



Years of Giving

CSR REPORT 2017





SMRT 30 YEARS OF GIVING

Over the years, a series of corporate social responsibility programmes and activities were introduced across our transport network as part of our efforts to give back to our community. For example, giving infrastructural and in-kind sponsorships to our partners and social service organisations are part of our commitment to serve our community and to build an inclusive society.

Throughout these 30 years of giving, we have touched the lives of the people who have journeyed with us. As we embark on the next leg of our journey, we are committed to continue our efforts in corporate giving and empowering our people to make a difference to the lives of others.

OUR ENHANCING LIVES LOGO

The Enhancing Lives logo affirms our desire to pay it forward to the community. 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 the arts & education. The strategic placement of the SMRT roundel is at the heart of our community.



30 YEARS WORKING FOR YOU

1990



CHARITY FUND
\$500,000 was raised for Singapore's 25th Anniversary Charity Fund through the sale of 100,000 commemorative tickets to mark the completion of the North-South and East-West Lines.

1997



SMRT IS 10!
To commemorate this milestone, SMRT organised three events that raised over \$650,000. These events included a Charity Express train ride in aid of the Community Chest, a donation drive at the MRT stations to raise funds for the Spastic Children's Association and a Charity Tunnel Walk in aid of the National Kidney Foundation.

LEARNING JOURNEY PROGRAMME

In collaboration with the Ministry of Education, SMRT launched its Learning Journey programme, a structured education programme to provide students with insights into SMRT's operations. Since its relaunch in 2013, more than 2,200 students and teachers have participated in the programme.



PRESIDENT'S TUNNEL CHALLENGE

The launch of the President's Tunnel Challenge by SMRT was a once-in-a-lifetime experience for members of the public. 7,000 people had the opportunity to walk 4.6km inside the MRT tunnel that stretched from Expo Station to the as-yet-completed Changi Airport Station. SMRT raised \$900,000 for charity through the sale of limited edition MRT tickets.

2001



2002

CHARITY BUS PROJECT

In the lead-up to Christmas 2002, SMRT lent support to a Charity Bus Project that saw buses being used to collect gifts for children under the auspices of the Singapore Children's Society. The celebration was made even more memorable for the little ones with the gifts donated by SMRT staff.



2004



THE SMRT CORPORATE VOLUNTEER PROGRAMME
The SMRT Corporate Volunteer Programme was created to encourage staff to make a difference and build an inclusive society for all.

SINGAPORE RED CROSS BLOOD DONOR RECRUITMENT PROGRAMME
SMRT adopted the Singapore Red Cross Blood Donor Recruitment Programme in 2004. Since then, SMRT has organised 42 blood donation drives within our network.



2005

TOYOTA HIACE MINI BUS

A retrofitted Toyota Hiace mini bus was donated to the Handicaps Welfare Association (HWA).



2006

SILVER TRIBUTE FUND

As SMRT turned 20, we continued our commitment in Corporate Social Responsibility through the launch of the Silver Tribute Fund in appreciation of the pioneer generation for their contributions to society. By 2013, over \$6 million was raised for the Silver Tribute Fund, helping more than 10,000 elderly beneficiaries.



ROAD SAFETY AWARENESS PROGRAMME

SMRT sponsored a bus for students from the Movement of the Intellectually Disabled of Singapore (MINDS) during their Road Safety Awareness Programme in May 2006. The programme trains children from MINDS to travel independently.



2009

DISTINGUISHED PATRON OF THE ARTS

SMRT was named Distinguished Patron of the Arts by the National Arts Council for three consecutive years with an annual contribution of more than \$1.5 million over the preceding five years.



2011



PRESIDENT'S AWARD FOR THE ENVIRONMENT

SMRT received the President's Award for the Environment that honours individuals and organisations with significant contributions towards environmental sustainability.

WHEELCHAIR-ACCESSIBLE LONDON TAXIS

A fleet of 30 wheelchair-accessible London taxis was introduced with the support of the Ministry of Social and Family Development.



2009

10TH ANNIVERSARY OF THE PRESIDENT'S CHALLENGE

SMRT sponsored a specially designed train dedicated to publicise the event. The late President S R Nathan launched this first-of-its-kind train which took 130 beneficiaries on a train ride.



DE-COMMISSIONED TAXI

A de-commissioned taxi was donated to Bright Vision Hospital in November 2009 to train caregivers in helping the less mobile patients in and out of vehicles.



2009

MOST ENERGY EFFICIENT METRO AWARD

SMRT received the Most Energy Efficient Metro Award at the International Metro Awards for two consecutive years and won the Most Eco-Friendly Transport Partner Award at the Land Transport Excellence Awards 2010.



PRESIDENT'S SOCIAL SERVICE AWARD

SMRT won the President's Social Service Award for voluntary contributions to the social service sector.



ART IN TRANSIT TOUR

Since 2011, SMRT has been working with Art Outreach, a non-profit organisation that promotes art education in Singapore, to conduct Art in Transit tours at Circle Line stations. To date, close to 470 tours have been conducted.



2007

CHAMPION BLOOD DONOR RECOGNITION CEREMONY

SMRT collected a record-breaking 954 units of blood through five blood donation drives and received the Gold Award at the Champion Blood Donor Recognition Ceremony.

2008

SMRT IS GREEN

'SMRT is Green' was launched organisation-wide as a commitment to sustainable development through the promotion of public transport and green practices in energy, water, air and waste management as well as the use of green resources.



GIFT OF MOBILITY TAXI VOUCHERS

SMRT launched the Gift of Mobility Taxi Vouchers programme to assist beneficiaries who are financially in need and who require assistance in moving around.



ALL-IN-ONE-SPACE TAXI

Singapore's first large-capacity taxi was retrofitted with a hydraulic ramp to provide better access for wheelchair users. 60 SMRT taxi partners were also trained as medical chaperones to assist and transport less mobile passengers.

2017



ST JOSEPH'S HOME INCLUSIVE PLAYGROUND

Our third inclusive playground was opened in St Joseph's Home, the first intergenerational playground in a nursing home, where both children and the elderly can play and interact together.

SMRT GIFT OF MOBILITY FUND

The SMRT Gift of Mobility Fund was unveiled, which will disburse \$30 million in cash and contributions in-kind over the coming years to aid those with mobility needs in our community.



SMRT GREEN FORUM

The inaugural SMRT Green Forum and accompanying Green Workshops were launched on 22 November 2016.



WHEELCHAIR-ACCESSIBLE CRUISERS

SMRT sponsored Gardens by the Bay with eight 22-seater wheelchair-accessible cruisers, enhancing shuttle service for wheelchair users.



SECOND INCLUSIVE PLAYGROUND AT GHIM MOH

The second inclusive playground was opened in Ghim Moh, and was the first in Singapore to integrate facilities for both the elderly and young with special needs.



JURONGHEALTH MOBILITY PARK

Sponsored by SMRT, the JurongHealth Mobility Park is the first-of-its-kind in Singapore to feature life-sized train and bus models, and a taxi. The facility is built to help patients with their rehabilitation and prepare them for reintegration back into the community.

HOME NURSING FOUNDATION VEHICLE

A 14-seater custom-fitted passenger mini bus was sponsored for beneficiaries of the Home Nursing Foundation.



