

Sustainability Report FY2020

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About the Report

This report communicates performance data and related information for our material environmental, social and governance (ESG) topics for the period 1 January to 31 December 2020 (FY2020). This is our fourth annual sustainability report, since then, we are committed to disclose our sustainability information in a transparent manner. The scope of this report covers Colex Holdings Limited ("Colex") waste disposal and recycling operations under Colex Environmental Pte Ltd ("CEPL") and contract cleaning operations under Integrated Property Management Pte Ltd ("IPM") in Singapore, both of which are wholly owned subsidiaries of Colex.

This report is aligned with the reporting requirements of the Singapore Exchange Section B: Rules of the Catalist, Listing Rules 711A and 711B – Sustainability Reporting Guide and is prepared with reference to the Global Reporting Initiative's ("GRI") Standards 2016. We have applied the following aspects to determine the relevant topics that define the report content and quality of information:
(a) GRI guiding principles for defining the content: Materiality, Stakeholder Engagement, Sustainability Context and Completeness
(b) GRI guiding principles for defining the quality: Balance, Clarity, Accuracy, Timeliness, Comparability and Reliability.

This report references the following topic-specific disclosures:

GRI 302: Energy 2016
- Disclosure 302-1: Energy consumption within the organization
- Disclosure 302-3: Energy intensity

GRI 303: Water and Effluents 2018
- Disclosure 303-3 (a): Water withdrawal

GRI 305: Emissions 2016
- Disclosure 305-1 (a): Direct (Scope 1) GHG emissions
- Disclosure 305-2 (a): Energy indirect (Scope 2) GHG emissions
- Disclosure 305-4 (a) (b) (c): GHG emissions intensity

GRI 307: Environmental Compliance 2016
- Disclosure 307-1: Non-compliance with environmental laws and regulations

GRI 404: Training and Education 2016
- Disclosures 404-3: Percentage of employees receiving regular performance and career development reviews

Our last sustainability report was published in May 2020. We publish our sustainability reports annually and our reports for previous years are available on our website http://www.colex.com.sg/

We welcome your feedback or queries which can be directed to wastemgt@colex.com.sg.

Board Statement

The Board of directors of the Company (the "Board") is pleased to present the “Sustainability Report” which is our continued commitment to share our sustainability journey with all our stakeholders in a transparent manner. In this report, we have shared highlights on how we have progressed and our focus going forward.

The battle against the COVID-19 pandemic is turning out to be the defining test for this generation. In early 2020, the COVID-19 pandemic placed societies and industries across the globe under pressure from an unprecedented crisis. At Colex, we were prompt in implementing a series of measures as required by the government to protect the safety and health of our workforce, and our communities. We continue to monitor changes to the guidelines so as to keep ourselves up to date to ensure the continued safety of the various stakeholders.

As a responsible organisation, it is our constant endeavour to lead the waste management and contract cleaning sector with credibility and a strong focus on corporate social responsibility. To do so, we place utmost emphasis on understanding and meeting stakeholder expectations. In our process to safeguard the interests of our stakeholders, we engage with them through various platforms and modes, on a regular basis. We believe in holistic commitment towards people, environment and business will carry us forward towards a responsible, resilient and reliable future.

The Board strives to ensure that environmental, social and governance (ESG) issues are incorporated into company’s overall strategy and is responsible for the oversight of the management of sustainability performance. The Board is supported by a Sustainability Steering Committee made up of representatives from various divisions across Colex to develop and implement sustainability policies and initiatives. The committee also manages and monitor’s sustainability risks, opportunities and performance. The Board is also involved in reviewing material ESG topics, key performance indicators (“KPIs”) and targets for each ESG topic.

This report is an effort to showcase our sustainability performance and share good practices. The Board is grateful towards all the stakeholders for contributing to our journey of transformation towards sustainability.

Managing business continuity in COVID-19

As we navigate the different stages of the coronavirus pandemic and the consequent economic and social impacts across different geographies, our priority is always safeguarding and supporting our people-employees, as well as those in our communities. We will continue to review and adopt the health and safety precautions, as well as new working protocols implemented in line with advisories from government. Despite the uncertainty leading to business disruptions, we have showcased a strong commitment toward our stakeholders since the outbreak of the global pandemic.

