laid out in ComfortDelGro Group's Sustainability Framework, One of the key pillars of "Enhancing the Safety and Wellbeing of the Community and our People", Health and Safety of our customers and employees and the public is fundamental to our business. Our focus on safety is strongly reflected in the Group's policies, procedures and training. We take all safety incidents seriously and we continuously work towards achieving zero fatalities and injury rates that are below national averages in our locations of operation.

### **7. REMEDIATION**

In line with the UN Guiding Principles on Business and Human Rights, we work to ensure access to appropriate remedies for anyone who suffers an adverse human rights impact linked to our operations. Our grievance channels allow anyone—whether an employee, a worker in our supply chain, a member of an impacted community or any other person—to report human rights or ethics concerns. It is accessible in all the working languages of countries we operate in. Complaints and grievances can be filed anonymously. We investigate and take appropriate corrective action in response to any violations. We do not condition use of our grievance channels on a complainants' waiver of legal rights.