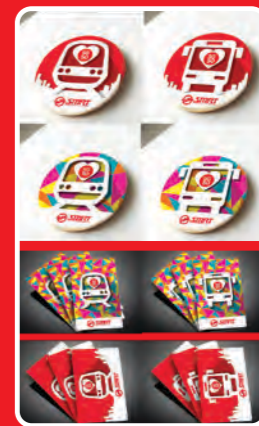
2016

PATHLIGHT SCHOOL

SMRT collaborated with Pathlight School to commission 50 transport-themed art pieces by students and alumni. These works of art are displayed across our transport network.

SG50 CELEBRATION

On 9 August 2015, Singapore celebrated 50 years of independence. SMRT provided free travel across our transport network to commuters and gave away 250,000 limited edition buttons and EZ-Link card stickers.



FIRST INCLUSIVE PLAYGROUND AT BISHAN-ANG MO KIO

Under the Care & Share Movement, with SMRT as a key donor, Singapore's first inclusive playground was opened at Bishan-Ang Mo Kio to encourage play between children with and without special needs.



2015

WHEELS@UBIN

As part of the SG50 celebrations, SMRT supported Wheels@Ubin, whereby 100 taxis were deployed to ferry 100 participants in wheelchairs to the jetty from their respective homes.



AED ON WHEELS PROGRAMME

100 SMRT taxis were installed with Automated External Defibrillators, in partnership with Temasek Cares.



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CEO'S MESSAGE



SMRT commemorated 30 years of MRT operations this year. From its beginning in 1987 with just five stations running from Yio Chu Kang to Toa Payoh, today the North-South and East-West Lines are Singapore's oldest, longest and most heavily utilised MRT lines.

We continue to work on further improvements in a multi-year, multi-project effort across the network, but are mindful of our commitment to society, and we will continue to work with our partners to lend a helping hand to those in need.

SMRT's CSR Pillars

We have three pillars in our Corporate Social Responsibility agenda:

- i) Enabling Mobility,
- ii) Empowering Through the Arts & Education, and
- iii) Encouraging Environmental Sustainability

Going Beyond: Taking CSR to the Next Level

As we cross the 30th anniversary milestone in SMRT, we aim to take Corporate Social Responsibility to a whole new level.



At our 30th Anniversary CSR Appreciation Dinner in August, we unveiled the SMRT Gift of Mobility Fund, an integrated giving platform to serve the community and help build an inclusive society. SMRT pledged to set up \$30 million in cash and in-kind contributions over the coming years to help those with mobility needs in our community.

We are partnering the fundraising and engagement arm of National Council of Social Service, Community Chest, to channel the funds towards supporting those in need and enabling the social service sector.

One key project was the donation of an intergenerational playground at St Joseph's Home, a nursing home that includes an infant and childcare centre.

We also look forward to supporting an inclusive, barrier-free transport network, at a national level. I am heartened to share that SMRT has embarked on an Inclusive Service Delivery Programme, which includes not only building basic infrastructure in place, but also partnering with Ministry of Social and Family Development to train our staff to better recognise and understand the needs of the elderly as well as the visually and hearing impaired; and to assist them on their journey.

Thank you all for supporting us on this journey of giving. It is a great honour and privilege to serve our beneficiaries who have allowed us to be part of their lives.

Yours sincerely,

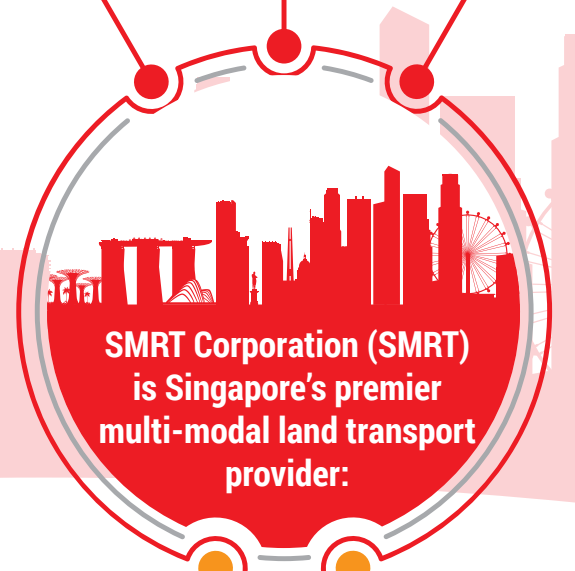
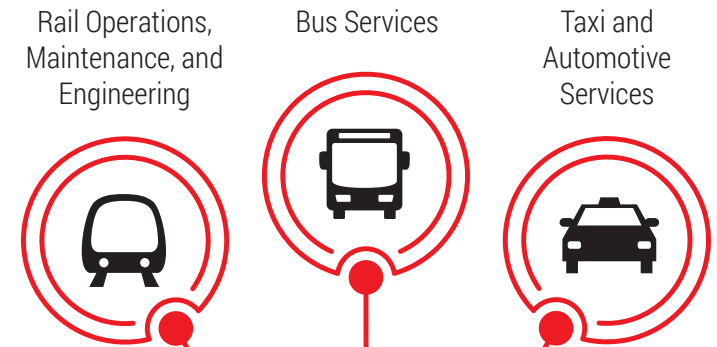
Desmond Kuek
President and Group CEO, SMRT Corporation Ltd



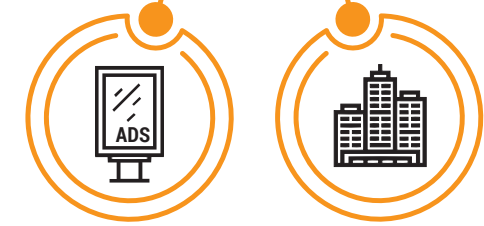
“ I am heartened to know that together with our partners and beneficiaries, we can build a more caring society, pulling our efforts together to effect meaningful change in promoting inclusiveness and accessibility. Being at the forefront of commuter service, we are committed to providing safe, reliable and comfortable rides for our passengers, which is in line with our vision of **Moving People, Enhancing Lives**.
 – President & Group CEO, Mr Desmond Kuek ”

ABOUT SMRT

OUR CORE
businesses are in :



Complementing these are our **INTEGRATED** businesses in:

