

SUSTAINABILITY APPROACH

As a leading public transport provider, we are committed to delivering safe, reliable, accessible and sustainable mobility for Singapore's commuters. Guided by our sustainability strategy, we embed ESG principles across our operations—fostering a culture that champions stewardship, inclusivity and positive impact for the communities we serve.





Board
Statement



Sustainability
and Risk
Governance



Sustainability
Framework



Materiality
Assessment and
Approach



Stakeholder
Engagement

BOARD STATEMENT

BOARD STATEMENT

Board Oversight of Sustainability

Guided by our purpose of “Moving People in a Safe, Reliable and Sustainable Way”, the Board of Directors of SBS Transit recognises that sustainability is integral to our long-term success as a public transport operator. Sustainability is embedded into our business strategy and long-term planning, with the Board overseeing sustainability monitoring and reporting.

To support this approach, the Board has identified the Environmental, Social and Governance (ESG) factors that are material to the business and ensures they are systematically monitored and managed.

Oversight of sustainability and climate matters is exercised through the Board’s Sustainability and Service Quality Committee (SSQC), which reviews key ESG matters on a quarterly basis and provides strategic guidance to Senior Management on implementation, management and monitoring. ESG considerations are integrated into our Balanced Scorecard to set objectives, drive behaviour, measure performance and influence remuneration outcomes. Material sustainability matters are escalated to the full Board for deliberation where appropriate.

Strategic Priorities

We remain firmly committed to advancing our sustainability goals across three pillars:



Environmental Stewardship – decarbonising our operations, transitioning to an electrified fleet and expanding our renewable energy capacity



Social Responsibility – ensuring employee safety and well-being, service accessibility and meaningful community engagement.



Governance Excellence – upholding ethical practices and strong corporate governance and transparency in our disclosures.

We recognise that the transition to an electrified, low-carbon public transport system represents the most significant challenge. We remain committed to our green targets, including alignment with the LTA’s goals of half of the public bus fleet electrified by 2030 and for all to run on cleaner energy by 2040 and also with Singapore’s national net-zero target by 2050.

Transparency in Sustainability Reporting

The Board has continued to oversee efforts to strengthen the transparency, accuracy and robustness of our sustainability reporting. As Singapore progresses toward mandatory climate reporting by 2030, the Board has enhanced its oversight of climate-related risks and opportunities in its strategic decision-making, supported by scenario analysis and expanded value-chain assessments previously undertaken.

Following the incorporation of the Task Force on Climate-related Financial Disclosures (TCFD) into the International Sustainability Standards Board (ISSB) framework in 2024, our sustainability report now references both the IFRS S1 and IFRS S2 Sustainability Disclosure Standards, which set out the general requirements for sustainability-related financial disclosures and climate-related disclosures respectively.

This progressive adoption of evolving global standards reflects the Board’s commitment to strengthening governance, improving the quality of information used in decision-making and reinforcing trust with our stakeholders as we continue to advance our sustainability reporting maturity.

Ethics and Integrity

The Board is committed to fostering a culture of integrity and accountability across the Group. We expect all employees to uphold high ethical standards and to act with purpose in serving our customers, and ensure transparent management and sound decision-making.

We maintain a zero-tolerance stance towards corruption, bribery and illegal conduct. Clear whistleblowing policies and robust cybersecurity and data protection measures are in place to safeguard the interests of our stakeholders.

Through strong stewardship, effective governance and the ongoing integration of sustainability principles into our operations, the Board is confident of the Group’s ability to deliver sustainable long-term value and positive outcomes for society and the environment.

SUSTAINABILITY GOVERNANCE

SUSTAINABILITY GOVERNANCE

The Board of Directors is led by our Chairman Mr Bob Tan, an independent director who oversees sustainability efforts spearheaded by our Board-level Audit and Risk Committee (ARC) and Sustainability and Service Quality Committee (SSQC). The current structure is depicted in the chart below.



