

APPENDICES





APPENDIX 1

GRI INDEX 

GRI STANDARD	DISCLOSURE	PAGE NUMBER AND / OR URL	
GENERAL DISCLOSURES			
GRI 2: General disclosures	CORPORATE GOVERNANCE AND BUSINESS INTEGRITY		
	2-1	Organisational details	8
	2-2	Entities included in the organisation's sustainability reporting	8
	2-3	Reporting period, frequency and contact point	0
	2-4	Restatements of Information	0, 27, 28, 32
	2-5	External assurance	0
	ACTIVITIES AND WORKERS		
	2-6	Activities, value chain and other business relationships	37
	2-7	Employees	53 - 54
	2-8	Workers who are not employees	Workers who are not employees: 4,829
	GOVERNANCE		
	2-9	Governance structure and composition	12 - 14, 61 - 62
	2-10	Nomination and selection of the highest governance body	60
	2-11	Chair of the highest governance body	13
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	2-14	Role of the highest governance body in sustainability reporting	13 - 14
	2-15	Conflicts of Interest	60
	2-16	Communication of critical concerns	61
	2-17	Collective knowledge of the highest governance body	61
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	2-19	Remuneration policies	61
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	STRATEGY, POLICIES AND PRACTICES		
	2-22	Statement on sustainable development strategy	2 - 5, 12
	2-23	Policy commitments	47, 52 - 53, 62
	2-24	Embedding policy commitments	47, 52 - 53, 62
	2-25	Processes to remediate negative impacts	45, 47, 62
	2-26	Mechanisms for seeking advice and raising concerns	47, 53, 60, 62
2-27	Compliance with laws and regulations	48 - 49, 53, 60 - 64	
2-28	Membership associations	9	
STAKEHOLDER ENGAGEMENT			
2-29	Approach to stakeholder engagement	21	
2-30	Collective bargaining agreements	53	

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	3-2	List of material topics	15
	3-3	Management of material topics	15
MATERIAL TOPICS			
GRI 3: Material Topics 2021	EMISSIONS & ENERGY		
	3-3	Management of material topics	24 - 26
GRI 302: Energy (2016)	302-1	Energy consumption within the organisation	28
	302-2	Energy consumption outside of the organisation	29
	302-3	Energy intensity	28
	302-4	Reduction of energy consumption	26
	302-5	Reductions in energy requirements of products and services	26
GRI 305: Emissions (2016)	305-1	Direct (Scope 1) GHG emissions	27
	305-2	Energy indirect (Scope 2) GHG emissions	27
	305-3	Other indirect (Scope 3) GHG emissions	27, 29
	305-4	GHG emissions intensity	27
	305-5	Reduction of GHG emissions	26
	305-6	Emissions of ozone-depleting substances (ODS)	26
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	26
GRI 3: Material Topics 2021	RESOURCE EFFICIENCY		
	3-3	Management of material topics	30 - 31
GRI 303: Water and effluents (2018)	303-1	Interactions with water as a shared resource	30
	303-2	Management of water discharge-related impacts	30
	303-3	Water withdrawal	31
	303-4	Water discharge	31
	303-5	Water consumption	30 - 31
GRI 303: Waste (2020)	306-1	Waste generation and significant waste-related impacts	31 - 32
	306-2	Management of significant waste-related impacts	31 - 32
	306-3	Waste generated	32
	306-4	Waste diverted from disposal	32
	306-5	Waste directed to disposal	32

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GRI STANDARD	DISCLOSURE	PAGE NUMBER AND / OR URL
MATERIAL TOPICS		
GRI 3: Material Topics 2021	SAFETY AND HEALTH	
	3-3 Management of material topics	47 - 49
GRI 403: Occupational health and safety (2018)	403-1 Occupational health and safety management system	49
	403-2 Hazard identification, risk assessment and incident investigation	49
	403-3 Occupational health services	49
	403-4 Worker participation, consultation and communication on occupational health and safety	49
	403-5 Worker training on occupational health and safety	49
	403-6 Promotion of worker health	49
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	49
	403-8 Workers covered by an occupational health and safety management system	54 Number of employees covered under health and safety management system, internally audited system and externally audited system: 9,916 Number of workers who are not employees covered under health and safety management system, internally audited system and externally audited system: 4,829
	403-9 Work-related injuries	50
	403-10 Work-related ill health	50
GRI 416: Customer health and safety (2016)	416-1 Assessment of the health and safety impacts of product and service categories	48
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	48
GRI 3: Material Topics 2021	EMPLOYEE CARE	
	3-3 Management of material topics	51 - 53
GRI 401: Employment (2016)	401-1 New employee hires and employee turnover	54
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	51
	401-3 Parental leave	54
GRI 402: Labour management relations (2016)	402-1 Minimum notice periods regarding operational changes	52 - 53