During the pandemic, effective board governance and oversight was emphasized by constantly monitoring and reviewing and managing the risks and opportunities to ensure that the Company remains resilient and sustainable.

Business continuity during COVID-19

COVID-19 outbreak has impacted our waste disposal operations, especially in the hotels, commercial malls and F&B sectors as most of our customers suspended the disposal service contracts during the Circuit Breaker (CB) or asked for rebate due to reduced collections. Our cleaning operations business was impacted the most in the hospitality and retail sectors leading to suspension of contracts during CB and our cleaning operation in other sectors was also impacted because our customers asked for rebate due to reduced manpower deployed during CB.

The pandemic presented an extraordinary challenge of shortage of supply of hand sanitizer and disinfectants due to shortage of alcohol worldwide along with reduction in manpower due to the closure of the Singapore/Malaysian border under the Movement Control Order ("MCO"). Restriction of movements from dormitory imposed operational challenges in terms of labour, logistics and resource flow. Nevertheless, accommodation and daily transport was provided for Malaysian workers who were stranded in Singapore due to the MCO.

Keeping safety of stakeholders, a priority

Following the outbreak of the COVID-19 pandemic, we adhered to government's call to institute safe distancing measures and embraced work from home. We implemented mandatory health and safety protocols issued by the government agencies. The establishment has also deployed the use of Zoom to facilitate remote working and online collaboration.

Timely updates on the evolving COVID-19 situation, enforcing safe distancing measures, restriction on human movement, usage of masks, increased cleaning and disinfecting, staggered working hours, using QR code for contact tracing and temperature screening was provided to all the employees.

Employees were also supported through the difficult times. Foreign workers who were unable to go home were provided lodging and transport assistance. Moreover, to reduce the risk of transmission, office and client meetings were conducted via Zoom.

The precautionary guidelines were also extended to the visitors and proper safety protocols were followed like recording their requisite details for contact tracing and mandatory mask and temperature screening policy. In addition, hand sanitizers and disinfectants were provided to our customers.

With the government wage support measures, all our employees are kept in our employment with full payment throughout the CB period and beyond.

Stakeholder Engagement

We establish and nurture relationships with our relevant stakeholders by instituting trust, transparency and an ethical work culture. These engagements provide us with opportunities to understand the views and expectations of our stakeholders. Feedback received from stakeholders is assessed and analysed to identify critical concerns which are discussed at relevant board committee meetings. The responsibility for identifying and addressing these concerns lies with the relevant departments.

The table below illustrates how we engage with our different stakeholders:

Stakeholders	Key Topics / Stakeholder Concerns	Engagement Methods	Frequency of Engagement
Employees	• Fair and competitive compensation • Safe working environment • Involvement in decision making • Training and career development	• Company handbook • New employee orientation • Whistle blowing policy • Learning and development opportunities	**Throughout** the year
Local Communities	• Clean public spaces • Proper avenues for waste disposal and recycling • Awareness of disposal and recycling process	• Educational trips to the Material Recovery Facilities ("MRF") • Cash-for-Trash initiative	**Throughout the year**
Investors/ Shareholders	• Financial performance • Operational strategy • Shareholders' returns • Corporate actions	• Media releases • Half yearly SGX's announcements • Briefings for investors and media • Yearly annual general meeting ("AGM") and extraordinary general meeting for shareholders • Annual report and Circular • Investor conferences and roadshows	**Periodically**
Government/ Regulators	• Regulatory compliance • Waste management as an essential public service	• Ongoing dialogues and feedback • Meetings, briefings, consultations and inspections • SGX correspondences/ announcements	**Throughout the year**

Materiality

Our materiality assessment identifies and prioritises the most significant sustainability topics, which aid in defining our sustainability goals and the alignment with our business aspirations. We had previously, in 2017, undertaken a structured process to prioritise the key topics material to our stakeholders and Company across the economic, environmental and social bottom lines. This process was in line with the GRI Standards Materiality and Stakeholder Engagement Principle. Through an internal stakeholder survey and a workshop involving Colex's representatives, the material topics were prioritised using a materiality matrix and based on consideration of the following factors:

- Global and local emerging sustainability trends; and
- Material topics identified by industry peers.