Board-level Sustainability and Service Quality Committee

The company's sustainability strategy undergoes quarterly reviews by the SSQC, chaired by Board Director Mr Patrick Daniel. The SSQC is responsible for overall sustainability strategy, and management of climate related risks and opportunities, target-setting and review of the company's operational performance against those targets, including climate-related targets. The SSQC receives updates about ESG matters, including climate-related risks and opportunities, from the management-level Risk and Sustainability Steering Committee at the quarterly meetings, and ad hoc updates through email updates and newsletters, where necessary. This includes updates on climate-related risks and opportunities, scenario analysis insights and risk metrics. The SSQC also conducts a full annual review to keep abreast with latest industry standards.

Separately, the SSQC serves as a sounding board for the Senior Management team and provides guidance in steering SBS Transit's sustainability and climate-related ambitions. The SSQC Chairman regularly highlights the committee's key decisions to the Board for review and endorsement.

Through this, the Board and SSQC consider climate-related risks and opportunities when reviewing strategy, approving major transactions and capital allocations (e.g. depot upgrades), and setting risk policies, including scenario and potential carbon-price analysis. Trade-offs, such as near-term CAPEX and operating impacts versus long-term resilience, cost efficiency and emissions reductions, are explicitly evaluated as part of our sustainability and climate-related strategy.

SUSTAINABILITY GOVERNANCE

The SSQC leverages internal tools and processes, including data collection systems, key risk indicators and regular progress reviews, to address emerging issues and take decisions on managing sustainability and climate-related risks and opportunities.

To build capability on ESG and sustainable development, including the management of climate-related risks and opportunities, all Board members would attend the “Environmental, Social and Governance Essentials” training conducted by the Singapore Institute of Directors. This ensures SBS Transit Board members have the appropriate skills to provide oversight on ESG matters, including overseeing the management of climate-related risks and opportunities.

Board-level Audit and Risk Committee

Chaired by Board Director Mrs Constance Koh, the Board Audit and Risk Committee has established SBS Transit’s Risk Management Framework, a systematic approach to identifying, managing and reviewing risks across our operations. This disciplined oversight underpins sustainable growth and supports the enhancement of long-term shareholder value.

SBS Transit’s risk management approach is designed to safeguard long-term value and mitigate business risks, guided by three principles:

1. Continuous, proactive and iterative management: Risks are identified, assessed and treated on an ongoing basis, with controls refreshed to reflect a dynamic operating environment.
2. Enterprise-wide risk awareness: Risk considerations are embedded in daily operations and reinforced by a strong tone from the top. Regular exercises, training and communications sustain a risk-aware culture.
3. Clear accountability: Roles, responsibilities and ownership are defined across the organisation. Managers own risks within their remit, supported by Senior Management and overseen by the Board Audit and Risk Committee.

Senior Management Risk and Sustainability Steering Committee, and Workgroup

At the management level, Group CEO Jeffrey Sim chairs the Risk and Sustainability Steering Committee (RSSC), comprising eight members of Senior Management. Key enterprise risks, including ESG and climate-related risks, are identified and reported biannually to the Board and its Audit and Risk Committee. The RSSC also directs cross-functional workgroups on material sustainability issues, including the assessment of climate-related risks and opportunities.

In addition, to support the oversight of climate-related risks and opportunities, SBS Transit holds an Annual Risk Prioritisation Workshop. Chaired by the Group CEO, the workshop brings together the heads of Business Units (BUs) and Division Heads to evaluate the key strategic and operational risks, including climate-related risks and opportunities. Resulting from the workshop is an updated risk register that considers climate-related risks amongst others. Risk owners are then responsible for cascading the revised risks to their respective Heads of Departments for ongoing monitoring, action planning and follow-up.

Our CEOs of Bus and Rail Business, Tommy Tan and Lee Yam Lim, lead the Bus and Rail Risk and Sustainability Workgroups, respectively. These workgroups meet quarterly to review operational performance and resource consumption, address sustainability or climate-related challenges affecting operations and growth, monitor emerging trends and submit recommendations to the RSSC.

Within each workgroup, pillar leads for Energy, Water and Waste drive project delivery across the business. Issue owners are accountable to the pillar leads for monitoring external developments and delivering their pillars’ sustainability and climate targets. A dedicated Risk and Sustainability department provides secretariat support to these governance bodies.

