



CSR Report 2016





“ Our Vision of Moving People and Enhancing Lives is most apt. SMRT is committed to supporting and giving back to the community that we serve every day.”

— DESMOND KUEK, SMRT PRESIDENT & GROUP CEO

About Us

SMRT Corporation is Singapore's premier multi-modal land transport provider.

Our core businesses are in:



Rail operations, maintenance and engineering



Bus services



Taxi and automotive services

Complementing these are our integrated businesses in:



Rental & advertising



Media and marketing



Properties and retail management

From Corporate to Social Responsibility

We believe in making a positive impact on the communities we serve. With island-wide operations, we are committed to conducting our business in an economically, socially and environmentally friendly manner that balances the interests of our stakeholders.



Our Corporate Social Responsibility

What does our *Enhancing Lives* logo represent?

SMRT's corporate social responsibility (CSR) strategy ensures greater alignment between our CSR programmes and our vision of Moving People, Enhancing Lives.

The *Enhancing Lives* Logo portrays a heart and a pair of supporting hands. The heart is synonymous with a caring community, while the hands embody SMRT's three CSR pillars. The left hand represents our commitment to encouraging environmental sustainability. The right hand symbolises our efforts in enabling mobility and empowering the community through arts and education.

The strategic placement of the SMRT roundel is at the heart of our community.



Our Commitment to Sustainability

Striving to integrate sustainability across our organisation is not an easy task, and remains a work in progress. We remain dedicated and are taking progressive steps to achieve our goals. We recognise the need to incorporate sustainability throughout our businesses.

To stay abreast of developments in our industry, keep ahead of best practices and trends, and collate feedback on how to improve our business practices, we are members of organisations such as the International Association of Public Transport, Community of Metros and Nova Benchmarking Group, International Bus Benchmarking Group, Global Compact Network Singapore and Securities Investors Association (Singapore).

Our Material Issues

As part of SMRT's strategic approach to sustainability, a robust materiality assessment was conducted in early 2016. The list of material issues comprise:

TIER 1	TIER 2
Operational Performance and Excellence	Community Investment, Involvement and Development
Anti-corruption / Fair and Ethical Operating Practices	Managing Supply Chain Sustainably
Access to Essential Services	Diversity and Equal Opportunity
Customer Health and Safety	Labour Rights
Occupational Health and Safety (Employees and Contractors)	Employee Development and Training
Environment (Climate Change, Energy Management, Water Management, Waste Management, Noise Management, Sustainable Resource Use, Compliance)	Research and Development/ Innovation for Engineering Capabilities
Customer Satisfaction	Noise

Our Commitment to Stakeholders

Our stakeholders are critical to our long-term business. It is essential that we actively engage our stakeholders to understand and look for improved ways to address their economic, environmental, social and governance concerns.



Enabling Mobility



1 MULTI-MODAL PUBLIC TRANSPORTATION @ SINGAPORE'S FIRST MOBILITY PARK

In FY2016, we achieved a major CSR milestone with our donation of life-size public transportation models – a decommissioned taxi, a low-floor bus mock-up and a MRT train mock-up – to the JurongHealth Mobility Park.

2 BISHAN-ANG MO KIO & GHIM MOH INCLUSIVE PLAYGROUNDS

On 22 August 2015, the first inclusive playground located at Bishan-Ang Mo Kio Park was officially opened by the Minister for Social and Family Development, Mr Tan Chuan-Jin. The inclusive playground was made possible by the Care & Share Movement, with SMRT as one of the key donors. The playground is specially designed for all children to promote inclusive play and interaction. SMRT celebrated the opening of the second Inclusive Playground at Ghim Moh.

3 LONDON TAXIS

SMRT is also the only taxi operator in Singapore with London Taxis in our fleet. Besides the iconic quaint exterior, the London Taxi's other unique feature is the fold-down extended ramp with a gentle angle for ease of access for passengers in wheelchairs. Our drivers are also trained to provide the necessary care to cater to the needs of passengers in wheelchairs. Since the introduction of the fleet in March 2013, demand for bookings has surpassed 3,500.

