Introduction

Changi continues to push the boundaries of what an airport can be to create unique experiences for all who pass through its doors. Sustainability is an integral part of Changi’s business and has been embedded in its operations and developments to ensure sustainable growth for generations to come. Changi’s sustainability efforts ensure that the airport continues to expand its network to the rest of the world in a way that minimises impact to the environment and communities.
Sustainability Highlights

**Corporate Governance**
- Zero confirmed incidents of corruption
- Zero employee work-related fatalities

**Social**
- Ranked Top 3 Most Attractive Employer by Randstad for the 4th consecutive year
- Touched the lives of 2,130 beneficiaries through Changi Foundation
- Voted World’s Best Airport for the 6th consecutive year
- Collaborated with 21 airport partners for Changi Foundation programmes

**Economic**
- 63 million passenger movements
- 2.1 million cargo tonnage
- Connected to over 400 cities worldwide

**Environmental**
- Reduction in GHG emissions intensity by 6.3% *
- Achieved ACA Level 3 to reduce emissions airport-wide
- Diverted over 600 tons of food waste
- Enabled fully-electric baggage tractors for T4
- Changi Airport Community Environmental Forum participated by nearly 50 companies

* comparing FY2016/17 & 17/18
Our sustainability approach is a collaborative one which has been developed through close interactions with our airport partners. We have grouped our initiatives into six sustainability thrusts that resonate with CAG and which are mapped to Singapore’s national objectives and the United Nations Sustainable Development Goals.

FULFILLING CAREERS
Our family of over 1,900 passionate and exceptional employees is the lifeblood of CAG. We strive to bring out the best in our employees by developing them holistically throughout their careers and fostering a unique Changi spirit.

Employee turnover rate of 5.7% is significantly lower than the annualised national labour turnover rate of 21.6% and the air transport industry’s turnover rate of 10.8%. CAG has also been recognised as Singapore’s most attractive employer by Randstad for the second time.

SAFEGUARDING LIVES
We place a premium on the safety of both the airport community and our travellers. In this regard, Changi Airport has received a deficiency-free rating from the International Federation of Airline Pilots’ Associations (“IFALPA”) 37 times. We also had zero employee work-related fatalities for Financial Year 2017/18.

Behind the scenes, CAG coordinates airport-wide contingency drills every year to validate emergency-response procedures and work with our airport partners to cultivate an airside safety culture. All these are done to ensure a safe travel experience and operating environment.

W e are pleased to share with the Changi Airport community and our stakeholders, the inaugural Changi Airport Group (“CAG”) Sustainability Report (“SR”).

Sustainability, in terms of CAG’s efforts across the economic, environmental, social and corporate governance dimensions, is deeply integrated into our Vision of ‘Exceptional People, Connecting Lives’. The heartbeat of Changi Airport is its 50,000-strong ONE Changi community where a Sustainable Changi is a future we build together.

With the opening of Terminal 4 in October 2017, our passenger terminals have the capacity to handle up to 82 million passengers per annum. In 2019, Jewel Changi Airport will be another gem to be unveiled as a destination unto itself, offering exciting facilities and attractions for our travellers as well as Singapore residents. We are also designing and building our future airport site at Changi East, which will boost operating capacity to over 130 million passengers per annum. Our developments are designed with environmental considerations and to create value for our stakeholders by operating Changi Airport in a sustainable manner.

CEO’s Message

Lee Seow Hiang
Chief Executive Officer

“The heartbeat of Changi Airport is its 50,000-strong ONE Changi community where a Sustainable Changi is a future we build together”
ENRICHING COMMUNITIES

CAG has over the years leveraged our Changi Foundation programmes to reach out to our youth beneficiaries. Our employees help to level up the job readiness of our beneficiaries through a myriad of activities ranging from one-on-one academic coaching, to mentoring at the Changi workplace and even weekend evening soccer games through the CAG-Saturday Night Lights programme.

Our corporate citizenship efforts were enriched with the participation of 21 airport partners who provided job attachment and experiential programme opportunities. In our SR, we are committing to an ambitious target of 25% staff volunteerism rate by 2020 and to engage an even wider group of 35 airport partners.