The material ESG factors determined formed the basis of our sustainability efforts and reporting. This year, we have reviewed and revalidated the list of material factors and have considered the interests and concerns of our key stakeholders, megatrends and the current state of our business model.

The following table summarises Colex's material factors identified:

Sustainability Focus Areas	Material Factors
Economic	▪ Economic Performance[1]
Environmental (Waste management operations only)	▪ Waste and Recycling ▪ Water and Effluents ▪ Energy and Emissions
Social	▪ Occupational Health and Safety ▪ Staff Development • Local Communities
Governance	▪ Socioeconomic Compliance ▪ Environmental Compliance

[1] Please refer to our Annual Report and financial statements for details on this factor.

Environmental

The scope of environmental factors covers only our waste management operations under CEPL which account for most of the material issues in respect of waste and recycling, water and effluents and energy and emissions arising from our operations. We recognise the importance of reducing impact on the natural environment.

Waste and Recycling

FY2020's Performance
Amount of waste collected for recycling and/or composting: 921 tonnes (0.55% of total waste collected)
Performance against FY2020's Target
Continued to bundle waste disposal and recycling services to further encourage recycling of waste, in line with our target for FY2020
FY2021's Target
Continue to bundle waste recycling services to further encourage recycling of waste.

As a waste management provider, Colex contributes towards protecting the environment by managing the waste generated in the areas we serve in an efficient and sustainable manner.

In 2020, we take great pride in serving private condominiums in Singapore in their waste and recycling needs. We view this as an opportunity for us to fulfil a community service obligation and strive to ensure that our services are delivered to a high standard. At the beginning of each day, a driver job card with an assigned collection route is provided to each driver collecting waste. Waste pick-ups are tracked and monitored through a Global Positioning System ("GPS") tracker installed on each collection truck. Each driver's job card is signed off by a supervisor upon returning to the site of the facility. Furthermore, the bodies of our general waste and recycling trucks are painted yellow and blue respectively to ensure that the trucks are easily distinguishable. These control measures ensure that waste is collected and sent to the disposal sites or MRF appropriately.

Colex encourages recycling by offering our clients the option of bundling recycling services with general waste contracts. We have strategically placed signages around the areas we serve to direct more residents towards our recycling bins. We also encourage recycling through our Cash-for-Trash initiative which incentivizes residents to recycle their unwanted items with Colex.

All commercial, industrial and residential recyclable materials collected are taken to the MRF where the sorting of carton boxes, paper, plastics, metal and aluminium takes place. The sorted recyclables will subsequently be sold to various vendors to be used locally or exported.

The amount of waste collected for recycling and composting (garden waste) decreased from 1,663 tonnes in FY2019 to 921 tonnes in FY2020. Further, the percentage of waste collected for recycling and composting over the total waste collected decreased slightly from 0.59% in FY2019 to 0.55% in FY2020. The table below shows a breakdown of the amount of waste collected:

	FY2018		FY2019		FY2020	
Waste collected for	Tonnes	Percentage	Tonnes	Percentage	Tonnes	Percentage
Recycling	950	0.34%	950	0.34%	743	0.44%
Composting	480	0.18%	713	0.25%	178	0.11%
Subtotal	**1,430**	**0.52%**	**1,663**	**0.59%**	**921**	**0.55%**
Incineration	275,255	99.48%	280,029	99.41%	167,227	99.45%
Total	**276,685**	**100%**	**281,692**	**100%**	**168,148**	**100%**

Table: Waste collected for recycling, composting and disposal

At our MRF, the percentage of materials recovered is about 25% of the total materials collected for recycling, which remained relatively constant from FY2018.

As for Colex's daily waste management operations, one of the main wastes that we generate is engine oil from our workshops. As engine oil is a toxic waste which cannot be recovered, we have engaged waste disposal specialists for the safe handling and incineration of the waste. The total engine oil disposed during the reporting year was 1,800 litres as compared to 3,400 litres in FY2019. It was due to a reduction in a usable fleet size.