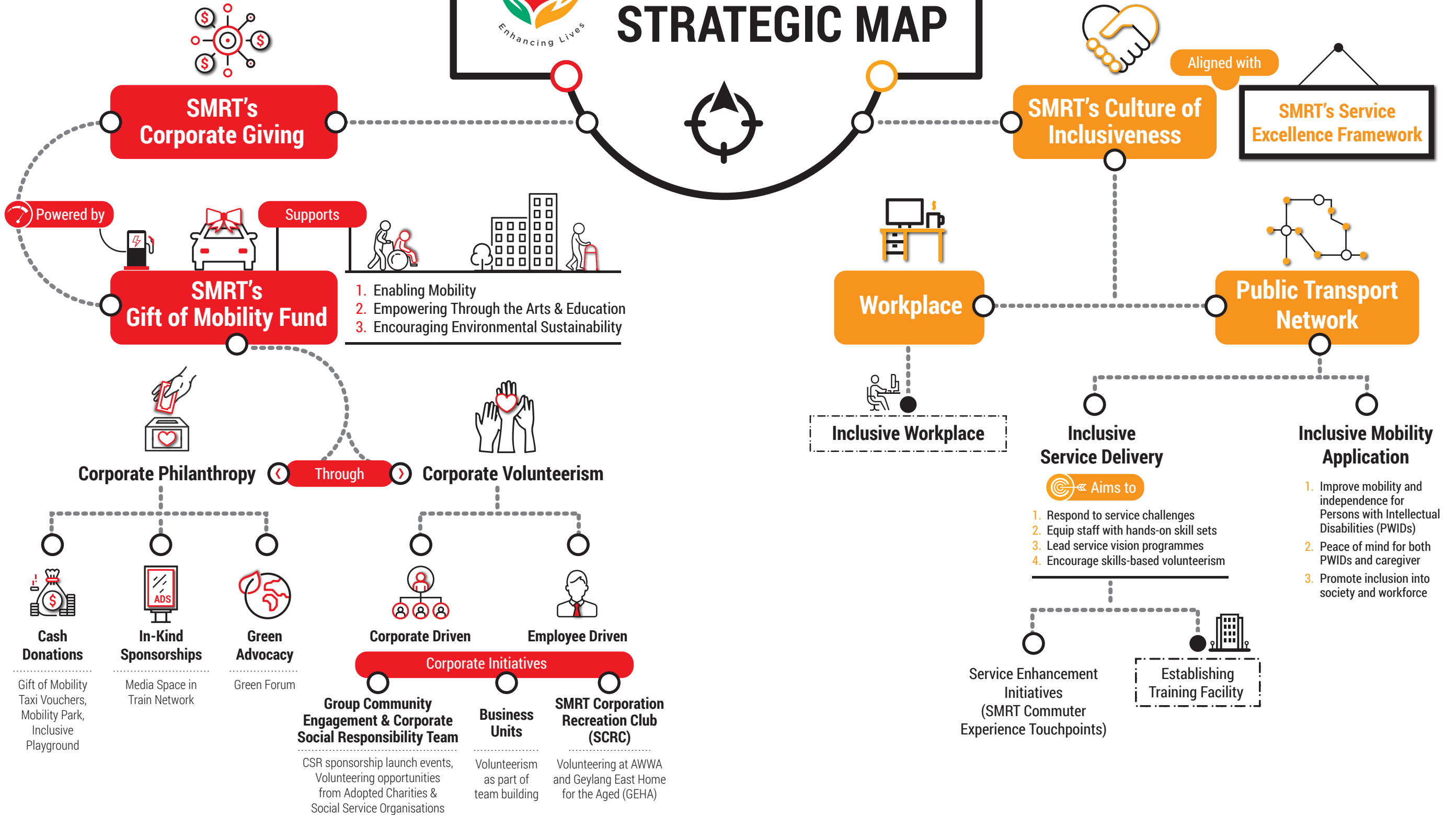


Retail, Media, and Marketing

Properties and Retail Management



SMRT'S CSR STRATEGIC MAP



GIVING BACK TO OUR COMMUNITY

COMMUNITY CHEST SHARE PROGRAMME

SHARE

(Social Help and Assistance Raised by Employees) programme supports a wide range of charities especially those who are less visible or relatively unknown.

OVER \$6.4 MILLION

was contributed to Community Chest through SMRT's staff contributions and donations since 1996.

SMRT GIFT OF MOBILITY (GoM) TAXI VOUCHERS

SMRT GoM Taxi Vouchers, formerly known as the GoM programme, is a key initiative of our CSR efforts. It was established to provide financially needy individuals with physical disabilities and mobility impairment with point-to-point transfers, so that they can receive medical treatment, seek employment or go to work until a more permanent transport solution is made available to them.



OVER \$1.6 MILLION (SINCE 2008)



disbursed and distributed to close to

8,000 BENEFICIARIES

to needy individuals with



PHYSICAL DISABILITIES

or

MOBILITY IMPAIRMENT

through our

7 ADOPTED CHARITIES

&

5 COMMUNITY DEVELOPMENT COUNCILS islandwide

"So far the experience is very good for me"

Using the taxi voucher, especially in my medical appointment, it will lighten my financial burden. The taxi driver is very willing to help us until the doorstep of the building.

- Mr Prabhakaran Divakaran John, Handicaps Welfare Association (HWA) beneficiary



FUND RAISING & DONATION

To commemorate 30 Years of Giving, SMRT raised funds and gave donations to our adopted charities*. These funds and donations are our commitment to improve mobility issues for the Social Service Organisations and build a more inclusive society.



AUG 2016 Donation of **\$50,000** in conjunction with the sale of limited edition **30TH ANNIVERSARY NETS FLASHPLAY CARDS**



OVER \$90,000 raised from sale of **30TH ANNIVERSARY CHARITY DRAW RAFFLE TICKETS**

*FUNDS COLLECTED

DISBURSED TO OUR ADOPTED CHARITIES

- AWWA
- Bizlink Centre
- Cerebral Palsy Alliance Singapore
- Geylang East Home for the Aged
- Handicaps Welfare Association
- Muscular Dystrophy Association (Singapore)
- SPD

SMRT GIFT OF MOBILITY FUND

16 AUGUST 2017
The Gift of Mobility Fund was unveiled to commemorate SMRT's '30 Years of Giving' at the annual CSR dinner.

\$30 MILLION

(CASH AND IN-KIND SPONSORSHIPS)

Pledged over the coming years to serve the community and build an inclusive society, in conjunction with 30 years of MRT operations.

SMRT has partnered the fundraising and engagement arm of National Council of Social Service, Community Chest, to channel funds towards supporting those in need and enabling the social service sector.



Social Service Organisations in Singapore are invited to tap on this integrated giving platform to enhance the lives of persons with disabilities and elderly with mobility issues.



“

Our collaboration with St Joseph's Home is a great example of how SMRT can work with like-minded organisations to bring different generations together in common spaces to encourage active interaction and to promote active mobility

– President & Group CEO
Desmond Kuek

”

ENABLING MOBILITY

Inclusive Playgrounds

BISHAN-ANG MO KIO PARK INCLUSIVE PLAYGROUND

on **22 AUGUST 2015**

1 first inclusive playground in Singapore
CO-SPONSORED BY SMRT

Singapore's
LARGEST INCLUSIVE PLAYGROUND

located at
BISHAN-ANG MO KIO PARK

★ Unique features :
The specially designed facilities are for children, including those with special needs, to play together, and learn to embrace inclusiveness in a comfortable, safe environment.

GHIM MOH INCLUSIVE PLAYGROUND

on **28 MAY 2016**

2 second SMRT sponsored inclusive playground with
INTEGRATED FACILITIES

for both the elderly and children with special needs to
EXERCISE AND PLAY TOGETHER

located at
GHIM MOH

★ Unique features :
Specially designed equipment for children with special needs, such as wheelchair-accessible merry-go-round, and is designed with fitness features that are elderly friendly, thus making it conducive for play and interaction for multi-generation families and communities.