THRIVING ECONOMY

In FY2017/18, Changi Airport handled 83 million passengers, with a flight taking off or landing every 80 seconds. We connect Singapore with the world, facilitating trade and leisure links to over 400 cities across 100 countries and territories.

The airport represents a key gateway for air cargo, accounting for more than half of Singapore’s non-oil trade by value. With a record 2.1 million tonnage handled in the year, Changi Airport consistently ranks among the top 10 largest airports in the world for international cargo tonnage.

In partnership with our airlines and industry stakeholders, our team is committed to growing our connectivity to the world and strengthening our status as a global air hub.

Together, Changi Airport’s eco-system contributes a significant 6% to Singapore’s GDP.

FLOURISHING PLANET

We are committed to conserving our planet and have implemented solutions to optimise our energy and water usage to reduce Changi Airport’s environmental footprint.

For the first time, we have set an ambitious target to reduce Changi’s carbon emissions intensity by 20% from FY2017/18 till FY2029/30. This commitment is also in support of Singapore’s Climate Action efforts.

CONNECTING THE WORLD SUSTAINABLY

This SR marks a new chapter in CAG’s sustainability journey and is a timely one as CAG marks its 10th Anniversary since corporatisation in 2009.

We are thankful to our airport partners for their collaboration and will pursue more initiatives in the coming years to connect the world more sustainably and to push the boundaries for an even more sustainable Changi Airport.

We also innovated with food waste digesters across terminals, which use microbes to convert organic waste into water. This initiative cut over 200 tonnes of food waste in 2017.

In terms of climate resilience, the entire Changi East site, where Terminal 5 will be built, has been designed to be at 5.5 metres above the mean sea level. In addition, an extensive drainage network will be built at Changi East to ensure that the possibility of flooding is minimised.

ABOUT THE REPORT

CAG’s intent is to capture, measure progress and drive overall sustainability action across Changi Airport. This publication is intended to be useful for stakeholders as it communicates CAG’s shared Sustainable Changi vision, approach and performance.

REPORTING SCOPE

This report covers the assets and operations under CAG’s business control at Singapore Changi Airport for the period of 1st April 2017 to 31st March 2018, unless otherwise stated. The scope covers the activities at the four passenger terminal buildings and at the aircraft operating areas of Changi Airport. The four terminal buildings are referred to as Terminal 1 (T1), Terminal 2 (T2), Terminal 3 (T3) and Terminal 4 (T4) in this report. This report is published as a supplement to CAG’s Annual Report 2017/18.

REPORTING FRAMEWORK

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option and the GRI Reporting Principles for Report Content and Report Quality. The GRI Standards have been selected as they are the first global standards for sustainability reporting and represent the global best practice for reporting on a range of sustainability topics. CAG also applied the additional disclosure requirements and guidance set forth by the GRI Airport Operators Sector Disclosures, which covers key aspects that are meaningful and relevant to its sector.

CAG is also disclosing Changi Airport’s impact on, and contributions to, the United Nations (UN) Sustainable Development Goals (SDGs). Reference has been made to two guidance documents, (i) Business Reporting on the SDGs, published by the GRI and UN Global Compact and (ii) Aviation: Benefits Beyond Borders (2018), published by the Air Transport Action Group which shows how the aviation industry can support and achieve the SDGs.

1 Available online at http://www.changiairport.com/corporate

LEE Seow Hiang
Chief Executive Officer
CAG’s Sustainability Approach

"Building a future, with passion"

SUSTAINABILITY GOVERNANCE

CAG believes that operating in a sustainable manner is a natural extension of its business and principles. Sustainability has to be integrated across all levels of the organisation and every individual in CAG plays an important role in contributing to sustainable development. This is why CAG’s Sustainability Governance structure largely mirrors that of its Organisation Structure, with its leadership being the vanguard of positive change.

