

Sustainability Report FY2021

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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 2021 ("**FY2021**"). This is our fifth annual sustainability report, and 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[1].

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, as this set of standards provides global best practices for sustainability reporting and relevant guidance on stakeholder engagement, materiality assessment, and performance disclosures based on our material topics.

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; and
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 organisation
- 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

[1] Another wholly owned subsidiary of Colex, Juz Clean Pte. Ltd., also in cleaning operations, is not included within the scope of this report as its contribution is insignificant at less than 2% of IPM.

Our last sustainability report was published in May 2021. We publish our sustainability reports annually and our reports for previous years are available on our website: http://www.colex.com.sg/.

For the next sustainability report for the financial year ending 31 December 2022, the sustainability report will be subject to an internal review by our Internal Auditors in compliance with the new SGX Catalist Listing Rule 711B. The Company has not sought external assurance for this reporting period, but may consider doing so in the future.

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

Board Statement

The Board of Directors of the Company (the "**Board**") is pleased to present the Sustainability Report for FY2021, which shows our continued commitment to share our sustainability journey with our stakeholders in a transparent manner. In this report, we have shared highlights on how we have progressed during the year and our focus going forward.

The battle against the COVID-19 pandemic is turning out to be the defining test for this generation. Since early 2020, the COVID-19 pandemic placed societies and industries across the globe under pressure from an unprecedented crisis. The raging COVID-19 pandemic was unabated in 2021 and continues into 2022. With continuous uncertainties created by the COVID-19 pandemic, we were prompted to implement a series of measures as required by the government to protect the health and safety 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 our 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 them through various platforms and modes and on a regular basis. We believe our holistic commitment towards people, environment and business will carry us forward towards a responsible, resilient and reliable future.

The Board strives to ensure that ESG issues are incorporated into the 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 consisting of representatives from various divisions across Colex to develop and implement sustainability policies and initiatives. The committee also manages and monitors 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 stakeholders for contributing to our journey of transformation towards sustainability.

Managing Business Continuity in COVID-19

As we navigate the different stages of the COVID-19 pandemic and the consequent economic and social impacts across different geographies, our priority is always safeguarding and supporting our employees, as well as those in our communities. We will continue to review and adopt health and safety precautions, as well as new working protocols implemented in line with advisories from the government. Despite the uncertainties leading to business disruptions, we have showcased a strong commitment towards our stakeholders since the outbreak of the global pandemic.

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

Ensuring business continuity during COVID-19

Waste management and cleaning, being essential services to keep premises clean and sanitised to prevent the spread of COVID-19, was business as usual. Due to the persistently high number of COVID-19 cases in the community for a good part of 2021, our cleaning staff provided higher cleaning standards with higher sanitisation frequency to high touch point areas to minimise the spread of COVID-19. During the peak of the COVID-19 surge from October 2021 to December 2021, we provided Antigen Rapid Test ("ART") kits to our employees to carry out weekly tests to test that they were free from COVID-19. Any employee who tested ART positive was required to isolate themselves and/or seek medical attention based on protocols prescribed by the Ministry of Health.

The pandemic presented an extraordinary challenge on manpower availability. The closure of borders between countries has resulted in the shortage of foreign workers coming into Singapore and thereby causing manpower disruptions. We relied more on local manpower to manage our operations accordingly.

Keeping the safety of our stakeholders a priority

Following the outbreak of the COVID-19 pandemic, we adhered to the government's call to institute safe distancing measures and embraced work from home measures. We implemented mandatory health and safety protocols issued by the government agencies. The Company 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 movement and interaction, usage of masks, increased cleaning and disinfecting, staggered working hours, using QR code for contact tracing and temperature screening were provided to all employees.

Employees were also supported through these difficult times. Foreign workers who were unable to return 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 visitors, and proper safety protocols were followed including recording their requisite details for contact tracing and mandatory mask and temperature screening policy. In addition, hand sanitisers and disinfectants were provided to our customers.

With the government wage support measures, all our employees were kept in our employment with full payment throughout 2021.

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 various 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**") • Implementation of Ecomation apps	Throughout the year
Investors / Shareholders	• Financial performance • Operational strategy • Shareholders' returns • Corporate actions	• Media releases • Half yearly SGX 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 for our organisation, 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 re-validated the list of material factors after considering the interests and concerns of our key stakeholders, megatrends and the current state of our business model.