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GRI 404: Training and education (2016)	404-1	Average hours of training per year per employee	55
	404-2	Programmes for upgrading employee skills and transition assistance programmes	55
	404-3	Percentage of employees receiving regular performance and career development reviews	55
GRI 405: Diversity and equal opportunity (2016)	405-1	Diversity of governance bodies and employees	53 - 54
	405-2	Ratio of basic salary and remuneration of women to men	55
GRI 406: Non-discrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	53
GRI 407: Freedom of association and collective bargaining (2016)	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	53
GRI 408: Child labour (2016)	408-1	Operations and suppliers at significant risk for incidents of child labor	Not included given the context of having operations only in Singapore. SBS Transit has abided with all labour laws and regulations in Singapore and no cases of non-compliance.
GRI 409: Forced or compulsory labour (2016)	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Not included given the context of having operations only in Singapore. SBS Transit has abided with all labour laws and regulations in Singapore and no cases of non-compliance.
GRI 413: Local communities (2016)	413-1	Operations with local community engagement, impact assessments and development programmes	56 - 57
	413-2	Operations with significant actual and potential negative impacts on local communities	Zero operations with significant actual and potential negative impacts on local communities

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GRI 3: Material Topics 2021	CORPORATE GOVERNANCE AND BUSINESS INTEGRITY	
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GRI 205: Anti-corruption (2016)	205-1 Operations assessed for risks related to corruption	63
	205-2 Communication and training about anti-corruption policies and procedures	63
	205-3 Confirmed incidents of corruption and actions taken	62
GRI 206: Anti-competitive behaviour (2016)	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	62
GRI 3: Material Topics 2021	CYBERSECURITY, DATA GOVERNANCE AND PRIVACY	
	3-3 Management of material topics	67
GRI 418: Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	67
GRI 3: Material Topics 2021	RESPONSIBLE SUPPLY CHAIN AND PARTNERSHIP	
	3-3 Management of material topics	64
GRI 308: Supplier environmental assessment	308-1 New suppliers that were screened using environmental criteria	64
	308-1 Negative environmental impacts in the supply chain and actions taken	64
GRI 414: Supplier social assessment	414-1 New suppliers that were screened using social criteria	64
	414-2 Negative social impacts in the supply chain and actions taken	64

APPENDIX 2

SASB INDEX

ROAD TRANSPORTATION - SUSTAINABILITY ACCOUNTING STANDARD

TOPIC	ACCOUNTING METRIC	SASB CODE	PAGE REFERENCE
Greenhouse Gas Emissions	Gross global Scope 1 emissions	TR-RO-110a.1	27
	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	TR-RO-110a.2	24 - 29
	(1) Total fuel consumed (2) Percentage natural gas (3) Percentage renewable	TR-RO-110a.3	28
Air Quality	Air emissions of the following pollutants: (1) NO _x (excluding N ₂ O), (2) SO _x , and (3) Particulate matter (PM ₁₀)	TR-RO-120a.1	Not applicable.
Workforce Conditions, Health & Safety	(1) Total recordable incident rate (TRIR) and (2) Fatality rate for (a) Direct employees and (b) Contract employees	TR-RO-320a.1	50
	(1) Voluntary and (2) Involuntary turnover rate for all employees	TR-RO-320a.2	54
	Description of approach to managing short term and long-term driver health risks	TR-RO-320a.3	48 - 49
Accident & Safety Management	Number of road accidents and incidents	TR-RO-540a.1	50
	(1) Number and (2) Aggregate volume of spills and releases to the environment	TR-RO-540a.3	12 occurrences, 0.012 m ³
Activity Metrics	Revenue tonne-kilometres (RTK)	TR-RO-000.A	Not applicable – SBS Transit does not transport goods and hence this metric is not relevant to our line of business.
	Load factor	TR-RO-000.B	Not applicable – SBS Transit does not transport goods and hence this metric is not relevant to our line of business.
	Number of employees, number of truck drivers	TR-RO-000.C	Employees: 9,627 Truck drivers: Not applicable Bus Captains: 5,531