- The Board sets the tone from the top and holds the ultimate accountability for the integration of sustainability within CAG
- Management validates CAG’s material sustainability matters and sets directions on sustainability strategies, policies, practices and targets
- They monitor CAG’s sustainability performance and provide periodic updates to the Board
- Stakeholders across Clusters and Divisions implement CAG’s sustainability initiatives and continually make improvements to CAG’s sustainability process
- They collect and report their sustainability data and information to the Sustainability Working Group

CAG’S SUSTAINABILITY APPROACH
“Listening to our airport community”

**STAKEHOLDER ENGAGEMENT**

CAG’s key stakeholders are entities and individuals that affect, and are affected by, CAG. Through day-to-day conversations and regular interactions, CAG hears their concerns and matters that impact them most. These valuable inputs enable CAG to identify which sustainability matters are critical to focus on.

---

**Key Stakeholder Groups**

<table>
<thead>
<tr>
<th>CAG Employees</th>
<th>Key Interests</th>
<th>Key Engagement Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Employee well-being</td>
<td>• Recognition schemes (e.g. Core Value Awards)</td>
<td></td>
</tr>
<tr>
<td>• Employee development</td>
<td>• Staff orientation sessions</td>
<td></td>
</tr>
<tr>
<td>• Innovation</td>
<td>• Learning Festival, LEAN Workshop</td>
<td></td>
</tr>
<tr>
<td>• Occupational health and safety</td>
<td>• Safety Management System</td>
<td></td>
</tr>
<tr>
<td>• Corporate governance and internal controls</td>
<td>• Key and ad-hoc committees and working groups</td>
<td></td>
</tr>
<tr>
<td>• Compliance with statutory/legal requirements</td>
<td>• External audits</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contractors &amp; Suppliers</th>
<th>Key Interests</th>
<th>Key Engagement Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Compliance with legal requirements and CAG’s standards</td>
<td>• Procurement policy and tendering procedures</td>
<td></td>
</tr>
<tr>
<td>• Service performance standards</td>
<td>• Compliance audits</td>
<td></td>
</tr>
<tr>
<td>• Supply chain management</td>
<td>• Quality Service Management training</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Airport Business Partners</th>
<th>Key Interests</th>
<th>Key Engagement Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Airport planning and development</td>
<td>• Forums and conferences (e.g. Changi Aerodrome Operational Safety Forum, Changi Airport External Environment Forum)</td>
<td></td>
</tr>
<tr>
<td>• Business continuity planning</td>
<td>• Regular and needs-based meetings (e.g. Changi Airport Airside Operational and Safety Committee meetings)</td>
<td></td>
</tr>
<tr>
<td>• Airport safety and security</td>
<td>• Consultations (e.g. Singapore Changi Airport Operations Committee)</td>
<td></td>
</tr>
<tr>
<td>• Recognition of contributions from the airport community</td>
<td>• 24/7 in-house Airport Emergency Services</td>
<td></td>
</tr>
<tr>
<td>• Collaborative innovation</td>
<td>• 24/7 hazard reporting hotline</td>
<td></td>
</tr>
<tr>
<td>• Compliance and corporate governance</td>
<td>• Annual Airport Celebration</td>
<td></td>
</tr>
<tr>
<td>• Customer feedback and consumption trends</td>
<td>• Airport Safety Awards</td>
<td></td>
</tr>
</tbody>
</table>

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**Key Stakeholder Groups**

<table>
<thead>
<tr>
<th>Key Interests</th>
<th>Key Engagement Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Passenger experience and satisfaction</td>
<td>• Customer service (e.g. information counters, mobile Changi Experience Agents, etc.)</td>
</tr>
<tr>
<td>• Airport attractions</td>
<td>• Real-time Instant Feedback System for swift action</td>
</tr>
<tr>
<td>• Airport planning and development</td>
<td>• iChangi one-stop app for flight, airline and airport information</td>
</tr>
<tr>
<td>• Compliance</td>
<td>• Fault reporting hotline</td>
</tr>
<tr>
<td>• Contribution to Singapore’s national objectives</td>
<td>• Festive and themed events</td>
</tr>
<tr>
<td>• Media briefings and airport visits</td>
<td>• Retail and F&amp;B offers and incentives</td>
</tr>
<tr>
<td>• Joint exhibitions and meetings</td>
<td>• Web and social media platforms (Changi Media Centre)</td>
</tr>
<tr>
<td>• Media briefings and airport visits</td>
<td>• Consultative meetings and briefings with CAAS and Ministry of Transport and relevant government agencies</td>
</tr>
</tbody>
</table>