ST JOSEPH'S HOME INTERGENERATIONAL PLAYGROUND

Encouraged by the success of the two SMRT sponsored playgrounds located at Bishan-Ang Mo Kio Park (2015) and Ghim Moh (2016), SMRT sponsored an intergenerational playground at St Joseph's Home.

The playground is the first-of-its-kind to be built within a nursing home in Singapore, providing a common space for the home's residents and children from its infant and childcare centre to interact and play together, improving their overall well-being.

Beyond embracing people of all ages within the home, the intergenerational playground is also meant to draw the larger community, namely the children and the elderly.



on **28 AUGUST 2017**



the next inclusive playground opened at
ST JOSEPH'S HOME



the first project following the launch of the
GIFT OF MOBILITY FUND



SMRT Corporation donated
S\$100,000 TO DEVELOP THE PLAYGROUND



located at
JURONG WEST



★ Unique features :
See-saw with ramp, merry-go round that has wheel-locks for wheelchairs for elderly and custom-built seats for toddlers.

JurongHealth Mobility Park

- ◆ 7 January 2016
- ◆ 953 square metre
- ◆ An outdoor rehabilitation centre
- ◆ Simulates real-life street environments
 - pedestrian crossings
 - walkways with different surfaces
 - ramps and road-side curbs



In recent years, SMRT's corporate giving focuses on infrastructural sponsorships. Another major CSR milestone was our donation of life-sized public transportation models – a MRT Train mock-up, low-floor bus mock-up and a decommissioned taxi to the JurongHealth Mobility Park.

The Mobility Park is purpose-built next to Jurong Community Hospital's indoor rehabilitative facility as part of its holistic care to help patients in their recovery and reintegration back to the community.



BUS MOCK-UP:

Gives patients and their caregivers the experience to get on and off a public bus. For patients in wheelchairs, a blue button located at the rear bus entrance alerts the bus captain to deploy ramps for easy wheelchair access.



TRAIN CARRIAGE:

Therapists will guide patients with varying disabilities on how to get in and out of the train carriages. Train carriages with dedicated wheelchair access and functions are also highlighted to raise awareness and to educate patients.



STEPS & RAMPS:

Varying steepness of steps and ramps aid patients in wheelchairs, crutches or mobility restrictions to overcome these barriers.



TRAFFIC LIGHTS:

Traffic lights are equipped with features of up to 13 more seconds to allow elderly pedestrians and persons with disabilities to cross the road. The function is activated when they tap their senior citizen concession card or Green Man+ card on the reader mounted above the button on the traffic light pole.

TERRAIN WALKWAYS:

Walkway surfaces with different terrain such as pebbles, sand, cement are simulated to help patients and caregivers learn to move around and over these restrictions, both aided and unaided.

TAXI:

A decommissioned taxi enables patients to practise getting in and out of the vehicle.



Wheelchair Friendly Cruisers at Gardens By The Bay



Higher carriage wall, industrial strength straps for added safety.

Includes a rain shutter that provides shelter for passengers during bad weather conditions.

Wheelchair space at the rear, complete with a foldable access ramp which enables the wheelchair user to board the shuttle without disembarking from the wheelchair.

Bigger seating capacity, more spacious.

ON **20** JULY 2016

8 X NEW FLEET sponsored by SMRT

22 SEATER white cruisers shuttle



SHUTTLE SERVICE
From **Bayfront Station** to **Gardens by the Bay's** key attractions

Nearly **560,000**

VISITORS HAVE BENEFITTED from our SMRT Shuttle Service Cruisers at Gardens by the Bay Annually¹

Around **92,000**

ROUND TRIPS are made per year¹

¹ Estimated figures provided by Gardens by the Bay

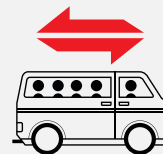
Home Nursing Foundation Vehicle

ON **22** APRIL 2016

SMRT became the principal mobility partner of the Home Nursing Foundation.

CUSTOM-FITTED
14 SEATER

Sponsored a passenger mini bus, equipped with hydraulic lifts and dedicated wheelchair spaces.



FERRY HEALTHCARE WORKERS

to beneficiaries' homes as well as beneficiaries to their medical appointments.



Bring beneficiaries on **OUTDOOR RECREATIONAL ACTIVITIES**



TRANSPORT DONATION IN-KIND ITEMS

to patients who have no means to receive them.

There are a lot of beneficiaries that need our services but cannot go out of their houses. They have to call an ambulance that will cost about at least \$80 to over \$100. So it's quite costly for them to go there. So it is easier for us to come and help them instead of them going to the hospital.
- Ms Jia Wei, Community Nurse, Home Nursing Foundation

I am very happy that I can go for the Home Nursing Foundation outing in the mini bus! It is not easy for patients like me to go out because it is very inconvenient. The mini bus is also very spacious and comfortable. Thank you SMRT!
Mdm Lim Ah Moi, Home Nursing Foundation beneficiary



EMPOWERING THROUGH THE ARTS & EDUCATION

Learning Journeys

The SMRT Learning Journey educates students and engages the community at large on what goes on behind-the-scenes at our train network and how they can play their part in ensuring a pleasant and enjoyable journey.



(A) FOR THE COMMUNITY

2nd Executive Leadership Programme, 1 November 2017



SMRT hosted **26 DELEGATES** from the 2nd Executive Leadership Programme organised by **Civil Service College**



Visited **KIM CHUAN DEPOT**



Guests participated in a **CUSTOMISED TRAIN RIDE**, detrainment exercise and were taken on a tour around the **Depot Maintenance Centre** and **Operations Control Centre**



The tour was followed by a sharing session by our **PRESIDENT AND GROUP CEO, MR DESMOND KUEK**

On How
SMRT is preparing for the future and the journey of change for the organisation

West-Zone Vice-Principals' Retreat, 20 April 2017



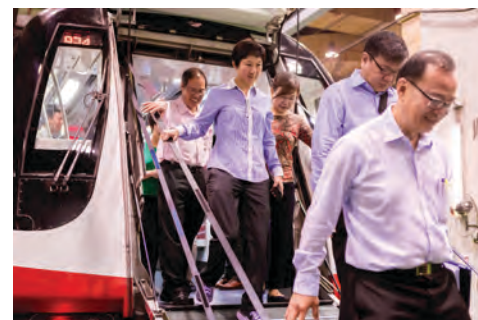
SMRT hosted **37 WEST-ZONE VICE-PRINCIPALS** from **Ministry of Education (MOE)**



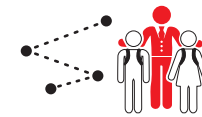
Visited **KIM CHUAN DEPOT**



Guests participated in a **DETRAINMENT EXERCISE** and experienced first-hand how commuters would leave the train via a ramp



(B) FOR THE SCHOOLS



THE SMRT LEARNING JOURNEY

An educational outreach programme designed for students. It comprises a customised train ride and an introduction to the fully automated Circle Line's Operations Control Centre.

SAFETY SECURITY



Educates students on how they can play a part in ensuring a safe and enjoyable journey within our network.

MORE THAN 2,200

Primary School, Secondary School, Polytechnic and Institute of Technical Education (ITE) students and teachers have participated in our learning journey.