APPENDIX 2

SASB INDEX

RAIL TRANSPORTATION - SUSTAINABILITY ACCOUNTING STANDARD

TOPIC	ACCOUNTING METRIC	SASB CODE	PAGE REFERENCE
Greenhouse Gas Emissions	Gross global Scope 1 emissions	TR-RO-110a.1	27
	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	TR-RO-110a.2	24 - 29
	(1) Total fuel consumed (2) Percentage renewable	TR-RO-110a.3	28
Air Quality	Air emissions of the following pollutants: (1) NO _x (excluding N ₂ O) and (2) Particulate matter (PM ₁₀)	TR-RO-120a.1	Not applicable.
Workforce Health & Safety	(1) Total recordable incident rate (TRIR), (2) Fatality rate, and (3) Near miss frequency rate (NMFR) for (a) direct employees and (b) contract employees	TR-RA-320a.1	50
Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	TR-RO-540a.1	50
Accident & Safety Management	Number of accidents and incidents	TR-RA-540a.1	50
	Number of (1) accident releases and (2) Non-accident releases (NARs)	TR-RA-540a.2	Zero accidents & non-accident releases.
	Number of rail safety standard defects cited by relevant authorities that may result in fines or other penalties by jurisdiction	TR-RA-540a.3	No rail safety standard defects cited by relevant authorities.
	Frequency of internal railway integrity inspections	TR-RA-540a.4	0.71
Activity Metrics	Number of carloads transported	TR-RA-000.A	Not applicable – SBS Transit does not transport goods and hence this metric is not relevant to our line of business.
	Number of intermodal units transported	TR-RA-000.B	Not applicable – SBS Transit does not transport goods and hence this metric is not relevant to our line of business.
	Track kilometres	TR-RA-000.C	44
	Revenue tonne-kilometres (RTK)	TR-RA-000.D	NA – SBS Transit does not transport goods and hence this metric is not relevant to our line of business.
	Number of employees	TR-RA-000.E	54

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STAKEHOLDER ENGAGEMENT

STAKEHOLDER	FORMS OF ENGAGEMENT	STAKEHOLDER PRIORITIES	OUR RESPONSE TO PRIORITIES
Regulators	<ul style="list-style-type: none"> Quarterly Sustainability Engagement meeting, and regulatory meetings with LTA Regular meetings with Ministry of Transport (MoT), Public Transport Council (PTC), Ministry of Manpower (MoM) and the National Environment Agency (NEA) 	<ul style="list-style-type: none"> Operation key performance indicators Safety and security Accessibility Carbon emissions reductions 	<ul style="list-style-type: none"> Review operation, safety and security performances Provide constructive feedback when Regulator reviews existing and implements new policies Set ambitious targets to reduce consumption by identifying and implementing initiatives to reduce carbon emissions
Customers	<ul style="list-style-type: none"> Information counters at bus interchanges and MRT stations Regular updates on SBS Transit website, and Social Media platforms QR code and hotline for queries and concerns Annual customer satisfaction surveys Press releases on company related news 	<ul style="list-style-type: none"> Reliability Bus Captain Service Security Overall service experience 	<ul style="list-style-type: none"> Operate services well according to planned schedules and good schedule adherence Adhere to robust safety standards and stringent checks across all operations Conduct up-to-date training to all Bus Captains and Customer Service Officers to ensure the highest standards of safety, security and service are delivered
Employees	<ul style="list-style-type: none"> Monthly sustainability engagement campaigns Feedback channels via email, WhatsApp chat groups and face-to-face meetings to address concerns feedback and suggestions on environmental and social related issues Regular visits by Management to the ground units 	<ul style="list-style-type: none"> Training and skills development Appraisal and remuneration Health and well-being at work Motivation and moral 	<ul style="list-style-type: none"> Organise regular training courses and sustainability engagements to educate employees Benchmark our employees' salaries to the market on an annual basis to ensure they are paid competitively Organise annual health screenings and coaching to promote healthy lifestyle among our employees Organise regular webinars and provide online resources to support the mental well-being of our employees Provide appropriate uniforms and personal protection equipment to enhance workplace safety Practise good management by walking the ground

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STAKEHOLDER ENGAGEMENT 

STAKEHOLDER	FORMS OF ENGAGEMENT	STAKEHOLDER PRIORITIES	OUR RESPONSE TO PRIORITIES
Shareholders	<ul style="list-style-type: none"> Annual General Meeting SGX announcements Press releases 	<ul style="list-style-type: none"> Active and adequate risk management Timely and accurate updates 	<ul style="list-style-type: none"> Committed to disseminate accurate and pertinent information to the market in a timely manner as part of good corporate governance
Partners/ Suppliers	<ul style="list-style-type: none"> Work closely with our Partners and Suppliers to ensure the smooth delivery of our services Communicate our expectations on ESG matters 	<ul style="list-style-type: none"> Fair opportunity Collaborative relationship Timely and fair payment 	<ul style="list-style-type: none"> Ensure fair opportunity and responsible practices, as well as strict adherence to our Supplier Code of Conduct Use of procurement software, to work closely with suppliers to improve processes and ensure compliance on ESG matters. Implementation of ESG assessment with 10% weightage
Union	<ul style="list-style-type: none"> Regular meetings with key Union leaders Regular engagement lunches between ground managers and Union leaders Monthly productivity meeting Annual Management and Union retreat 	<ul style="list-style-type: none"> Job matching Remuneration Grievance handling Rewards and compensations Prepare workforce for the future Improve Operation, Safety and Security key performance indicators 	<ul style="list-style-type: none"> Work closely with Union to achieve win-win outcomes for all Collaborate with the Union to work with employees to improve Operation, Safety and Security key performance indicators
Communities	<ul style="list-style-type: none"> School CARES engagement Community outreach programmes Media updates Train Station/Bus Interchange adoption programme 	<ul style="list-style-type: none"> Latest technologies Operation insights Maintenance insights 	<ul style="list-style-type: none"> Drive CSR through employee volunteerism and corporate fundraising Conduct depot tours with schools and communities Enhance public engagement through collaborations with social enterprises, schools and communities