4 GARDENS BY THE BAY CRUISERS

With SMRT's sponsorship, wheelchair users can seamlessly enjoy Gardens by the Bay. The new shuttle fleet will strengthen Gardens by the Bay's shuttle service, which connects visitors arriving at Bayfront MRT Station to the Gardens' key attractions.

A unique feature of the new vehicle is the wheelchair space at the rear, complete with a foldable access ramp which enables the wheelchair user to board the shuttle without having to first disembark from the wheelchair. This means even motorised wheelchair users are able to enjoy rides on the shuttle with their family and friends.





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5 WHEELS@UBIN

As part of Singapore's 50th Independence celebrations in June 2015, we supported the Wheels@Ubin community project which brought 100 wheelchair users to Pulau Ubin. SMRT Taxis provided 100 taxis and 30 staff volunteers to ferry the participants and accompany the beneficiaries on the visit.

6 HOME NURSING FOUNDATION VEHICLE

The Home Nursing Foundation (HNF) announced its tie-up with SMRT as its principal mobility partner, providing point-to-point transportation for its healthcare workers and beneficiaries. In line with its vision of "moving people, enhancing lives", SMRT has sponsored a custom-fitted 14-seater passenger mini bus, equipped with hydraulic lifts and dedicated wheelchair spaces.

7 SG50 NATIONAL DAY CELEBRATION

On 9 August 2015, SMRT celebrated Singapore's 50th birthday by providing free travel on our bus and train services. SMRT also participated in the celebrations with activities at 10 MRT stations and 5 bus interchanges. More than 500 SMRT Management and staff greeted commuters and gave away 200,000 limited edition SG50 buttons and 50,000 SG50 EZ-Link card stickers.

8 GIFT OF MOBILITY

The SMRT's Gift of Mobility Fund was established to provide financially needy individuals with physical disabilities and mobility impairment with point-to-point transfers so that they can receive their medical treatment, seek employment or go to work until a more permanent transport solution is made available to them.

Since 2008, the Fund has disbursed more than \$1.3 million and has helped close to 8,000 beneficiaries through the Community Development Councils (CDCs), hospitals and Volunteer Welfare Organisations (VWOs).



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Empowering through the Arts & Education

Lives enriched within our
Transport Network

1 Art in Transit



Since 2011, we have been working with Art Outreach, a non-profit organisation that promotes art education in Singapore, to conduct the Art in Transit tour in the Circle Line stations. To date, we have conducted 280 tours and reached out to

more than 5,000 students
and members of the public.

2 Learning Journey



In 2013, in collaboration with the Ministry of Education, SMRT relaunched its Learning Journey Programme to provide students with insights into SMRT operations.

1,100 students and teachers
have participated in this programme.

3 Adopt-a-Station



Close to

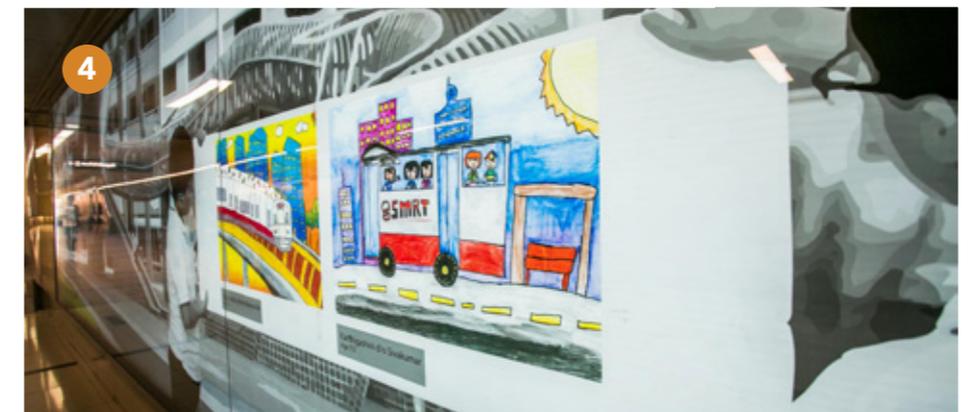
1,100 students have been made Station Ambassadors, arising from this SMRT community outreach project, since its inception in September 2014.