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**CAG’S SUSTAINABILITY APPROACH**

"Listening to our airport community" matters that impact them most. These valuable inputs enable CAG to identify which sustainability matters are critical to focus on.
CAG undertook the process of identifying, prioritising and validating the important sustainability matters that are material to CAG and its stakeholders.

1. Identification

An extensive list of potential material sustainability topics was determined through the following tests of materiality:

- **Media analysis**
  - Emerging sustainability risks and opportunities, holistic trends, and developments specific to CAG or relevant to the airport industry
  - Global peers (airports)
  - Singapore sustainability leaders

- **Industry scan and peer evaluation**
  - Broad sustainability topics typically reported by CAG’s peers in the global airport industry and Singapore’s sustainability leaders

- **Value chain review**
  - Sustainable value drivers based on CAG’s business model and core competencies, from a value chain perspective

- **Stakeholder engagement**
  - Internal focus group discussions with CAG’s Sustainability Working Group to understand the sustainability impacts and key interests and expectations of stakeholders
  - Understanding the needs and concerns of external stakeholders through day-to-day interactions

2. Prioritisation

CAG’s Management Committee prioritised the top sustainability matters that are important to CAG and its stakeholders.

**Materiality workshop**
- Internal focus group discussion to prioritise material sustainability matters based on their significance to CAG at a strategic level, as well as their pertinence to stakeholders and society

**3. Validation**

A total of 10 sustainability matters were validated as material and aligned under 6 sustainability thrusts that resonate with CAG.

**Management validation**
- The Management Committee works closely with the various divisions to validate, communicate, and embed sustainability priorities within CAG

**These are economic, environmental, social and governance matters that substantively influence the assessments and decisions of stakeholders**
Sustainable Changi
CONNECTING THE WORLD SUSTAINABLY

Changi co-creates a future that generations can be excited about. CAG’s business is to connect people together, linking them to the world in a sustainable way. Our destination is a shared future – for Singapore, for the world and for generations to come.

A Sustainable Changi is underpinned by six sustainability thrusts that lead to the ten sustainability matters which are material to Changi Airport. These priorities and values radiate internally from the CAG family all the way out to the surrounding community, Singapore and the global ecosystem.

1. Fulfilling Careers
   - We care about building a workplace based on diversity and equal opportunities.
   - We invest in our people, equipping them with deep skills, knowledge and experience to realise their potential.

2. Safeguarding Lives
   - We ensure that organisational norms and frameworks are in place to deliver corporate governance excellence.
   - We value lives by upholding a high standard of safety at Changi Airport for our passengers, the public and all airport staff.

3. Invigorating Travels
   - We continue to deliver an exceptional Changi experience for our travellers, in partnership with multiple airport stakeholders.

4. Enriching Communities
   - We want to make a difference and empower the lives of communities beyond the airport.

5. Thriving Economy
   - We play an important role in developing Changi as the international gateway for Singapore to the world, impacting the Singapore economy through creating jobs, growing air connectivity and enabling trade and travel beyond our shores.

6. Flourishing Planet
   - We are committed to upkeping a healthy planet and to create a sustainable future for generations of travellers to explore. We optimise technologies and explore innovative environmental solutions for the future.

“Because the destination is a shared future”
"Our roadmap for sustainable development"

CAG’S CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGs)

Evaluating the impact arising from the management of its material topics from a value chain perspective, CAG has identified 5 SDGs (and 18 SDG targets) as its key priority and impact areas, and 9 SDGs (and 24 SDG targets) as high priority and impact areas.