In 2026, SBS Transit will be setting up the Corporate Social Responsibility (CSR) Committee for the planning and organisation of CSR events. This Committee is chaired by our Chief HR Officer (CHRO) Ms Tan Hui Boon. The CSR Workgroup oversees SBS Transit’s corporate social responsibilities initiatives, ensuring alignment with our corporate purpose of moving people in a safe, reliable and sustainable way. Comprising representatives from across the organisation, the Committee guides programmes under three pillars: Inclusive Mobility, Social Inclusion & Community Integration and Sustainable Journeys. It supports structured delivery, cross-divisional collaboration and employee participation to create meaningful and sustained community impact.

FRAMEWORK AND MATERIALITY ASSESSMENT

SUSTAINABILITY FRAMEWORK

Our sustainability framework is anchored on our material topics and aligned to the United Nations Sustainable Development Goals (UN SDGs). We advance 10 of the 17 SDGs through clear targets and commitments, delivered via initiatives under our three key pillars outlined below.

We recognise the importance of early identification of sustainability-related risks and opportunities to evaluate our sustainability strategies and identify areas for improvement. Through the scenario analysis conducted, we explored the direct and indirect climate-related risks and opportunities that would affect our operations and our value chain. We then dedicated ourselves to effectively managing and adapting to these climate-related risks to prepare for potential disruptions. We continuously monitor emerging sustainability risks and opportunities and address them in line with our overarching sustainability strategy, including climate-related considerations.

MATERIALITY ASSESSMENT AND APPROACH

The material topics established in our previous assessment, prepared in accordance with GRI 2021 continue to guide our priorities. We maintain ongoing monitoring of the business landscape and stakeholder expectations to confirm their continued relevance and are actively assessing the need to perform a double materiality assessment, which incorporates a financial lens, in the short term. The material topics identified signal the areas where our business has the most significant impact¹, hence providing the overall direction of our sustainability practices.

Ongoing peer benchmarking and internal stakeholder feedback reaffirm their relevance and support clear, transparent disclosure.

Reliability has been introduced as a new sub-topic under Customer Experience, recognising its critical role in delivering consistent service delivery and strengthening commuter confidence.



Pillar	ENVIRONMENTAL A low-carbon future through environmental stewardship	SOCIAL Safer and inclusive journeys for all	GOVERNANCE Upholding ethical business and robust governance practices
Key Material Topics	<p>Emissions and Energy</p> <p>Resource Efficiency</p> <ul style="list-style-type: none"> Water efficiency Waste management and circularity <p>Sustainability Transition</p> <ul style="list-style-type: none"> Climate change mitigation and adaptation 	<p>Customer Experience</p> <ul style="list-style-type: none"> Reliability Service quality Accessibility and inclusion <p>Safety and Health</p> <ul style="list-style-type: none"> Customer safety and health Employee and contractor safety and health <p>Employee Care</p> <ul style="list-style-type: none"> Well-being and work-life harmony Diversity, equal opportunity and labour management relations Employee training, upskilling and development <p>Social Economic Contribution</p>	<p>Corporate Governance and Business Integrity</p> <ul style="list-style-type: none"> Regulatory compliance, anti-bribery and anti-corruption Risk management and transparency <p>Responsible Supply Chain and Partnership</p> <p>R&D, Technology and Innovation</p> <p>Cybersecurity, Data Governance and Privacy</p> <p>Asset Protection and Security</p>

¹ Based on the TCFD Report prepared in 2023, risk impacts estimated based on our current inputs are considered to be majorly financially material if the financial impact is >5% of SBS Transit's 3-year average EBITDA (FY2020, 2021 and 2022).

FRAMEWORK AND MATERIALITY ASSESSMENT



Driven by R&D, Technology and Innovation

Guided by our culture of continuous improvement, we are consistently looking towards innovation in public transport through research, technology and strategic partnerships.

Our five-year technology roadmap co-developed with internal and external stakeholders ensures strategic alignment with business objectives and long-term sustainability. Beyond digitalising operations and automating manual workflows, we pilot and scale new technologies to enhance efficiency, safety, reliability and sustainability.