Water and Effluents

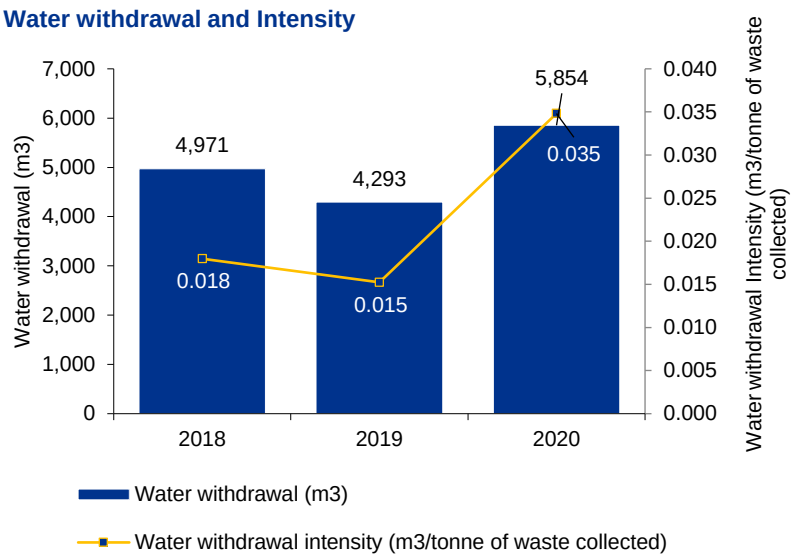
FY2020's Performance
Water intensity: 0.035 m3/tonne of waste collected
Performance against FY2020's Target
Maintain water intensity at 0.015 m3/tonne of waste collected: Not achieved Water intensity increased by 128% from FY2019.
FY2021's Target
Maintain water intensity at current levels

According to PUB, Singapore's total water demand is expected to double by 2060 with the non- domestic sector accounting for 70%[2]. Thus, we are committed to consume water responsibly to avoid unnecessary wastage and reduce water stress in the region.

Washing trucks and cleaning the MRF accounts for significant water withdrawal and wastewater generated for Colex. We strive to improve water efficiency in our operations. To reduce our water withdrawal, training and information on water-saving measures are provided to truck drivers to raise awareness on water conservation. We also use rainwater stored in a tank in our daily operations.

The chart below shows our annual water withdrawal and water intensity calculated using annual water withdrawal over the total amount of waste collected in tonnes during the year.

[2] Source: https://www.pub.gov.sg/Documents/PUBOurWaterOurFuture.pdf



All water used on our premises and in our business operations was from the Public Utilities Board ("PUB"). In FY2020, our water withdrawal was 5,854 m^3, an increase of 36.4% from 4,293 m^3 in FY2019. Our water intensity has increased by 133% from 0.015 m^3/tonne in FY2019 to 0.035 m^3/tonne in FY2020. We note that we did not achieve our FY2020 target, but this was as a result of workers having to stay in the depot as temporary living quarters during COVID-19 pandemic. There was an increase in water usage for the personal needs like bathing and washing.

Meanwhile, we ensure that potential environmental and health risks are mitigated by taking adequate measures to manage the discharge of wastewater from the washing of trucks and the cleaning of the MRF. We engage a licensed contractor to collect wastewater generated on a daily basis which is finally sent to a third-party treatment plant. A wastewater treatment plant installed at Colex since December 2018 helps in reducing the water withdrawal and intensity as the treated water is reused together with rainwater collected for truck washing purposes.

Energy and Emissions

FY2020's Performance
• Total energy intensity: 0.253 GJ/tonne of waste collected • Total GHG emissions intensity from energy consumption: 0.019 tCO2e/tonne
Performance against FY2020's Target
• **Energy Intensity** Maintain energy intensity at 0.204 GJ/tonne of waste collected: Not Achieved Energy intensity increased by 22.6% from FY2019. • **GHG Emissions Intensity** Maintain GHG emission intensity at 0.015 tCO2e/tonne of waste collected: Not Achieved GHG emission intensity increased by 25% from FY2019.
FY2021's Target
• Maintain energy intensity and GHG emissions intensity at current levels

Energy consumption accounts for a substantial portion of operating costs and greenhouse gas ("GHG") emissions. The equipment in our MRF run on electricity, while some machines, tools, as well as trucks and vans used in our operations consume diesel. We strive to reduce our energy consumption to lower our operating costs and cut down our carbon footprint. We have implemented robust monitoring and management systems to ensure energy efficiency. We note that we did not achieve our FY2020 target, as a result of workers having to stay in the depot as temporary living quarters during COVID-19 pandemic. There was an increase in energy consumption and emissions for the depot.