--- Key Priority and Impact Areas ---
--- High Priority and Impact Areas ---

The full SDG index can be found in Appendix B

CAG’S SUSTAINABILITY TARGETS

Aligning its sustainability targets with national and global goals, CAG wants to continue its sustainability journey to drive real progress on the ground.

<table>
<thead>
<tr>
<th>Strategic Thrusts</th>
<th>Material Matter(s)</th>
<th>Target(s)</th>
<th>Performance FY2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fulfiling Careers</td>
<td>People Development</td>
<td>Employees attending at least 1 training programme, yearly</td>
<td>Achieved 91.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Implement a new Enterprise Learning Management System by FY2019/20</td>
<td>On-track</td>
</tr>
<tr>
<td>Safeguarding Lives</td>
<td>Good Corporate Governance</td>
<td>Zero confirmed incidents of corruption, yearly</td>
<td>Achieved</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Zero confirmed non-compliance with applicable laws and regulations, yearly</td>
<td>Achieved</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Zero number of fines, yearly</td>
<td>Achieved</td>
</tr>
<tr>
<td>Airport Safety</td>
<td></td>
<td>Zero employee work-related fatalities, yearly</td>
<td>Achieved</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Deficiency-free rating from the International Federation of Air Line Pilots’ Associations (IFALPA), yearly</td>
<td>Achieved (37 times consecutively)</td>
</tr>
<tr>
<td>Invigorating Travels</td>
<td>Airport Experience and Satisfaction</td>
<td>Good yearly performance for the Customer Satisfaction Index of Singapore (CSISG)</td>
<td>Achieved (78%)</td>
</tr>
<tr>
<td>Enriching Communities</td>
<td>Community Investment</td>
<td>Achieve 25% staff volunteerism yearly by FY2020/21</td>
<td>On-track</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Achieve 3,000 volunteer hours yearly by FY2020/21</td>
<td>On-track</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Engage 35 airport partners in Changi Foundation programmes yearly by FY2020/21</td>
<td>On-track</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To offer minimally 80 job attachments to youth beneficiaries yearly from FY2020/21 onwards</td>
<td>On-track</td>
</tr>
<tr>
<td>Flourishing Planet</td>
<td>Energy and Emissions Management</td>
<td>Maintain ISO 14001:2015 certification</td>
<td>Achieved</td>
</tr>
<tr>
<td></td>
<td>Water and Effluents Management</td>
<td>Reduce carbon emissions intensity by 20% by FY2029/30 (based on 2017/18 levels)</td>
<td>On-track</td>
</tr>
<tr>
<td></td>
<td>Waste Management</td>
<td>Maintain Airport Carbon Accreditation (ACA) Level 3 certification</td>
<td>Achieved</td>
</tr>
<tr>
<td></td>
<td>Energy and Emissions Management</td>
<td>Achieve 8.5% waste recycling rate by FY2019/20</td>
<td>On-track (7%)</td>
</tr>
<tr>
<td></td>
<td>Waste Management</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Employees are the heart and soul of CAG and its greatest assets.

CAG defines World-Class through its passion and culture of excellence, and aspires to be a company where ordinary people achieve exceptional results through teamwork, integrity and excellence. The focus of its first Strategic Thrust starts from within - its treasured employees.
AG’s 1,943 employees come from different beginnings and different stages of their career. CAG is committed to provide every employee a platform to develop and see through their ideas in making a positive impact to the communities it serves. In 2018, CAG was recognised as Singapore’s Most Attractive Employer by Randstad for the second time. This is an affirmation of its brand identity, which is built upon compelling and genuine employee stories.

Why I joined the aviation industry.... It has been my dream to work for the world’s best airport since I was young. It gives me a sense of pride and belonging to my country. I have been working in the aviation sector for almost 20 years. I started off as an Operation and Licensing Assistant (OLA) in the aviation industry at 24 years old and joined CAG in 2009 after its corporatisation.

How I developed in my career in Changi Airport Group....
I started off overseeing baggage operations and belt allocation for arrival flights. I then moved to the Apron Control Centre as a Duty Supervisor to ensure timely arrival of flights through coordinating flight arrival schedules, gate allocation and towing of aircraft, etc.