The following table summarises Colex's identified material factors:

Sustainability Focus Areas	Material Factors
Economic	• Economic Performance[2]
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

[2] 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 accounts 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 our impact on the natural environment.

Waste and Recycling

FY2021's Performance
Amount of waste collected for recycling and/or composting: 1,539 tonnes (1.10% of total waste collected)
Performance against FY2021's Target
Achieved our target for FY2021 with continued bundling of waste disposal and recycling services to further encourage recycling of waste
Target for FY2022
Continue to bundle waste recycling services to further encourage recycling of waste

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

In 2021, we took 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, our general waste and recycling trucks are painted yellow and blue 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 incentivises 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 increased from 921 tonnes in FY2020 to 1,539 tonnes in FY2021. The percentage of waste collected for recycling as a proportion of the total waste collected also increased from 0.55% in FY2020 to 1.10% in FY2021. This increase was due to our increased focus on "old carton box" recycling, especially in shopping complexes.

The overall decrease in total non-hazardous waste collected in comparison to FY2020 was due to the expiry of our public waste collection contract for the Jurong sector.

The table below shows a breakdown of the amount of waste collected:

	FY2019		FY2020		FY2021	
Waste collected for	Tonnes	Percentage	Tonnes	Percentage	Tonnes	Percentage
Recycling	950	0.34%	743	0.44%	1,539	1.10%
Composting	713	0.25%	178	0.11%	–	–
Subtotal	**1,663**	**0.59%**	**921**	**0.55%**	**1,539**	**1.10%**
Incineration	280,029	99.41%	167,227	99.45%	138,929	98.90%
Total	**281,692**	**100%**	**168,148**	**100%**	**140,468**	**100%**

Table: Waste collected for recycling, composting, and incineration

At our MRF, the percentage of materials recovered is approximately 25% of the total materials collected for recycling, which has remained relatively constant since FY2019.

As for Colex's daily waste management operations, one of the main wastes that the Company generates 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 1,400 litres compared to 1,800 litres in FY2020, as a result of a reduction in usable fleet size.

Water and Effluents

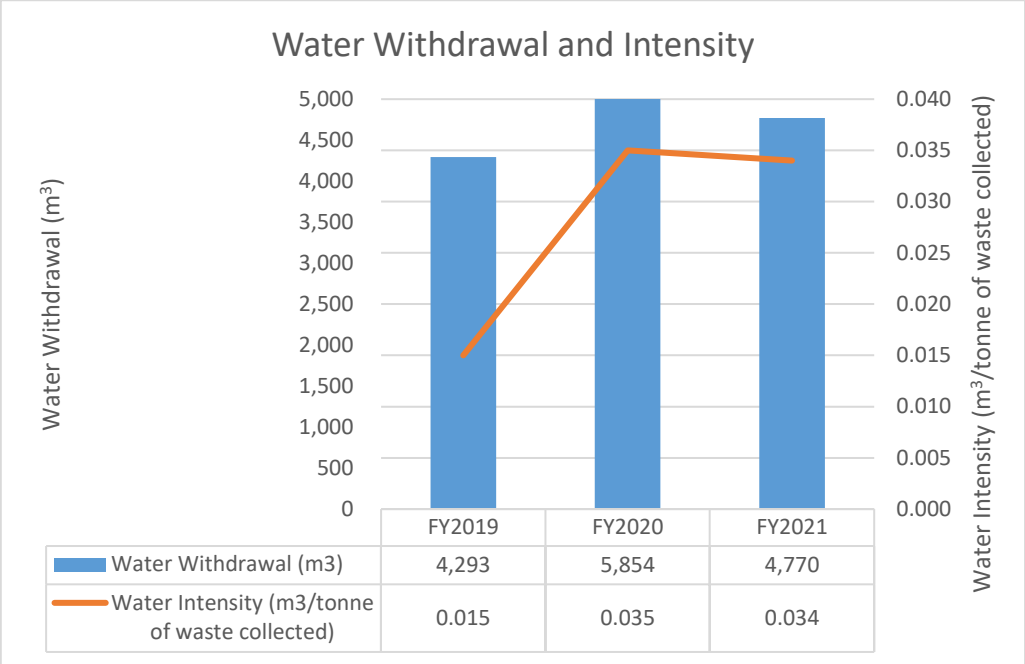
FY2021's Performance
Water intensity: 0.034 m^3/tonne of waste collected
Performance against FY2021's Target
Achieved our target for FY2021 to maintain water intensity comparable to FY2020 at 0.035 m^3/tonne of waste collected
Target for FY2022
Target to maintain or improve water intensity at current level