We foster innovation through our 'driv-E' programme, a company-wide initiative focused on continuous improvement and delivering safe, reliable journeys. Employees are encouraged to propose and lead projects that enhance process efficiency and operational performance. Alongside these internal efforts, we collaborate with partners through strategic Memoranda of Understanding (MOUs) to strengthen partnerships that support innovation, enable joint research and accelerate the development of advanced solutions.

Beyond external partnerships, we continue to advance our own home-grown innovations that enhance accessibility, operational efficiency and commuter experience.

SBS Transit's R&D and Innovation efforts were strengthened in 2025 with the launch of its Digital and AI Office, a dedicated division established to drive the organisation's digital transformation agenda. The Office leads the development and governance of SBS Transit's digital transformation roadmap, ensuring that technology initiatives are coherent, future-ready and aligned with long-term organisational priorities. It also plays a strategic role in prioritising and delivering digital initiatives that directly support core business objectives and policy imperatives. By harnessing emerging technologies - particularly Artificial Intelligence and digital innovation - the Digital and AI Office seeks to elevate user experience, enhance analytical capabilities and enable more intelligent, data-driven decision-making across the organisation, reinforcing SBS Transit's commitment to innovation and operational excellence in public transport.

SBS Transit is also proud to support the Singapore's autonomous bus pilot that marks a significant step in its broader push towards innovation and future readiness. Beyond operations, we are responsible for refining AV performance by incorporating feedback, collaborating with technology partners on operational concepts, and preparing our workforce for new roles such as safety operators and customer service officers.

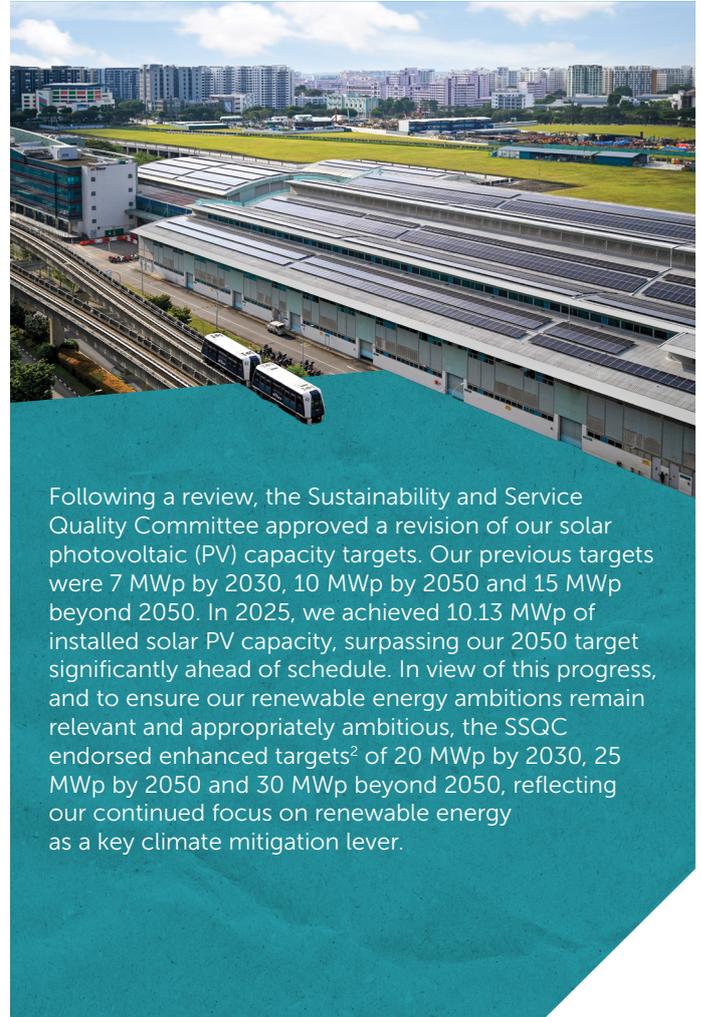
TARGETS, PERFORMANCE AND PROGRESS

OUR SUSTAINABILITY TARGETS, PERFORMANCE AND PROGRESS

We review our sustainability targets, including our climate targets, regularly and in response to material changes in our operating environment, to ensure they remain relevant and ambitious. The Risk and Sustainability department, supported by external consultants, assesses all targets against emerging standards, new or revised legislation and industry developments. Proposed enhancements are submitted to the SSQC and the Board for approval prior to implementation.