To reduce our energy consumption and GHG emissions, we use fuel-efficient vehicles in our operations and regularly upgrade existing vehicles. Training is provided to each truck driver on using the shortest routes possible and tracking each vehicle's diesel consumption using a computerized system. Trucks and vans that have high diesel consumption are inspected and serviced if required and the diesel consumption of each vehicle is presented to the management on a monthly basis. In addition, we use automated trucks and electric lifters when collecting and sorting waste as a way of cutting down on GHG emissions and noise pollution in the areas we serve. All vehicles are inspected yearly to comply with the Land Transport Authority's Carbon Emissions-Based Vehicle Scheme (CEVS). We also adhere to United Nations Economic Commission for Europe (UNECE)'s R101 Fuel Consumption standards. To promote environmental awareness, a truck inspection manual is provided to each truck driver and posters on environmental issues are displayed within our premises. Beyond energy efficiency, we also make sure that our vehicles comply with the pollution emission standards.

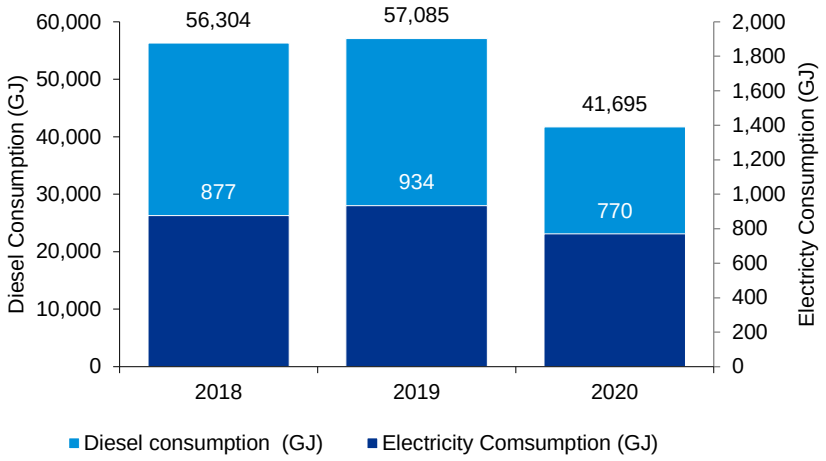
Currently, we own 26 Euro 5 vehicles, 29 Euro 4 vehicles and 10 Euro 3 vehicles. As such, all 65 of our vehicles use high-quality, low-sulphur diesel that is purchased directly from the refinery.

At Colex's office, we use energy-efficient appliances such as LED lights, motion sensors and an efficient air-conditioner. We disconnect the electricity supply to the MRF and encourage our employees to turn off lights when they are not in use. We track and carefully monitor the MRF's electricity consumption and regularly report its usage to the management every month. This measure allows us to promptly identify any issues leading to abnormally high consumption.

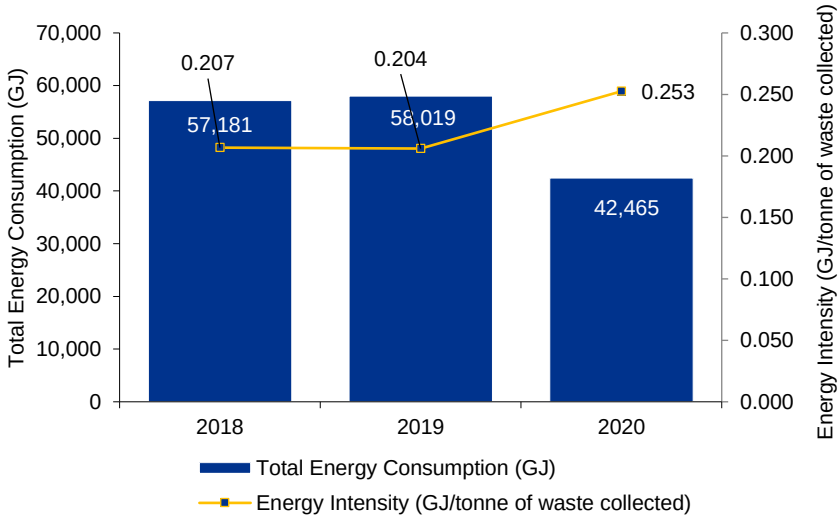
The chart below illustrates our total energy consumption which consists of diesel[3] and electricity used within our waste management operations, and our total energy intensity which is calculated based on total energy consumption over total waste collected in tonnes during the year.