According to the Public Utilities Board ("**PUB**"), Singapore's total water demand is expected to double by 2060 with the non-domestic sector accounting for 70%[3]. 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 account 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, such as turning off the water source after every use. We also use rainwater stored in a tank in our daily operations.

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

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:



All water used in our premises and business operations was from the PUB. In FY2021, our water withdrawal was 4,770 m^3, a 19% decrease from 5,854 m^3 in FY2020. Our water intensity has also decreased by 3% from 0.035 m^3/tonne of waste collected in FY2020 to 0.034 m^3/tonne in FY2021.

Meanwhile, we also 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 will be 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

FY2021's Performance
• Total energy intensity: 0.290 GJ/tonne of waste collected • Total GHG emissions intensity from energy consumption: 0.022 tCO_2e/tonne
Performance against FY2021's Target
• **Energy Intensity** Maintain energy intensity at 0.253 GJ/tonne of waste collected: Not Achieved – Energy intensity increased by 15% from FY2020 • **GHG Emissions Intensity** Maintain GHG emissions intensity at 0.019 tCO_2e/tonne of waste collected Not Achieved – GHG emissions intensity increased by 15% from FY2020
Target for FY2022
• Maintain energy intensity at 0.290 GJ/tonne and GHG emissions intensity at 0.022 tCO_2e/tonne

Energy consumption accounts for a substantial portion of our operating costs and greenhouse gas ("GHG") emissions. The equipment in our MRF run on electricity, while some machines, tools, as well as vehicles used in our operations consume diesel. We strive to reduce our energy consumption to reduce our carbon footprint and lower our operating costs. We have implemented robust monitoring and management systems to enhance energy efficiency.

We note that we did not achieve our FY2021 targets, as a result of workers having to stay in the depot as temporary living quarters during the COVID-19 pandemic, resulting in a corresponding increase in energy consumption and emissions for the depot. Energy intensity and GHG emissions per tonne of waste collected had also increased due to a lower total amount of waste collected without the Public Waste sector.

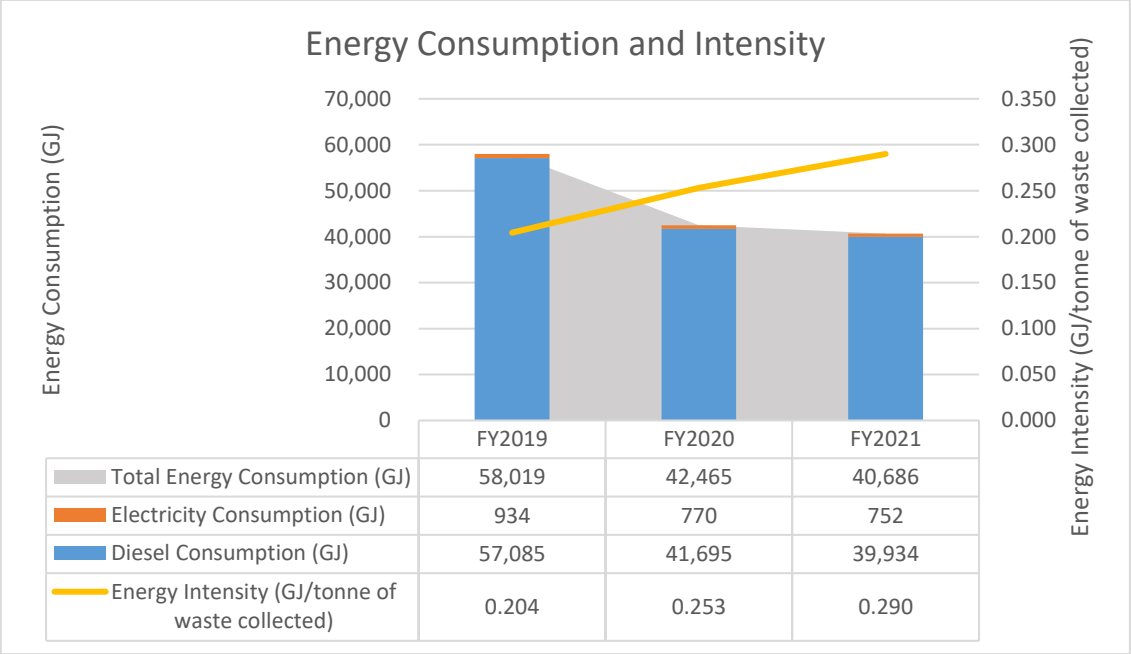
To reduce our energy consumption and GHG emissions, we use fuel-efficient vehicles in our operations and regularly upgrade existing vehicles. Training is provided to each truck driver on using the shortest routes possible and tracking each vehicle's diesel consumption using a computerised system. Trucks 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, 20 Euro 4 vehicles, and 10 Euro 3 vehicles. As such, all 56 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 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[4] 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.