I have a better understanding of how trains work now and how different kinds of staff do their job. What made the learning journey meaningful was that we got to visit the SMRT depot which Singaporeans do not usually get to see and that the train requires all the members of SMRT to work together to provide us with good service.

— Li Lixin,
Pei Hwa Secondary School

I learnt about how there are many precautions and thought placed into the design and structure of the MRT and this has made me more aware and appreciative of everything. I really like the whole visit and the interactive train ride that was catered just for us was really special. Another thing that was meaningful was being able to see inside the control centre and see what goes on behind-the-scenes.

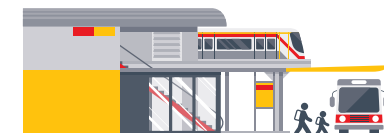
— Trinity Ho,
Pei Hwa Secondary School



Adopt-a-Station Programme

A community outreach project where we partner local schools to build a strong connection between students and their neighbourhood, in particular a stronger sense of belonging with the MRT station and bus interchange that serve them.

These student ambassadors will help commuters with general enquiries as well as encourage safe and courteous commuter behaviour.



MORE THAN 1,550 STUDENTS

FROM 31 SCHOOLS

HAVE BECOME **STUDENT STATION AMBASSADORS**

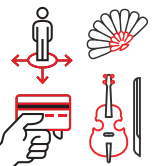


through the Adopt-a-Station programme

SINCE INCEPTION IN **SEPT 2014**

STATION DUTIES

performed by students such as assisting commuters with directions, helping at ticketing machines or putting on an arts performance or exhibition.



Arts



ART OUTREACH WITH MUSCULAR DYSTROPHY ASSOCIATION (SINGAPORE)

On 15 November 2017, SMRT together with Art Outreach, championed the first art programme with eight beneficiaries in wheelchairs from the Muscular Dystrophy Association (Singapore).

The pilot allowed the beneficiaries to be exposed to the art installations in the network and gave them the opportunity to make use of the Commuter Experience Touchpoints at Circle Line stations which could make their journeys easier.



ART IN TRANSIT TOUR

SINCE 2011

SMRT has been working with **ART OUTREACH** a non-profit organisation that promotes art education in Singapore



TO CONDUCT ART IN TRANSIT TOURS IN **CIRCLE LINE STATIONS**



CLOSE TO 470 TOURS

MORE THAN 8,300 PARTICIPANTS



MUSIC COMPOSITIONS - SINGAPORE WIND SYMPHONY

#1 'MOVE!' #2 'TRAIN TO BISHAN'

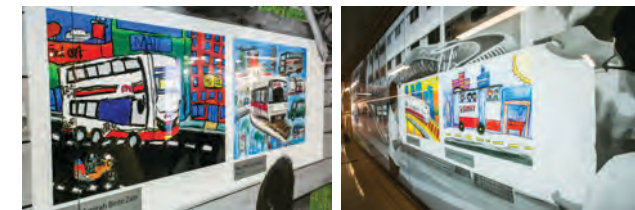
Date: 16 DECEMBER 2017

In collaboration: SMRT & SINGAPORE WIND SYMPHONY

Composed by: JIN JUN LEE

Premiered at: SCHOOL OF THE ARTS (SOTA) CONCERT HALL

Commissioned to commemorate: SMRT'S 30 YEARS OF OPERATIONS (SINCE 1987)



PATHLIGHT PAINTINGS

SG 50 Art featuring transport themes drawn by Pathlight school and alumni IN COLLABORATION WITH SMRT FOR SG50

SMRT commissioned 50 PIECES OF TRANSPORT-THEMED ARTWORK

Pathlight School serves students with SPECIAL NEEDS

aged 7-18 YEARS

autism-focused school FIRST IN SINGAPORE

offers Singapore's mainstream academic curriculum with LIFE READINESS SKILLS

ENCOURAGING ENVIRONMENTAL SUSTAINABILITY

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.



Energy Reduction

LATEST INITIATIVES:

<p>1</p> <p>MEGA WATT-PEAK SOLAR PHOTOVOLTAIC SYSTEM</p>	<p>FIRST APPLICATION OF SOLAR technology at Bishan Depot in October 2016</p> <p>PROVIDES 20% DEPOT LOAD (lighting, air-conditioning) for its buildings and workshops</p> <p>2nd INSTALLATION at Tuas West Depot in 2017</p> <p>2x PROGRESS in reducing carbon footprint</p> <p>550 TONNES carbon footprint reduced annually</p>
<p>2</p> <p>MRT STATIONS WITH DISTRICT COOLING</p>	<p>Bayfront MRT Station + Raffles Place MRT Station</p> <p>COOLS AIR by using cooled water</p> <p>20% ENERGY SAVINGS estimated¹</p>
<p>3</p> <p>MRT STATIONS WITH HIGHLY ENERGY-EFFICIENT LED LIGHTING SYSTEMS</p>	<p>TOA PAYOH NOVENA CLEMENTI as trial project</p> <p>50% LOWER¹ lighting energy consumption</p> <p>2018/2019 progressively switch to LED lighting systems across our entire network</p>
<p>40%</p> <p>ENERGY SAVINGS AFTER PMSM* INSTALLATION</p>	<p>6 TRAINS OUT OF 25 INSTALLED</p> <p>Permanent Magnet Synchronous Motor* (PMSM)</p> <p>2018/2019 installation to be completed</p>

¹ Estimated figures provided by SMRT's Energy Committee as at November 2017

ONGOING INITIATIVES:

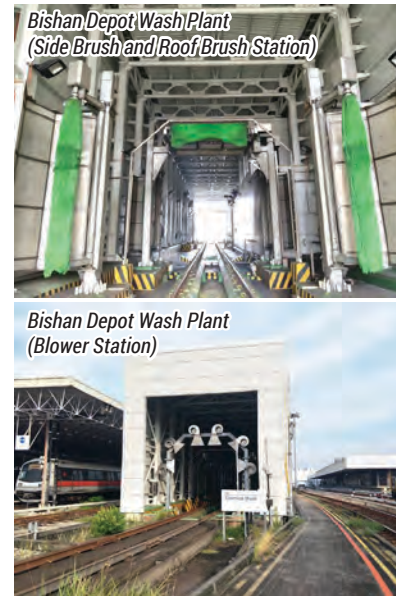
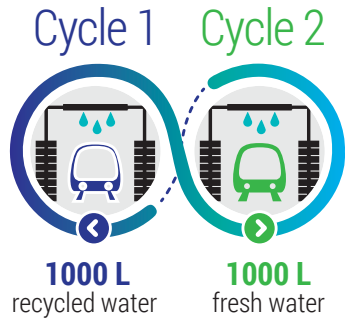
REGENERATIVE BRAKING IN TRAINS

As the electric motors slow the train down, electricity is generated and returned to the power distribution system via the Power Rail. This, in turn, powers other trains within the network.

Regenerative braking recovers wasted energy and converts it for use for traction and at stations. This recycled energy amounts to almost 5% of total traction energy consumed.