All our targets apply to SBS Transit's consolidated bus and rail operations in Singapore unless stated otherwise. Our climate targets, including our absolute emissions reduction target, are set in support of the Paris Agreement and aligned with Singapore's Nationally Determined Contribution. They are also aligned with the Science Based Targets initiative (SBTi)'s 1.5°C pathways, and consistent with our parent company ComfortDelGro's SBTi commitment and LTA's 2040 cleaner-energy fleet plan. Our climate targets and methodology have not been validated by a third party, and have remained unchanged from the prior reporting period.

In line with IFRS S2, our climate-related targets are classified by category – primarily mitigation for emissions, energy efficiency and renewable energy initiatives. While our internal target-setting approach references the trajectories of frameworks such as the Paris Agreement and SBTi pathways, we have not formally adopted or sought external validation against these frameworks. All of our climate-related and sustainability targets are currently absolute targets.



Following a review, the Sustainability and Service Quality Committee approved a revision of our solar photovoltaic (PV) capacity targets. Our previous targets were 7 MWp by 2030, 10 MWp by 2050 and 15 MWp beyond 2050. In 2025, we achieved 10.13 MWp of installed solar PV capacity, surpassing our 2050 target significantly ahead of schedule. In view of this progress, and to ensure our renewable energy ambitions remain relevant and appropriately ambitious, the SSQC endorsed enhanced targets² of 20 MWp by 2030, 25 MWp by 2050 and 30 MWp beyond 2050, reflecting our continued focus on renewable energy as a key climate mitigation lever.

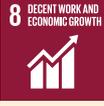
2 The targets and methodology are not validated by a third party but were set following a review.

TARGETS, PERFORMANCE AND PROGRESS

	MATERIAL TOPICS	SHORT-TERM TARGETS (BY 2030) MEDIUM-TERM TARGETS (BY 2050) LONG-TERM TARGETS (BEYOND 2050)	2025 PERFORMANCE
A LOW-CARBON FUTURE THROUGH ENVIRONMENTAL STEWARDSHIP UN SDGs supported:   	Emissions and Energy	Short-Term: <ul style="list-style-type: none"> Reduce energy consumption by 15% from 2019 baseline by 2030 Reduce Scope 1 and 2 fleet emissions by 25% from 2022 baseline³ by 2030 Increase Solar PV capacity to 20 MWp by 2030 Medium-Term: <ul style="list-style-type: none"> Reduce energy consumption by 20% from 2019 baseline by 2050 Reduce Scope 1 and 2 fleet emissions down by 50% from 2022 baseline by 2050 Increase Solar PV capacity to 25 MWp by 2050 Long-Term: <ul style="list-style-type: none"> Reduce energy consumption by 25% from 2019 baseline beyond 2050 Increase Solar PV capacity to 30 MWp beyond 2050 Maintain net-zero operations beyond 2050 	<ul style="list-style-type: none"> ↓ Energy consumption reduced by 5.9% from 2019 baseline ↓ Scope 1 and 2 fleet emissions decreased by 3.6% from 2022 baseline ↑ Solar PV capacity increased by 95% from 5.18 MWp to 10.13 MWp, achieving our original medium term target of 10 MWp. ↓ Absolute emissions reduced to 689,546 tCO₂e
	Resource Efficiency	Short-Term: <ul style="list-style-type: none"> Reduce water consumption by 15% from 2019 baseline by 2030 Reduce annual general waste ratio to 25% by 2030 All office buildings to be Eco-office certified Medium-Term: <ul style="list-style-type: none"> Reduce water consumption by 17% from 2019 baseline by 2050 Reduce annual general waste ratio to 22% by 2050 All office buildings to be Eco-office certified Long-Term: <ul style="list-style-type: none"> Reduce water consumption by 20% from 2019 baseline beyond 2050 Reduce annual general waste ratio to 20% beyond 2050 All office buildings to be Eco-office certified 	<ul style="list-style-type: none"> ↓ Water consumption reduced by 18.5% from 2019 baseline ↑ Annual general waste ratio increased from 28.7% to 30.4% • Maintained Eco-office certification for all offices
	Sustainable Transition	Short-Term: <ul style="list-style-type: none"> Achieve 50% electric bus fleet by 2030 Achieve 35% electric utility vehicle fleet by 2030 Promote green corporate culture internally and community through education and engagement events Medium-Term: <ul style="list-style-type: none"> Achieve 100% cleaner-energy bus fleet by 2050 Achieve 100% electric utility vehicle fleet by 2050 Promote green corporate culture internally and community through education and engagement events Long-Term: <ul style="list-style-type: none"> Maintain 100% cleaner-energy bus fleet beyond 2050 Maintain 100% electric utility vehicle fleet beyond 2050 Promote green corporate culture internally and community through education and engagement events 	<ul style="list-style-type: none"> • Achieved 6.8% cleaner energy bus fleet • Achieved 10% electric utility vehicles • Conducted five staff and four community sustainability engagement initiatives