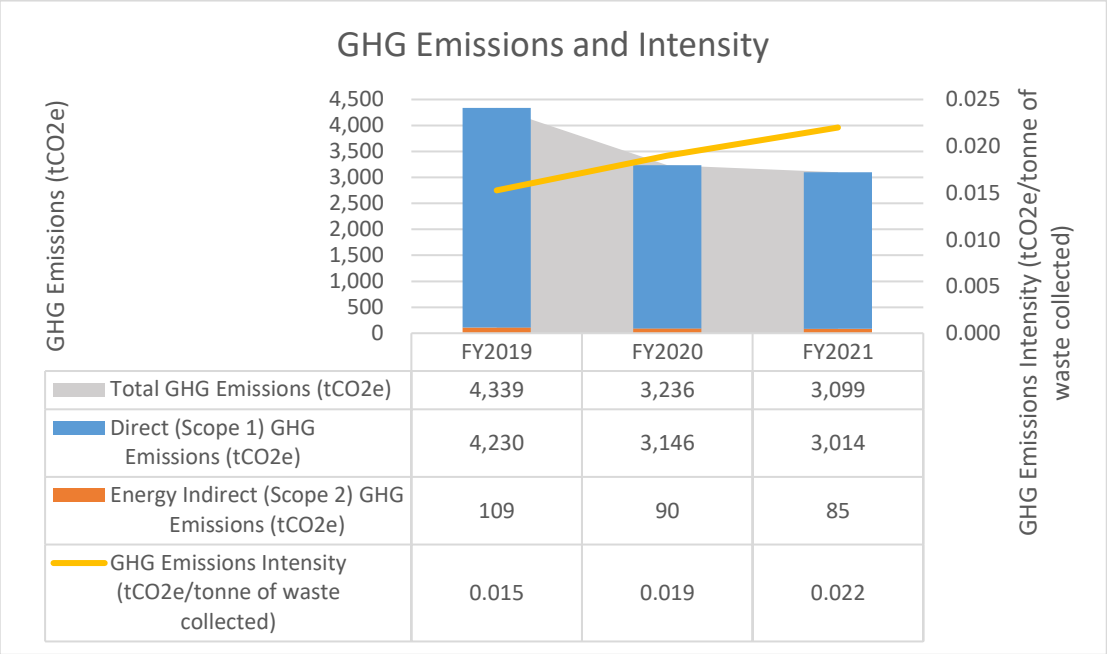


	FY2019	FY2020	FY2021
Total Energy Consumption (GJ)	58,019	42,465	40,686
Electricity Consumption (GJ)	934	770	752
Diesel Consumption (GJ)	57,085	41,695	39,934
Energy Intensity (GJ/tonne of waste collected)	0.204	0.253	0.290

Our total energy consumption for FY2021 was 40,686 GJ, a decrease of 4% from 42,465 GJ of total energy used in FY2020. However, our total energy intensity has increased by 15% from 0.253 GJ/tonne in FY2020 to 0.290 GJ/tonne in FY2021 due to a lower amount of total waste collected.