[3]Diesel consumption is converted from litres to joules using the conversion factors derived from IPCC 2006, IEA 2005.

Direct and Indirect Energy Consumption(GJ)



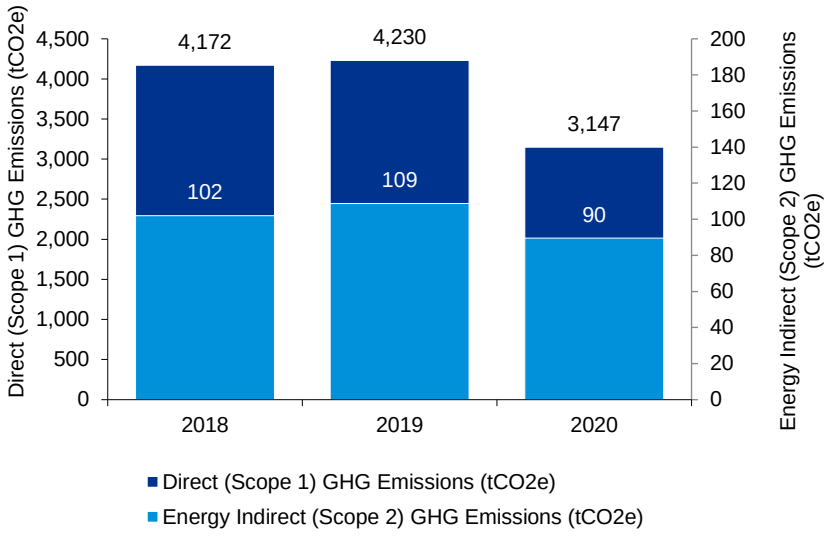
Total Energy consumption and Intensity



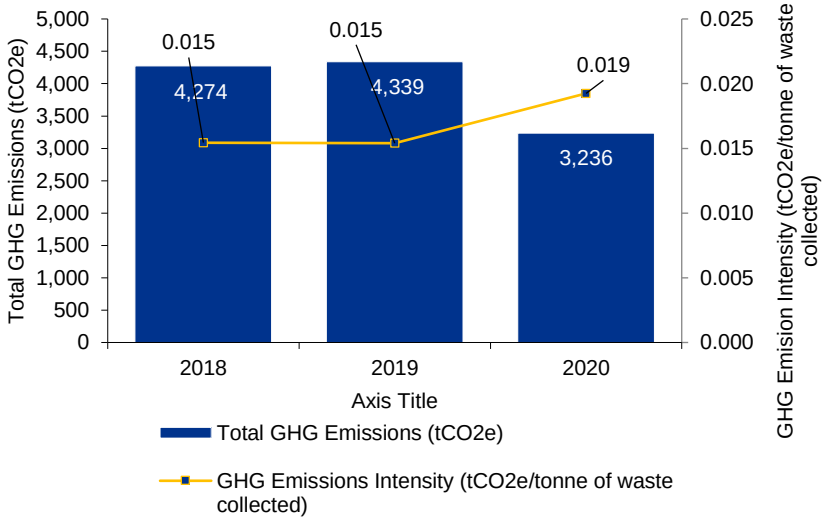
Our total energy consumption for FY2020 is 42,465 GJ, a decrease of 26.8% from 58,019 GJ of total energy used in FY2019. Nevertheless, our total energy intensity has increased by 24.0% from 0.204 GJ/tonne in FY2019 to 0.253 GJ/tonne in FY2020. The decrease in non-hazardous waste collected in comparison to FY2019 was due to a drastic drop in waste generated by hotels and shopping malls due to COVID-19 restrictions.