3 2022 was selected as the base year as it is the earliest year for which complete data is available and reflects normalised operations following the peak disruptions caused by the COVID-19 pandemic.

TARGETS, PERFORMANCE AND PROGRESS

	MATERIAL TOPICS	SHORT-TERM TARGETS (BY 2030) MEDIUM-TERM TARGETS (BY 2050) LONG-TERM TARGETS (BEYOND 2050)	2025 PERFORMANCE
SAFER AND INCLUSIVE JOURNEYS FOR ALL UN SDGs supported:     	Customer Experience	<ul style="list-style-type: none"> Deliver high level customer service Make continuous improvements in mobility and inclusive accessibility for all communities, especially the vulnerable 	<ul style="list-style-type: none"> Compliment to valid complaint ratio: 15.8 CARES Training: 8,227 trained staff to-date
	Safety and Health	<ul style="list-style-type: none"> Achieve zero at-fault fatalities Achieve injury rates below national averages for our industry 	<ul style="list-style-type: none"> 2 not-at-fault fatalities ↓ Reduced our workplace injury rate from 109.5 to 95.0 per 100,000 employees, exceeding the industry average of 567
	Employee Care	<ul style="list-style-type: none"> Invest in education and training opportunities to develop our employees to achieve 40 training hours per employee Employ 100 of persons with disabilities by 2030 Uphold diversity representation in the workplace in terms of gender, race, ability and age amongst other backgrounds where possible and applicable Remain a signatory to TAFEP 	<ul style="list-style-type: none"> Achieved an average of 71 training hours per employee Increased PWDs employed from 36 to 59 9.9% female employee population 36.9% employees aged 50 years and above Launched the Wellness Village & Digital Village Remained a signatory to TAFEP
	Social Economic Contribution	<ul style="list-style-type: none"> Demonstrate commitment to contribute to the local community 	<ul style="list-style-type: none"> Donated \$636,538 to charitable causes Spent 2,304 hours serving the community