4 Pathlight Paintings



SMRT collaborated with Pathlight School for

50 commissioned works of art featuring transport themes drawn by Pathlight students and alumni. Pathlight School, which serves students with autism aged 7 – 18 years, is Singapore's first autism-focused school offering a unique blend of Singapore's mainstream academic curriculum with life readiness skills.



Encouraging Environmental Sustainability

Our 4 Priorities

1 Energy Reduction



At SMRT, we employ suitable technology and processes for optimal energy conservation. We regularly track our energy usage across our transport network, offices and depots as part of our energy management initiatives.

2 Water Conservation



The sustainable and responsible use of our water resources is a key issue globally. We are aware that water shortages, and excessive demand and usage could pose a serious problem. We believe we play an important role in conserving and recycling this precious resource.

3 Waste Management



Our waste management includes the collection, transport, processing, recycling and disposal of waste materials. With an emphasis on prevention, reuse and recycling, we aim to reduce the amount of waste we generate.

4 Sustainable Resources



We strive to use our resources wisely, and make timely investments in technology and systems that allow us to manage and reuse waste, water, energy and other resources whenever possible. This not only leads to operational improvements but also helps us become a more sustainable organisation. To demonstrate our commitment, we manage and ensure sustainable use of these resources through green certifications.

We have plans to install highly energy-efficient LED lighting systems at stations that can potentially lower energy consumption by **50%**.



Installing **MOTION SENSOR LIGHTS** in washrooms at depots.

Replacing chillers in City Hall MRT station with newer models with

OPTIMISED CAPACITY

to achieve higher energy efficiency



Employing district cooling at Raffles Place MRT station, which uses

cooled water to cool the air, thereby reducing the consumption of electricity.



533 TONNES

of carbon dioxide are reduced annually by a 1 MWp Solar Photovoltaic (PV) system installed on the rooftop of Bishan Depot (a square area of 10,000m²).

The system generates electricity equal to the energy consumption of

270

FOUR-ROOM

HDB flats per year.



Replacing plasma screens in our stations to

Liquid Crystal Display (LCD) or Light Emitting Diode (LED) screens.

Switching off the Rail Travel Information System screens in our stations during



NON-REVENUE HOURS

Energy Reduction - Our Stations and Depots

"Euro V-compliant vehicles produce less harmful emissions and make for a greener journey."



Buses

To promote better air quality, SMRT became the first public transport operator in Singapore to introduce Euro V-compliant buses to our fleet in 2008. More than 1,000 Euro V-compliant buses now ply the roads. Euro V-compliant vehicles produce less harmful emissions and make for a greener journey. We have also equipped our buses with telematics technology which encourages eco-driving through tracking and analysis of driving parameters such as the speed of the bus and how the bus negotiates a corner. This initiative encourages safer and fuel-efficient driving practices.



Trains

Our trains employ regenerative braking. As the electric motors slow the train down, electricity is simultaneously generated and returned to the power distribution system via the Third Rail. This, in turn, powers other trains within the network. Regenerative braking recovers wasted energy and converts it for use. Separately, the PMSM-based propulsion systems, which are currently being installed, consistently achieve close to 40% energy savings when compared to the existing system.



Taxis

Since 2013, SMRT has introduced more than 1,500 Toyota Prius Hybrid taxis which have excellent fuel efficiency and cleaner emissions. They produce less carbon dioxide emissions and are extremely fuel-efficient due to the intelligent design of the electric motor and petrol powered engine. To date, the Hybrid taxis comprise over 40% of our entire fleet.



Automated Vehicles

In a collaboration with technology provider 2 Getthere, we have been operating the Personal Rapid Transit system in Masdar City, Abu Dhabi, since 2010. The system provides passengers with an on-demand transport service featuring individual, driverless and autonomous electric pod cars. With an energy consumption of only 0.087kWh per passenger kilometre, the system is a considerable improvement over conventional transit. In addition, emissions such as carbon dioxide are prevented.

"The system is a considerable improvement over conventional transit. In addition, emissions such as carbon dioxide are prevented."

Water Conservation



Our train and bus washing plants have a **RECYCLING FEATURE THAT MINIMISES THE USE OF WATER.**

The water used for the final rinse of the vehicles is collected in recycling tanks for pre-washing the next train or bus.