Water Conservation

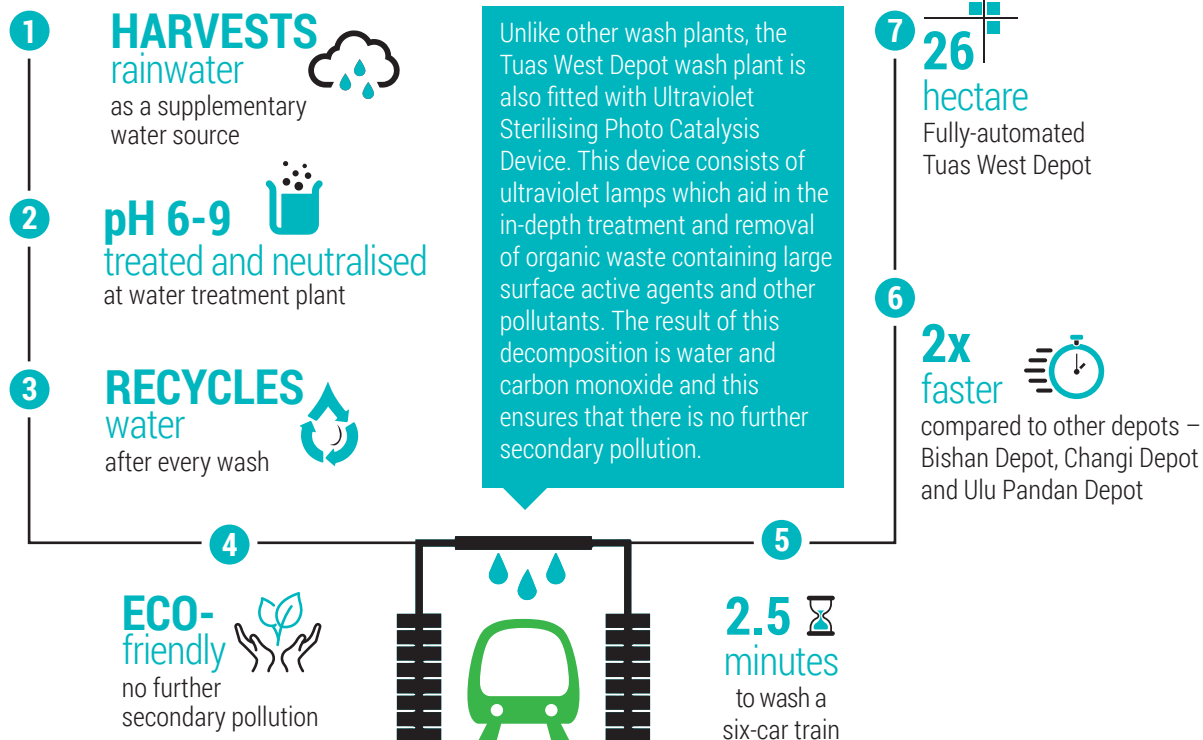
TRAIN WASHING PLANTS



1000 L water saved per wash

160,000 L water saved per month

NEW INITIATIVE: FULLY-AUTOMATED TRAIN WASH AT TUAS WEST DEPOT



Waste Management

Prevention

- Switching from styrofoam to paper cups
- Inculcating a culture of using water wisely

Reduction

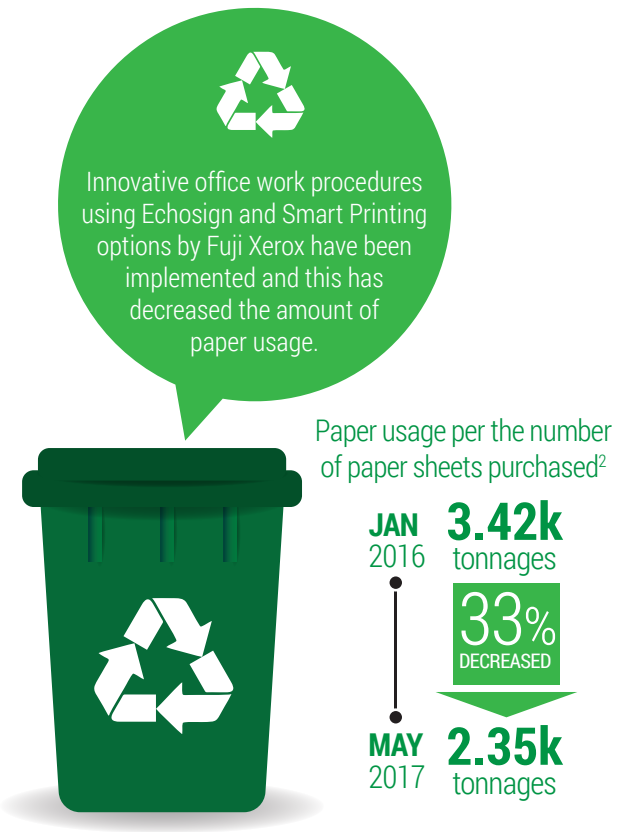
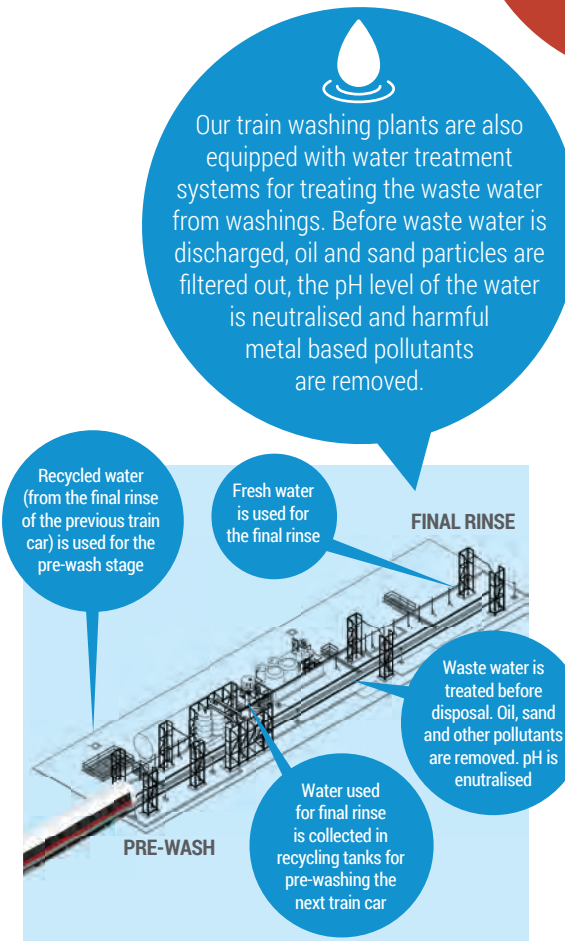
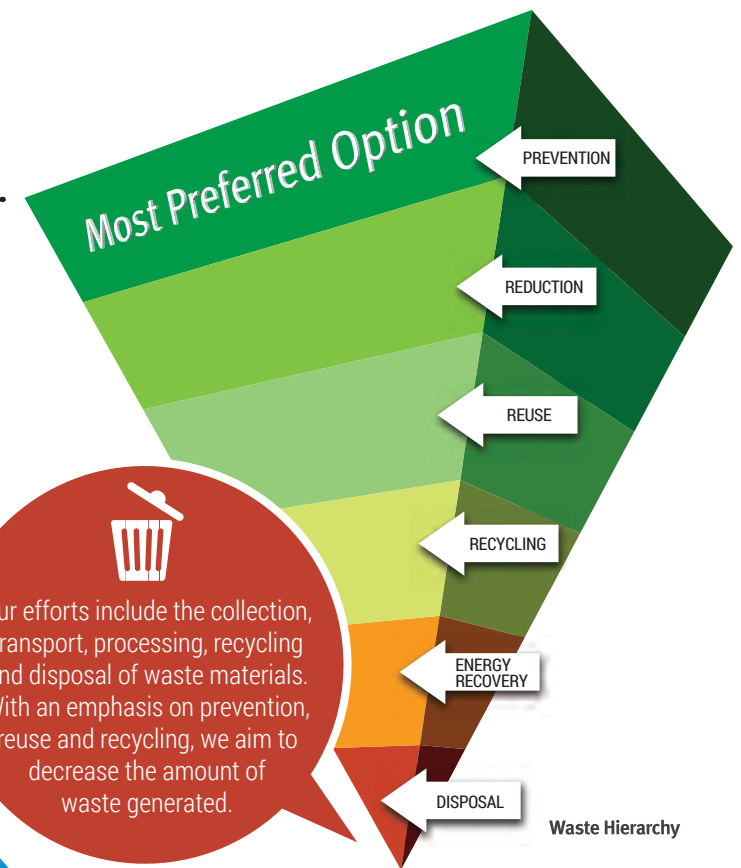
- Promoting paperless transactions, e.g. eProcurement, echosigning