TARGETS, PERFORMANCE AND PROGRESS

	MATERIAL TOPICS	SHORT-TERM TARGETS (BY 2030) MEDIUM-TERM TARGETS (BY 2050) LONG-TERM TARGETS (BEYOND 2050)	2025 PERFORMANCE
<p>UPHOLDING ETHICAL BUSINESS AND ROBUST GOVERNANCE PRACTICES</p> <p>UN SDGs supported:</p>   	Corporate Governance and Business Integrity	<ul style="list-style-type: none"> Maintain zero cases of corruption and fraud Maintain zero cases of non-compliance to anticompetitive behaviour and bribery Maintain high standards of transparency, accountability, ethics and integrity across our operations 100% of employees to undergo mandatory anti-corruption training by 2030 	<ul style="list-style-type: none"> Zero incidents of corruption and fraud Zero incidents of noncompliance to anticompetitive behaviour and bribery All employees completed anti-corruption training
	Responsible Supply Chain and Partnership	<ul style="list-style-type: none"> Ensure high standards of transparency, accountability, ethics and integrity across our supply chain and partners Achieve zero supplier incidents of social or environmental non-compliance occurring within SBS Transit's premises or operations 	<ul style="list-style-type: none"> Engaged 1,254 suppliers, including 193 new additions 100% of suppliers underwent screening based on environmental and social criteria, up from 97.9% in 2024 Achieved zero supplier incidents of social or environmental noncompliance occurring within our premises or operations
	R&D, Technology and Innovation	<ul style="list-style-type: none"> Invest in new technologies to benefit the industry and communities Drive innovation and change initiatives 	<ul style="list-style-type: none"> Signed 19 new Memorandums of Understanding for technologies and innovation
	Cybersecurity, Data Governance and Privacy	<ul style="list-style-type: none"> Achieve zero reportable cybersecurity breaches Achieve zero reportable personal data breaches Consistently enhancing our cybersecurity, data governance and privacy measures 	<ul style="list-style-type: none"> Zero incidents of reportable breaches Zero incidents of reportable personal data breaches
	Asset Protection and Security	<ul style="list-style-type: none"> Comply with all audit requirements on asset maintenance Ensure only authorised entry at depots 	<ul style="list-style-type: none"> Passed all audits and complied with the requirements

STAKEHOLDER ENGAGEMENT

STAKEHOLDER ENGAGEMENT

Our sustainability approach is anchored in creating long-term, sustainable value for our stakeholders. Through our risk management process, we identify priority groups - regulators, customers, shareholders, employees and business partners - and engage them regularly to build trust and accountability. Insights from these engagements are systematically captured and inform our strategy and targets. The stakeholder groups and their priorities are summarised below, with further details on our engagement methods and responses in Appendix 3.

STAKEHOLDERS	STAKEHOLDER PRIORITIES
REGULATORS	<ul style="list-style-type: none"> • Operational performance: Deliver consistent operational excellence • Safety and reliability: Safe and secure transport for all; service reliability and recovery • Security: Protection of assets • Accessibility: Inclusive and accessible public transport environment • Emissions: Reduction of carbon footprint
CUSTOMERS	<ul style="list-style-type: none"> • Reliability: Dependable transportation services • Service experience: High standards of customer service quality • Security: Protection of people
EMPLOYEES	<ul style="list-style-type: none"> • Training: Essential skills and knowledge • Performance appraisal and remuneration: Fair performance appraisal systems, and fair compensation and reward structures • Well-being: Healthy and supportive work environments • Morale and employee engagement: Enhancing morale through recognition and personal growth
SHAREHOLDERS	<ul style="list-style-type: none"> • Stewardship and governance: Effective oversight by the Board • Business performance: Productivity and cost efficiency, profitability and dividend payments • Risk management: Identification and mitigation of workplace, operational and climate risks • Communication: Provision of timely and accurate business and incident updates
PARTNERS/SUPPLIERS	<ul style="list-style-type: none"> • Opportunity: Equal access to business opportunities • Collaboration: Strategic and integrated partnerships • Payment: Timely and fair payment for provision of goods or services
UNION	<ul style="list-style-type: none"> • Job roles: Design of jobs; alignment of roles with skills and staff aspirations • Use of technology: Provision of the right tools and latest technology for the job; Nurturing future-ready employees • Compensation and rewards: Recognition of performance with appropriate incentives; Competitive and equitable remuneration packages • Employee grievances: Avenues for staff to surface grievances; Concerns addressed promptly and fairly by management • Workplace 'hygiene': Provision of a supportive work environment that caters to employee well-being
COMMUNITIES	<ul style="list-style-type: none"> • Sustainable operations: Minimised environmental impact through sustainable practices • Connectivity: Provision of accessible and reliable public transport that connects everyone • Community development: Engagement in community development initiatives