Now, my role as an Airside Duty Manager in the Airside Management Centre requires me to be on top of all operations taking place within Changi’s airside. With my team of 8 airside officers, we support the varied needs of our ground handlers and airlines. We also play a key role in ensuring that airside operations run smoothly for all, from routine operational checks on aircraft stands and airside facilities, enforcement of airside operational and safety standards, to effective management of incidents and accidents within the airside compound.

My philosophy in work and life.... Working in the world’s best airport means I have to always keep high standards and expectations in my job. I strongly believe in teamwork. I hold onto a quote I once read, ‘If everyone is moving forward together, then success will take care of itself’.

Noor Hazlin Bin Razali

CHANGI AIRPORT GROUP

1F. FULFILLING CAREERS

FAIR EMPLOYMENT PRACTICES

PROFILE

<table>
<thead>
<tr>
<th>Gender</th>
<th>FY2017/18</th>
<th>FY2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>63%</td>
<td>63%</td>
</tr>
<tr>
<td>Females</td>
<td>37%</td>
<td>37%</td>
</tr>
</tbody>
</table>

Total Employees, by Gender

<table>
<thead>
<tr>
<th>Age Group</th>
<th>FY2017/18</th>
<th>FY2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;30</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>30-50</td>
<td>38%</td>
<td>38%</td>
</tr>
<tr>
<td>&gt;50</td>
<td>14%</td>
<td>14%</td>
</tr>
</tbody>
</table>

Total Employees, by Gender & Age Group

<table>
<thead>
<tr>
<th>Employment Contract</th>
<th>FY2017/18</th>
<th>FY2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent</td>
<td>1,103</td>
<td>1,082</td>
</tr>
<tr>
<td>Temporary</td>
<td>129</td>
<td>112</td>
</tr>
</tbody>
</table>

Total Employees, by Gender and Employment Contract

<table>
<thead>
<tr>
<th>Employment Type</th>
<th>FY2017/18</th>
<th>FY2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>1,231</td>
<td>1,194</td>
</tr>
<tr>
<td>Part-time</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Total Employees, by Gender and Employment Type
CAG is committed to making all the difference to the life of every employee, whether they are permanent or temporary staff. This begins with providing them an inclusive, fair and trusting workplace where every individual has equal opportunities to grow and pursue their aspirations.

Employees are the key drivers of value creation in the airport community and beyond. This is why increasing focus is placed on CAG’s human capital strategies to bring about outcomes of strong employee morale and satisfaction, retention rates and a pipeline of leaders necessary for the sustained growth of CAG.

**WHY is this important to CAG?**

**HOW does CAG manage this?**

**WHO manages this at CAG?**

**WHICH SDG does CAG contribute to?**

**POLICIES**
- CAG’s Employment Philosophy
- Freedom of association and collective bargaining
- Grievance mechanism and non-discrimination
- Employment benefits and welfare

**PRACTICES**
- CAG’s Employment Philosophy
- Freedom of association and collective bargaining
- Grievance mechanism and non-discrimination
- Employment benefits and welfare

---

**TALENT MANAGEMENT COMMITTEE**

**PEOPLE MATTERS COMMITTEE**

**PEOPLE TEAM**

**PEOPLE SERVICES & REWARDS**

**PEOPLE DEVELOPMENT & EXPERIENCE**

---

“**We want to make all the difference to our people**”
CAG’S EMPLOYMENT PHILOSOPHY
CAG’s corporate policy embraces the 5 Principles of Fair Employment Practices, as endorsed by the Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP). CAG is a TAFEP Human Capital Partner, committed to developing the skills and knowledge of employees at different career stages and sharing best practices with a community of employers.

CAG is passionate about its people. Aside from rewarding employees for their performance with remuneration that commensurate with the effort and performance outcome delivered to celebrate their hard work and success, CAG also offers a market competitive suite of employment benefits for its employees.