The following table depicts the total GHG emissions arising from our waste management operations, which consists of direct (Scope 1) GHG emissions[4] and energy indirect (Scope 2) GHG emissions[5], and the total GHG emissions intensity which is calculated based on total GHG emissions over total waste collected in tonnes during the year.

Direct and Indirect GHG Emissions



Total GHG Emissions and Intensity



[4] Direct (Scope 1) GHG emissions comprise of emissions from diesel consumption and is converted using the emission factors derived from IPCC 2006, IEA 2005.

[5] Energy indirect (Scope 2) GHG emissions comprise of emissions from electricity consumption and is converted using the emission factors from Grid Emission Factors adopted from Singapore Energy Statistics 2020.

The total GHG emissions has decreased by 25.4% from 4,339 tCO2e in FY2019 to 3,236 tCO2e in FY2020 while GHG emissions intensity has increased by 26.6% from 0.015 in FY2019 to 0.019 in FY2020.

Social

Occupational Health and Safety

FY2020's Performance
Maintained the bizSAFE Level 3 status for all our operations
Performance against FY2020's Target
Maintained the bizSAFE Level 3 status for all our operations, in line with our target for FY2020: Achieved
FY2021's Target
Maintain the bizSAFE Level 3 status for all our operations

We recognize that some of our employees may be exposed to health and safety risks in their regular scope of work and duties. We strive for an incident and injury-free workplace by implementing safety practices and continually look for ways to reduce health and safety risks wherever possible. It is our responsibility to ensure that the working conditions of our employees adhere to international standards. All our sites were certified under ISO 9001:2015 and ISO 14001:2015 standards.

ISO 9001:2015 specifies the requirements for a quality management system to meet customer and applicable statutory and regulatory requirements, while

ISO 14001:2015 specifies the requirements for an environmental management system to enhance environmental performance.

Our operations are assessed for health and safety risks on a regular basis. Colex has been certified by an external auditor recognized by the Singapore Accreditation Council to attain the bizSAFE Level 3 status. BizSAFE is a five-step programme to help companies build up capabilities in addressing workplace safety, health and security. Members of Colex's top management team took part in a bizSAFE Workshop for Top Management conducted by a bizSAFE service provider. A Risk Management ("RM") Champion was then appointed to participate in a bizSAFE course to develop a RM Implementation Plan. Upon successful implementation of the RM Plan to mitigate all the highlighted risks in the plan, Colex is audited every three years by an external third party approved by the Ministry of Manpower ("MOM") to attain the bizSAFE Level 3 certificate, with the latest audit being conducted in FY2020.

Colex provides safety training to employees of CEPL and IPM. Colex has also made it mandatory for all new employees to attend a safety induction course and has given each employee a safety handbook which contains information on health and safety procedures for their daily activities at Colex. We also ensure that our welders receive regular health screenings and medical tests to ensure they remain in fit for work. We have an emergency response team on standby, who are trained in firefighting and first aid, in compliance with the Singapore Civil Defence Force's requirements for facilities with on-site diesel tanks.

In addition, we adhere to the National Environment Agency ("NEA")'s Safety Guide for General Waste Collectors. In our cleaning business, we provide training to all our cleaners on the proper handling of equipment and chemicals.

Staff Development

FY2020's Performance
100% of eligible employees received a bi-annual performance review
Performance against FY2020's Target
Achieved our FY2020's target of providing bi-annual performance reviews for 100% of eligible employees
FY2021's Target
Continue to provide bi-annual performance reviews for 100% of eligible employees

We are committed to investing in our human capital since our employees are our greatest asset. We endeavour to inculcate a conducive work environment to improve employee performance, which in turn contributes to Colex's overall growth.

This list below illustrates the benefits provided to Colex's employees:

- Recommendation Award referring new crew and new cleaners under a friend-gets-friend scheme (crew[6])
- Provision of Daily Productivity Incentive ("DPI") in a salary package (crew)
- Provision of medical fee and proficiency driving test coverage (driver)
- Flexi working hours; drivers can leave work after completion of jobs, to encourage productivity and efficiency (crew)
- A "buddy system" for new employees (crew)
- Year-end gathering for all staff (crew and G&A[7])
- Periodic buffet lunch for site staff

[6] Crew refers to drivers and attendants
[7] G&A refers to general and administrative staff.