Reuse

- Making planters with steel poles salvaged from refurbished trains

Recycling

- Using recycled paper for printed material
- Placing paper recycling bins at offices
- Recycling printer toner cartridges



² Statistics provided by SMRT-Sembcorp Recycling Efficient Report (2016-2017)

Waste Management



SAFETY DAY BOOTH

A collaboration between the Green Committee and Waste Management Committee, a green booth was set up at SMRT's Safety, Security and Quality (SSQ) Day on 10 April 2017.

Themed "Safety Does Not Happen by Accident", staff were educated on SMRT's waste management efforts and also given insights on how to differentiate and dispose toxic industrial waste properly.



Green Advocacy

INAUGURAL GREEN WORKSHOP & FORUM 2016



Launched on **22 NOVEMBER 2016**

Organised by **ENVIRONMENTAL SUSTAINABILITY COMMITTEE**

Attendance **MORE THAN 500**

The interactive forum session gathered SMRT senior management and top sustainability leaders to discuss topics and share industry practices, such as Singapore Sustainability Blueprint and Green Procurement, with the aim of reducing consumption and operating in a socially responsible manner.

The workshops also provided attendees inspiration for new eco-friendly habits and hobbies they can adopt.



SUSTAINABLE RESOURCES

PROJECT: ECO-OFFICE CERTIFIED

SMRT's headquarters is Project: Eco-Office Certified.

WOODLANDS AND ANG MO KIO XCHANGES

Our retail tenants are Project: Eco-Shop certified. It encourages shop owners to adopt eco-friendly habits in their daily operations.

FIRST CERTIFICATION received by SMRT

03 FEB 2015

AND RECERTIFIED

07 MAR 2017

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

ADOPTING ENVIRONMENTALLY FRIENDLY PRACTICES

This recognises SMRT's commitment in the workplace.

PROJECT: ECO-SHOP

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

OUR STAFF INVOLVEMENT

As SMRT strengthens its CSR efforts, staff involvement is also essential in supporting and enriching our ongoing community initiatives such as Singapore Red Cross's Blood Donation Drives, as well as volunteering activities at our adopted charities and at our CSR sponsorship launch events.

SINCE 2014

our SMRT staff have contributed

close to
3,500
volunteer hours

GEHA ANNUAL MID-AUTUMN FESTIVAL CELEBRATION



Held at Geylang East Home for the Aged
8 OCTOBER 2017



SMRT staff volunteers helped out with fringe activities

FACE PAINTING, BALLOON SCULPTURING AND GAME BOOTHS



Elderly persons and residents of the neighbourhood joined in the

CELEBRATION AND HAD FUN



“

Since 2005, I have been volunteering every month at Geylang East Home for the Aged. I enjoy volunteering as I get to meet like-minded volunteers from all walks of life and help those in need. I strongly believe in serving with no exception of receiving anything in return. My heart is full just by hearing a simple word of appreciation from the beneficiaries and seeing the smile on their faces.

– **Ng Peck Hoon,**
Senior Assistant Engineer,
Signalling & Communications



BLOOD DONATION DRIVE



Seamless blood donation process by
VOLUNTEERS FROM SMRT AND PUBLIC TRANSPORT SECURITY COMMAND



Held within our
TRANSPORT NETWORK



To encourage active donation from
STAFF AND PUBLIC



Two successful blood donation drives at the concourse of Raffles Place MRT Station in 2017
WITH 288 UNITS OF BLOOD DONATED



Total Blood Donation Drives SMRT conducted since 2004
42



Total blood collected to date
8,224 UNITS



Total potential lives saved
24,672 LIVES

DID YOU KNOW?

Every unit of blood donated
SAVES 3 LIVES!



I volunteered at the blood donation drive that took place at Raffles Place station. I helped out with the distribution of refreshments to blood donors and guided the mascot around to create awareness for the event. I involve myself at such events as I find it meaningful to give back to society. My greatest satisfaction comes from knowing how my small contribution can have a positive impact on the lives of others.

– **Mohammad Iskandar Bin Mohd Ismail**
Train Captain, NSEWL Train Operations
(March 2017 Blood Donation Drive)



I came down as it was my off day. I have donated blood for more than 20 times. I do it whenever I can. I want to help someone. How would you feel when someone helped you? I want to be able to do the same for them.

– **Chinnathambi Bastin**

SMRT Staff,
Tuas West Depot Rolling Stock Workshop
(December 2017 Blood Donation Drive)



SPD ABILITY WALK

In support of shaping an inclusive society, one of our adopted charities, SPD, organised the 2nd Ability Walk to provide opportunities for both members of the public as well as persons with disabilities to walk and interact with each other and to understand more about disability issues.



On
27 AUGUST 2017



Held at
CHINESE GARDEN



SMRT staff volunteered to be
**ROAD MARSHALS
& GAME MASTERS**



– **Goh Pek Han Sam,**
Executive Engineer, Circle Line Permanent Way
and Engineering Trains Branch

I was involved in road marshalling during the SPD Ability Walk. This was my first volunteering experience at SMRT and I got to know some of our fellow colleagues. What was memorable about it is that even though it rained before the start of the event, not only did the turnout remain great, but people still came with smiles on their faces. The sight was inspiring, especially when those with disabilities were enjoying themselves and smiling. From this, I have come to a realisation that there are many things beyond our control but we can choose to live each day happily and it all depends on our perspective, how we choose to look at the matter. I'm looking forward to the next unique experience and hoping to get to know more people!



SMRT GHIM MOH INCLUSIVE PLAYGROUND OFFICIAL LAUNCH 2016



On
28 MAY 2016



Staff volunteers helped out with fun-filled activities for families
STALL GAMES, BALLOON PERFORMANCE AND LINE DANCING



I am always passionate about volunteer work and have been volunteering my time for different causes over the years. Both children and the elderly are something very close to my heart. I want to provide help within my means and I am honoured to have the opportunity to help out at the launch of the SMRT Ghim Moh Inclusive Playground.

