



APPENDICES

APPENDIX 1: GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE		PAGE NUMBER OR REFERENCE
GENERAL DISCLOSURES			
GRI 2: General Disclosures 2021	The Organization and its Reporting Practices		
	2-1	Organisational details	About this report section
	2-2	Entities included in the organization’s sustainability reporting	About this report section
	2-3	Reporting period, frequency, and contact point	About this report section
	2-4	Restatements of Information	About this report section
	2-5	External Assurance	About this report section
	Activities and Workers		
	2-6	Activities, value chain and other business relationships	About this report section
	2-7	Employees	Page 49–51, 53–54
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	Governance		
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	2-16	Communication of critical concerns	Page 43–44, 65
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	Strategy, Policy and Practices		
GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	Page 3-5, 13, 24
	2-23	Policy commitments	Page 19, 26, 28, 49, 52, 64–65, 67, 69
	2-24	Embedding policy commitment	Page 49, 52, 64–65, 67, 69
	2-25	Processes to remediate negative impacts	Page 43–44, 65
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	Stakeholder engagement		
	2-29	Approach to stakeholder engagement	Page 21–23
	2-30	Collective bargaining agreements	Page 49
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Page 14
	3-2	List of material topics	Page 14
MATERIAL TOPICS			
Enabling a climate-friendly and sustainable transport system			
	Energy and Fuels		
GRI 3: Material topics 2021	3-3	Management of material topics	Page 37
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	Page 38
	302-3	Energy intensity	Page 38
	Emissions		
GRI 3: Material topics 2021	3-3	Management of material topics	Page 35
GRI 305: Emissions 2016	305-1	Direct GHG emissions (Scope 1)	Page 36
	305-2	Energy indirect GHG emissions (Scope 2)	Page 36
	305-3	Other indirect GHG emissions (Scope 3)	Page 35–36
	305-4	GHG emissions intensity	Page 36
	Resource Stewardship		
GRI 3: Material topics 2021	3-3	Management of material topics	Page 39, 41
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Page 39
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GRI 303: Water and Effluents 2018	303-3	Water Withdrawal	Page 41
	303-5	Water Consumption	Page 41

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MATERIAL TOPICS		
Safeguarding the Well-being, Health and Safety		
	Health and Safety	
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 43–44, 46
GRI 403: Occupational Health and Safety 2018	403-1 OHS Management system	Page 43–44
	403-2 Hazard identification, risk assessment & incident investigation	Page 44
	403-3 Occupational health services	Page 44
	403-5 Worker training on OHS	Page 44
	403-6 Promotion of worker health	Page 44
	403-7 Prevention & mitigation of OHS impacts directly linked by business relationships	Page 43–44
	403-8 Workers covered by an OHS management system	Page 43–44
	403-9 Work-related injuries	Page 44–45
	403-10 Work-related ill health	Page 45
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of products and service categories	Page 47
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Page 47
	Our people	
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 48–49, 52, 55–56
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Page 49–51
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Page 57
	404-3 Percentage of employees receiving regular performance and career development reviews	Page 56
GRI 405: Diversity & Equal Opportunity	405-1 Diversity of governance bodies and employees	Page 25
	405-2 Ratio of basic salary and remuneration of women to men	Page 54
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Page 66
	Our Patrons and Communities	
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 58, 60–61
GRI 413: Local Communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities	Page 61–62

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MATERIAL TOPICS		
Growing our business with Strong Governance, Ethical Integrity, and Innovation		
	Ethical Business and Operational Integrity	
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 64–65, 67, 69
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Page 65
	205-2 Communication and training about anti-corruption policies and procedures	Page 64, 66
	205-3 Confirmed incidents of corruption and actions taken	Page 66
GRI 206: Anti-competitive behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Page 66
GRI 307: Environmental compliance 2016	307-1 Non-compliance with environmental laws and regulations	Page 69
	Cybersecurity, Data Privacy and Innovation	
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 67
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 68
	Supply Chain Management	
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 69
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Page 70
	308-2 Negative environmental impacts in the supply chain and actions taken	Page 70
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Page 70
	414-2 Negative social impacts in the supply chain and actions taken	Page 70

APPENDIX 2: SASB INDEX

TOPIC	ACCOUNTING METRIC	SASB CODE	REMARKS
Greenhouse Gas Emissions	Gross global Scope 1 emissions	TR-RO110a.1	Page 36
	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	Page 36
	(1) Total fuel consumed, (2) percentage natural gas, (3) percentage renewable	TR-RO-110a.3	Page 38
Air Quality	Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, and (3) particulate matter (PM10)	TR-RO-120a.1	Due to a change in our measurement methodologies and revision of data capturing process in FY2022, we are unable to capture these emissions across all of our operations.
Driver Working Conditions	(1) Total recordable incident rate ("TRIR") and (2) fatality rate for (a) direct employees and (b) contract employees	TR-RO-320a.1	Page 45
	(1) Voluntary and (2) involuntary turnover rate for all employees	TR-RO-320a.2	Due to a change in our measurement methodologies and revision of data capturing process in 2022, we are unable to capture these emissions across all of our operations.
	Description of approach to managing short term and long-term driver health risks	TR-RO-320a.3	ComfortDelGro strongly emphasises health and safety in our workplace, and consistently communicate our measures and expectations through training, education and instilling a safety culture.
Accident & Safety Management	Number of road accidents and incidents	TR-RO-540a.1	Page 47
	Safety Measurement System BASIC percentiles for: (1) Unsafe Driving, (2) Hours-of-Service Compliance, (3) Driver Fitness, (4) Controlled Substances/Alcohol, (5) Vehicle Maintenance, and (6) Hazardous Materials Compliance	TR-RO-540a.2	BASICS system is specific to the US and is not applicable to ComfortDelGro's business units. However, ComfortDelGro has established other Safety Management Systems as detailed in the Health and Safety section of the report.
	(1) Number and (2) aggregate volume of spills and releases to the environment	TR-RO-540a.3	N/A, ComfortDelGro does not engage in hazardous waste transportation.

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ACTIVITY METRIC	SASB CODE	REMARKS
Revenue ton miles (RTM)	TR-RO-000.A	ComfortDelGro does not transport goods and hence this metric is not relevant to our line of business.
Load factor	TR-RO-000.B	
Number of employees, number of truck drivers	TR-RO-000.C	Total number of employees: 22,972

ComfortDelGro is not reporting to SASB Car Rental & Leasing - Sustainability Accounting Standard in 2022 due to a change in our measurement methodologies and revision of data capturing process.

APPENDIX 3: UNGC INDEX

PRINCIPLE	DESCRIPTION	PAGE REFERENCE
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights; and	48–49, Human Rights Policy
Principle 2	make sure that they are not complicit in human rights abuses.	48–49, Human Rights Policy
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	48–49, Human Rights Policy
Principle 4	the elimination of all forms of forced and compulsory labour;	Human Rights Policy
Principle 5	the effective abolition of child labour; and	Human Rights Policy
Principle 6	the elimination of discrimination in respect of employment and occupation	Human Rights Policy
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges	26
Principle 8	undertake initiatives to promote greater environmental responsibility; and	31–32
Principle 9	encourage the development and diffusion of environmentally friendly technologies.	33–34
Anti-corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	64–66, Human Rights Policy