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING
33% of CAG’s workforce are part of the staff union, the Singapore Manual and Mercantile Workers’ Union (SMMWU), a large union affiliated to the National Trades Union Congress (NTUC) representing mainly commerce and service workers in the private sector. Collective Bargaining Agreements pertaining to general terms and conditions of employment are in place – of which 65% of CAG’s employees are covered.

CAG maintains close ties with the airport unions and the NTUC Aerospace and Aviation Cluster to improve the welfare of workers in the airport. Regular dialogues are held with key airport unions to share operational challenges that airport workers face. A key outcome of these dialogues is the Delta Airside Café that offers the airside community affordable and accessible meal options without having to travel far and to clear multiple security checks. CAG was given the Partner Award at NTUC’s May Day Awards 2017 for uplifting lives and welfare in the workplace.

GRIEVANCE MECHANISM AND NON-DISCRIMINATION
It is important that employees have a course of action available when any grievances arise. CAG has in place a fair and objective grievance mechanism to ensure that every incident is handled systematically and reasonably. CAG does not condone discrimination at any person on any grounds – be it at the workplace or against any other stakeholders. Every employee has direct access to the CEO when encountered with a problem and has a complaint or suggestion.

EMPLOYMENT BENEFITS AND WELFARE
CAG believes in building a deep engagement with, and among its people. Introduced in 2016, one of CAG’s initiatives, ‘Fun Friday’, brings together employees to have fun, bond, learn and relax over interesting activities.

Investing in employee wellbeing is part of CAG’s employee engagement efforts. CAG’s workplace wellness programme – Healthy Habits Healthy Life (HHHL) – is anchored by 3 key health pillars - Healthy Eating, Physical Fitness and Mental Wellbeing. This programme aims to encourage employees to take ownership of their health by engaging in healthy habits at work and beyond.

CAG advocates regular health screenings and a lifestyle survey is conducted to understand employees’ health interests and needs. The Annual Corporate Health Screening results can identify potential health risks and trends and propose new programmes to effectively target these areas. For instance, in 2017, CAG introduced the Cholesterol Intervention Programme and Weight Management Programme in response to the top 2 health risks identified.

“CAG encourages its employees to speak up whenever they encounter a situation that goes against its values and principles.”

“33% employees in union

65% employees covered by Collective Bargaining Agreements

0 reported incidents of discrimination

“Fostering the Changi spirit”
CAG embraces individuals from different beginnings across all walks of life. The diversity of cultures, experiences and perspectives is integral to CAG’s success in delivering the Changi Experience.

NEW HIRES
During the year, CAG welcomed 164 new team members into the CAG family. As a sizeable portion of CAG’s workforce comprises the Airport Emergency Service (AES) team, and due to the nature and physical expectations of these careers, the applicant profile has predominantly been younger males. Aside from the AES team, CAG’s new hire rates are largely comparable across gender and age groups, with an overall new hire rate of 8.4%.

TURNOVER
Employee turnover at CAG is fairly healthy, with an overall turnover rate of 5.7% for the year. CAG’s employee turnover rate is well below the annualised national labour turnover rate (21.6%) and that of the air transport industry (10.8%)², reflecting its deep commitment towards retaining its talents.

NEW HIRES
Number (and Rate †) of New Hires, by Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>101</td>
<td>8.2%</td>
</tr>
<tr>
<td>Females</td>
<td>63</td>
<td>8.9%</td>
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</table>

Number (and Rate †) of New Hires, by Gender and Age Group

<table>
<thead>
<tr>
<th>Gender</th>
<th>Age Group</th>
<th>Number</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>&lt;30</td>
<td>65</td>
<td>23.6%</td>
</tr>
<tr>
<td></td>
<td>30-50</td>
<td>32</td>
<td>4.3%</td>
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<tr>
<td></td>
<td>&gt;50</td>
<td>4</td>
<td>2.0%</td>
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<tr>
<td>Females</td>
<td>&lt;30</td>
<td>35</td>
<td>23.6%</td>
</tr>
<tr>
<td></td>
<td>30-50</td>
<td>27</td>
<td>5.7%</td>
</tr>
<tr>
<td></td>
<td>&gt;50</td>
<td>1</td>
<td>1.1%</td>
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</table>