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

The following chart depicts the total GHG emissions arising from our waste management operations, which consists of direct (Scope 1) GHG emissions[5] and indirect (Scope 2) GHG emissions[6], and the total GHG emissions intensity which is calculated based on total GHG emissions over total waste collected in tonnes during the year.



	FY2019	FY2020	FY2021
Total GHG Emissions (tCO2e)	4,339	3,236	3,099
Direct (Scope 1) GHG Emissions (tCO2e)	4,230	3,146	3,014
Energy Indirect (Scope 2) GHG Emissions (tCO2e)	109	90	85
GHG Emissions Intensity (tCO2e/tonne of waste collected)	0.015	0.019	0.022

Our total GHG emissions has decreased by 4% from 3,236 tCO_2e in FY2020 to 3,099 tCO_2e in FY2021, while GHG emissions intensity has increased by 16% from 0.019 tCO_2e/tonne of waste collected in FY2020 to 0.022 tCO2e/tonne in FY2021 due to a lower amount of total waste collected.

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

[6] Indirect (Scope 2) GHG emissions comprise emissions from electricity consumption and is converted using the emission factors from Grid Emission Factors adopted from Singapore Energy Statistics published by the Energy Market Authority ("EMA").

Social

Occupational Health and Safety

FY2021's Performance
Maintained the bizSAFE Level 3 status for all our operations
Performance against FY2021's Target
Achieved our target for FY2021 in maintaining the bizSAFE Level 3 status for all our operations
Target for FY2022
Maintain the bizSAFE Level 3 status for all our operations

We recognise 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 looking 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. We continue to send 100% of new workers (including drivers and crew) for Workforce Skills Qualifications ("WSQ") courses.

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 recognised by the Singapore Accreditation Council and attained the bizSAFE Level 3 status.

BizSAFE is a 5-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 an RM Implementation Plan. Upon successful implementation of the RM Implementation Plan to mitigate all the highlighted risks in the plan, Colex is audited every 3 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 check that they remain fit for work. We have an emergency response team on standby, that is 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

FY2021's Performance
100% of eligible employees received a bi-annual performance review
Performance against FY2021's Target
Achieved our target for FY2021 of providing bi-annual performance reviews for 100% of eligible employees
Target for FY2022
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 create 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[7])
- Provision of Daily Productivity Incentive ("**DPI**") in a salary package (crew)
- Provision of medical fee and proficiency driving test coverage (drivers)
- Flexible 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[8])
- Periodic buffet lunch for site staff

[7] Crew refers to drivers and attendants.
[8] G&A refers to General & Administrative staff.

In FY2021, there were 95% full-time and 5% part-time employees in Colex. Male employees comprised 59% of Colex's total workforce while female employees comprised 41%. 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[9] employees received a bi-annual performance review in FY2021. We continue to send 100% of new workers (including drivers and crew) for WSQ courses.

Local Communities

FY2021's Performance
Implemented the Ecomation application, which participants can use to earn reward points during recycling, and use the reward points to exchange for vouchers
Performance against FY2021's Target
Achieved our target for FY2021 in continuing to raise public awareness of recycling through other means, e.g. Ecomation application
Target for FY2022
Continue to raise public awareness of recycling through other means

Colex takes responsibility in promoting better waste management and encouraging the habit of recycling amongst the local communities. Colex believes that such actions are essential to foster a clean and healthy community. Due to COVID-19 safe distancing measures, we cancelled the tours and education trips to our facilities since February 2020 but may resume this initiative in the future.

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 the 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, the frequency of cleaning and disinfection of high-touch points was stepped up to keep the environment safe for users.

We also have a strict no-missed collection policy and require our drivers to adhere to a 7 am to 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 to not endanger the safety of our communities.

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

Governance

Compliance

FY2021's Performance
Zero incidents of significant[10] non-compliance with all relevant socioeconomic and environmental laws and regulations
Performance against FY2021's Target
Achieved our target for FY2021 by achieving zero incidents of significant non-compliance with all relevant socioeconomic and environmental laws and regulations
Target for FY2022
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 FY2021, all rear loaders had been fitted with a 360-degree camera, in compliance with NEA's regulations. In FY2021, 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 WSQ 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"[11] 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 provided to all employees.

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

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