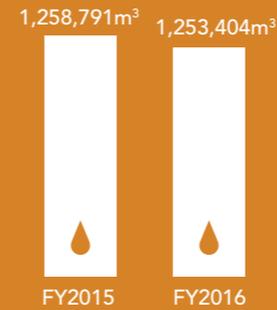


As part of **SINGAPORE WORLD WATER DAY 2016,**

we collaborated with PUB to have water conservation decals at station restrooms. Additionally, stickers were distributed to over

700

shops in our network.



Our **TOTAL WATER USAGE** in FY2016 was **1,253,404m³.**

There was a reduction of 5,387m³ over the previous year. We aim to reduce and recycle the amount of water we use.

Noise Management

We conduct **regular surveillance on noise levels**

to ensure we keep them to a minimum. We have noise monitoring systems to measure the noise generated by trains at selected locations close to major housing estates and residential areas.



The results of this monitoring help us identify locations where the noise levels are close to the guidelines. We prioritise preventive maintenance works at these locations to ensure these guidelines are not breached.



NON-HAZARDOUS GENERAL WASTE

is incinerated or landfilled in line with the regulatory requirements in Singapore.



Our train and bus washing plants are equipped with **WATER TREATMENT SYSTEMS**

for treating the waste water from washings. Before waste water may be discharged, oil and sand particles are filtered out, the pH level of the water is neutralised, and harmful metal based pollutants are removed.



Our waste management includes the collection, transport, processing, recycling and disposal of waste materials. With an emphasis on

PREVENTION, REUSE AND RECYCLING,

we aim to reduce the amount of waste we generate.



WASTE REDUCTION INITIATIVES

In 2014, we implemented an electronic approval system, Echosign, to minimise the need for physical documents.



TOXIC INDUSTRIAL WASTE

such as waste oil, oil-stained gloves and rags are recycled, incinerated or landfilled, while metal parts are reused. Toxic waste generated is disposed by a National Environment Agency-approved toxic waste removal company.



We also recently switched to printers with a function that allows us to select documents to print while deleting those that are no longer required. This greatly

REDUCED THE WASTE generated.

Waste Management

Sustainable Resources

We are committed to become a more sustainable organisation. To demonstrate our commitment, we ensure sustainable use of resources through green certifications.

Project: Eco-Shop is our collaboration with the Singapore Environment Council (SEC), and is Singapore's first national eco-certification programme for shop owners.

Our retail tenants at Woodlands and Ang Mo Kio Xchanges are Project: Eco-Shop certified. The programme encourages shop owners to adopt eco-friendly habits and implement green practices in their daily operations.

We will continue to work with the SEC to get our other tenants in the retail network

certified. Additionally our headquarters is Project: Eco-Office certified. This certification recognises our efforts in promoting environmentally friendly work habits.

Woodlands and Ang Mo Kio MRT stations were awarded the Building and Construction Authority (BCA) Green Mark (Gold) Award in 2013 and 2014 respectively. These eco-stations have improved air ventilation, water-efficient washrooms as well as recycling facilities.



Our Recent Awards & Accolades

2016

Community Chest Corporate Platinum Award
SMRT CORPORATION LTD.

Community Chest Partner Platinum Award
SMRT CORPORATION LTD.

2015

Central Singapore Project Earth Challenge
SMRT CORPORATION LTD.

Bloodmobile Organiser Merit Award
SMRT CORPORATION LTD.

Community Chest Corporate Platinum Award
SMRT CORPORATION LTD.

Community Chest Partner Platinum Award
SMRT CORPORATION LTD.

Community Chest SHARE Corporate Gold Award
SMRT TRAINS LTD.

Community Chest SHARE Corporate Silver Award
SMRT BUSES LTD.

2014

Community Chest Partner Platinum Award
SMRT CORPORATION LTD.

Community Chest Special Events Gold Award
SMRT CORPORATION LTD.

NAC Arts Supporter Award
SMRT CORPORATION LTD.

Community Chest SHARE Corporate Gold Award
SMRT TRAINS LTD.

Community Chest SHARE Corporate Gold Award
SMRT BUSES LTD.



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