APPENDIX 4

CLIMATE-RELATED RISKS & OPPORTUNITIES

CLIMATE-RELATED RISKS / OPPORTUNITIES	POTENTIAL IMPACTS
<p>Transition risks</p> <ul style="list-style-type: none"> • Carbon pricing • Changing customer expectations • Low carbon economy transition policies and regulations • Reputational risks • Technology shifts 	<p>Quantified impacts</p> <ul style="list-style-type: none"> • Higher operational costs due to energy/fuel price increases from carbon pricing (this impact has been explored quantitatively as an indirect risk impact) <hr/> <p>Qualitatively explored impacts</p> <ul style="list-style-type: none"> • Penalties for not transitioning to low-carbon operations • Increased costs of energy and fuel due to low-carbon emission regulations • Regulatory and reputational pressures if not aligned with country trends • Low carbon transition investment opportunities • Increased expenses to purchase carbon allowances • Higher maintenance costs • Higher costs of services • Market capture can decrease if preferences are not addressed; similarly, market capture can increase if affordable and efficient solutions to customer preferences are addressed • Competitive advantage can be established • Capital expenses to adopt changing technologies, including upskilling • Reputational advantages for timely or early uptake of technology
<p>Physical risks</p> <ul style="list-style-type: none"> • Floods • Heatwaves (Rising mean temperatures) • Storms and cyclones • Wildfires • Rising sea levels • Droughts (Water scarcity) 	<p>Quantified impacts</p> <ul style="list-style-type: none"> • Additional financial costs due to lower productivity from heat-related illnesses • Additional business interruption costs due to flash floods • Additional operational costs due to flash floods • Additional electricity costs for cooling <hr/> <p>Qualitatively explored impacts</p> <ul style="list-style-type: none"> • Liquidation damages if service-level agreements with clients not met due to disruption • Increased need for business continuity planning • Higher insurance costs for buildings due to physical climate risks • Higher repair and maintenance costs due to damage from floods • Reputational risks if risks are not handled properly
<p>Opportunities from acute and chronic climate physical risks</p>	<p>Qualitatively explored impacts</p> <ul style="list-style-type: none"> • Reputational advantages from being a reliable transport operator • Increase in ridership due to bad weather conditions
<p>Opportunities from transition risks</p> <p><i>Policy and regulations</i></p> <ul style="list-style-type: none"> • Transition towards a cleaner fleet • Moving towards a low-carbon economy <p><i>Markets</i></p> <ul style="list-style-type: none"> • Changing customer expectations • Access to new market • Use of public-sector incentives • Access to new assets and locations 	<p>Qualitatively explored impacts</p> <ul style="list-style-type: none"> • Policy incentives on transport decarbonisation, including subsidies and infrastructure support • Demand growth for electric vehicles or fleet • Increased revenue through expansion of services to meet changing customer needs and expectations

Climate scenario analysis – Methodology and limitation

Based on current climate scenario analysis reporting data, the data used for scenario analysis such as company-level emissions, business activity and transition plans, in addition to government intervention measures, are subject to limited availability. As the area of climate scenario analysis including the associated modelling is still evolving, it is important that the uncertainties and limitations associated with climate scenario analysis are understood to ensure that the results are interpreted and used appropriately.

Accounting for the long-term build-up of climate impacts, climate scenario analysis extends to a time horizon of 30 years, introducing a higher degree of complexity and uncertainty from potential changes in the pace of technology advancement, geopolitical and demographic shifts and occurrence of climate tipping points. Moreover, credit rating and natural catastrophe models are calibrated to forecast over the short term and not over the decades long time horizon required for climate scenario analysis. Scenario analysis also does not capture potential non-linearities and some indirect impacts, such as losses borne by insurance companies and costs of adaptation measures introduced to limit losses, therefore understating the climate exposure and vulnerabilities.