In FY2020, there were 94% full-time and 6% part-time employees in Colex. Male employees consisted of 60% of Colex's total workforce while female employees comprised 40%. Our employees are rewarded fairly and competitively based on competency. We conduct bi-annual performance reviews and identify our employees' professional development goals. The appraisal informs decisions around promotion, salary increment as well as our employees' career development trajectory. In line with our policies, all eligible[8] employees received a bi-annual performance review in FY2020.

Local Communities

FY2020's Performance
Implemented several awareness-raising initiatives that have a positive impact on our communities, as illustrated below
Performance against FY2020's Targets
Continue to raise public awareness of recycling through educational trips to our MRF: Not achieved
FY2021's Targets
Continue to raise public awareness of recycling through other means, e.g. Ecomation apps

Colex takes responsibility in promoting better waste management and encouraging the use of recycling amongst the local communities. Colex believes that such actions are essential to foster a clean and healthy community. Due to COVID-19 social distancing measures we cancelled the tours and education trips to our facilities from February 2020.

While our business operations can have some negative impacts on local communities, such as noise pollution, traffic congestion and road safety hazards, we are working towards minimising such issues through the careful planning and monitoring of our waste collection schedule. Our waste collection schedule is based on the needs of our residents, ensuring quality services to the communities we serve. For example, the driver's card is signed off by a supervisor daily to ensure that each driver adheres to the waste collection schedule. Moreover, we have stopped our waste collection activities at business centres during peak and lunch hours and have adjusted our waste collection schedules and routes according to routines of residents. Our cleaning services are adjusted based on clients' schedules and needs and their demands and services are monitored on a regular basis. In the wake of COVID-19, frequency of cleaning and disinfection of high-touch points was stepped up to keep the environment safe for users.

We have a strict no-missed collection policy and require our drivers to adhere to a 7 am – 7 pm collection schedule. All our trucks are fitted with speed limiters and our truck drivers are required to adhere to a speed limit of 60 km/h so as not to endanger the safety of our communities.

[8] Eligible employees are all full-time permanent employees of CEPL and IPM.

Compliance

FY2020's Performance
Zero incidents of significant [9] non-compliance with all relevant socioeconomic and environmental laws and regulations
Performance against FY2020's Target
Achieved our FY2020's target of achieving zero incidents of significant non-compliance with all relevant socioeconomic and environmental laws and regulations
FY2021's Target
Achieve zero incidents of significant non-compliance with all relevant socioeconomic and environmental laws and regulations.

Colex strives to comply with various laws and regulations. We are committed to meeting the requirements of NEA's environmental and public health regulations and MOM's labour and safety regulations in order to minimise harm to human health and the environment. For FY2020, all rear loaders were to be fitted with 360-degree camera, in compliance with NEA's Regulations. In FY2020, there were zero incidents of significant non-compliance with all relevant socioeconomic and environmental laws and regulations.

We comply with training requirements and send all our drivers and attendants to attend Singapore Workforce Skills Qualifications ("WSQ")'s and NEA's Clean Mark training programmes. We also ensure that our cleaners take WSQ's courses and are equipped with the necessary knowledge and skills to perform their jobs safely and effectively. We conduct regular checks on employees' identification cards ("IDs") and work permits to ensure that we are compliant with the MOM's regulation regarding the employment of illegal and "phantom"[10] workers.

At Colex, we ensure compliance with various environmental laws and regulations enforced by NEA, other regulatory bodies and international standards (such as ISO 14000). All our operations meet the requirements of the ISO 14000 (environmental management) and ISO 9000 (quality management) standards. Our employees are also required to familiarise themselves with NEA's Code of Practice for Licensed General Waste Collectors. We have implemented measures to minimise the environmental impact of all aspects of our business, which includes ensuring no leakages from trucks and proper containment of waste during waste collection.

We also offer training to directors and relevant employees regularly whenever there are changes made to existing laws and policies. Information about these laws and policies is included in the Company handbook and is provided to all employees.

[9] Significant non-compliance is an incident resulting in a fine over SGD 10,000.

[10] Phantom workers do not genuinely work for a company, but their identifications are used for fraudulent purposes.