This is not just another playground in an estate, but one that caters to those with special needs as well. Sweet memories of the children's laughter that day, is something that I'll always hold dear. Apart from that, it also serves as a platform for me to meet and interact with many other colleagues who share similar interests.

– **Sandy Chan Ai Khim,**
Manager, Automotive Services



OUR INCLUSIVE NETWORK

At SMRT, we adopt a holistic approach towards facilitating mobility. SMRT looks forward to supporting, at a national level, an inclusive, barrier free transport network.

Commuter Touch Points

Throughout our transport network, we have also introduced and established different commuter touch points to better serve the needs of selected commuter groups, including persons with disabilities and senior citizens.



Priority Queues

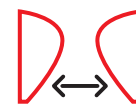
at elevators for commuters with needs



Care Zone

for commuters who need assistance

FOR COMMUTERS IN WHEELCHAIRS



Barrier-free entrance and wider fare gates



Wheelchair-accessible train carriages allow for two wheelchairs per train



Wheelchair-accessible elevators

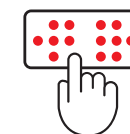


Charging points and adaptors for motorised wheelchairs

FOR VISUALLY IMPAIRED COMMUTERS



Tactile Paths for the visually impaired to provide a smoother journey for them



Lift buttons have braille plates

FOR HEARING IMPAIRED COMMUTERS



Plasma displays on platforms indicate train arrival timings



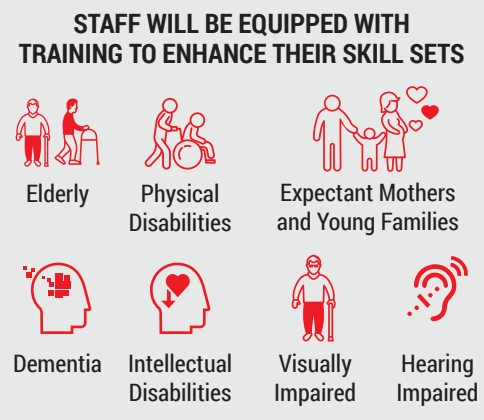
Fluorescent displays in trains provide multi-language announcements



Flashing red "door closing" lights at train doors

Inclusive Service Delivery

During our annual CSR dinner, SMRT President & Group CEO, Mr Desmond Kuek announced that SMRT is in collaboration with the Ministry of Social and Family Development and NTUC Learning Hub to embark on the "Inclusive Service Delivery" programme.



Training: Inclusive Service Delivery Programme

- Rolled out on **18 SEPTEMBER 2017**
- First Service Inclusiveness Training **FOR SMRT STAFF**
- Practical training was held at **JURONGHEALTH MOBILITY PARK**
- Simulated streetscapes and life-sized replicas **MRT, TAXI & BUS**
- Realistic situations with **HANDS-ON TRAINING**
Example: Staff taught on how to assist persons in wheelchairs to get on and off trains.



Aimed at increasing the awareness, skills and knowledge of a public-facing professional, typically station operations staff.

Recognises the roles that our staff play in contributing to SMRT's service vision of an inclusive society.

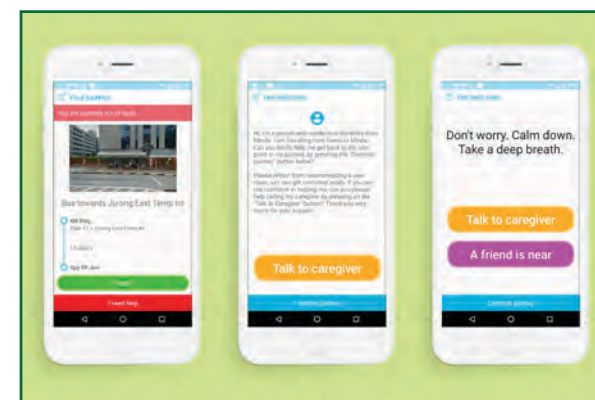
INCLUSIVE SERVICE DELIVERY PROGRAMME TRAINING

MORE THAN 1,400 STAFF across train and bus networks

HANDS-ON TRAINING to equip them with skills

PROVIDE ASSISTANCE TO PRIORITY PASSENGERS when the situation arises

Inclusive Mobility Application



Hapticus, the technology company, provides a platform with predefined routes, images and simple instructions for Persons with Intellectual Disabilities (PWIDs) via the app*. PWIDs may also consult their caregivers, and this can be done through the simple and full versions of the mobile application respectively.

This will enable PWIDs to travel more independently, which allows their families to better support them, thereby giving them peace of mind.

* core features of the app.

OUR ACHIEVEMENTS

2017

- **Partner Platinum Award (SMRT Corporation Ltd)**
Community Chest Awards 2017, National Council of Social Service
- **SHARE Corporate Gold Award (SMRT Trains Ltd)**
Community Chest Awards 2017, National Council of Social Service
- **SHARE Corporate Silver Award (SMRT Buses Ltd)**
Community Chest Awards 2017, National Council of Social Service

2016

- **Corporate Platinum Award (SMRT Corporation Ltd)**
Community Chest Awards 2016, National Council of Social Service
- **Partner Platinum Award (SMRT Corporation Ltd)**
Community Chest Awards 2016, National Council of Social Service
- **SHARE Corporate Silver Award (SMRT Trains Ltd)**
Community Chest Awards 2016, National Council of Social Service
- **SHARE Corporate Silver Award (SMRT Buses Ltd)**
Community Chest Awards 2016, National Council of Social Service
- **UITP Sustainability Charter (SMRT Corporation Ltd)**
Full Charter Member
- **Central Singapore Project EARTH Corporate Organisation Category, 2nd Runner Up (SMRT Corporation Ltd)**
Project EARTH, National Environment Agency & Central Singapore Community Development Council
- **Arts Supporter Award (SMRT Corporation Ltd)**
Patron of the Arts 2016, National Arts Council

2015

- **Central Singapore Project EARTH Challenge 2015, 2nd Runner Up (SMRT Corporation Ltd)**
Project EARTH Challenge, National Environment Agency & Central Singapore Community Development Council
- **Blood Mobile Organiser, Merit Award (SMRT Corporation Ltd)**
Singapore Red Cross Society
- **Corporate Platinum Award (SMRT Corporation Ltd)**
Community Chest Awards 2015, National Council of Social Service
- **Partner Platinum Award (SMRT Corporation Ltd)**
Community Chest Awards 2015, National Council of Social Service
- **SHARE Corporate Gold Award (SMRT Trains Ltd)**
Community Chest Awards 2015, National Council of Social Service
- **SHARE Corporate Silver Award (SMRT Buses Ltd)**
Community Chest Awards 2015, National Council of Social Service



SMRT Corporation Ltd (SMRT) is Singapore's premier multi-modal land transport provider. Our core businesses are in rail operations, maintenance and engineering as well as in bus, taxi and automotive services. Complementing these are our integrated business in retail, media and marketing, as well as properties and retail management. We are committed to sustainable development and corporate social responsibility, SMRT was established in 1987.



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