TURNOVER
Number (and Rate †) of Turnover, by Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>63</td>
<td>5.1%</td>
</tr>
<tr>
<td>Females</td>
<td>47</td>
<td>6.6%</td>
</tr>
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</table>

Number (and Rate †) of Turnover, by Gender and Age Group

<table>
<thead>
<tr>
<th>Gender</th>
<th>Age Group</th>
<th>Number</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>&lt;30</td>
<td>9</td>
<td>3.3%</td>
</tr>
<tr>
<td></td>
<td>30-50</td>
<td>34</td>
<td>4.5%</td>
</tr>
<tr>
<td></td>
<td>&gt;50</td>
<td>20</td>
<td>9.8%</td>
</tr>
<tr>
<td>Females</td>
<td>&lt;30</td>
<td>14</td>
<td>9.5%</td>
</tr>
<tr>
<td></td>
<td>30-50</td>
<td>29</td>
<td>6.1%</td>
</tr>
<tr>
<td></td>
<td>&gt;50</td>
<td>4</td>
<td>4.9%</td>
</tr>
</tbody>
</table>

† Rates are computed by total employee numbers of the relevant gender/age group as at year-end FY2017/18, rounded to the nearest decimal place.

2 Ministry of Manpower, Labour Market Report 2017
CAG inculcates a learning culture at the workplace. Ensuring that teams achieve the right level and type of training is vital for CAG to fulfill its vision and deliver excellence to stakeholders.

CAG wants to grow together with its people. Investing in its people enables CAG to equip them with the right skills and expertise to address the critical roles and functions across the organisation. Greater engagement and development in turn contributes to greater job satisfaction and motivation, enabling CAG to sustain its performance and achieve its business goals.

“Nurturing the builders of tomorrow”

CAG’s Learning Policy
Training Programmes
Performance Management Framework
Annual Potential Assessment Exercise

Employees to attend at least 1 training programme, yearly
Implement a new Enterprise Learning Management System by FY2019/20

ON TRACK
ACHIEVED 91.4%

TALENT MANAGEMENT COMMITTEE
PEOPLE MATTERS COMMITTEE

PEOPLE TEAM
PEOPLE SERVICES & REWARDS
PEOPLE DEVELOPMENT & EXPERIENCE

POLICIES
PRACTICES

WHY is this important to CAG?
HOW does CAG manage this?
WHAT are CAG’s targets?
WHO manages this at CAG?
WHICH SDG does CAG contribute to?
TRAINING PROGRAMMES

In 2017, CAG embedded a 3-year Digital Learning journey into its learning and development strategy and plan. In a bid to encourage its employees to embrace new ways of learning, CAG set out to explore and introduce new forms of learning through gamification, blended learning, digital book summaries and online libraries.

To nurture the habit of continuous learning, CAG organises annual learning festivals (Learnfest) for its employees, designed to encourage them to learn in a fun and relaxed setting, and to create a conducive environment to support active community sharing. The theme for this year – “Start Something Today”, encourages every employee to be an entrepreneur and innovator. CAG continually reinvents itself to stay ahead in today’s fast-changing environment, and encourage employees to bring innovative ideas into action.

The People Development team works closely with the various functions across CAG to map out functional competencies and identify learning plans to address their developmental needs.

751 training programmes were conducted at CAG. This reflects a total of 98,303 hours of training provided to CAG’s employees, averaging 50 hours of training per individual. A breakdown of the average training hours by gender and employment category is provided below.

Types of Training Programmes
- Leadership Development
  - Leadership Milestone Programme
  - CAG Leadership Dialogue
- People Manager Skills
  - Performance Management in CAG
  - Conducting Career Conversations
  - ThinkHR
- Onboarding
  - New Hire Orientation Programme
- Foundation Programmes
  - CAG Essentials
- Functional Training
  - External training events
  - Trainings organised by the Division or Cluster

“CAG cares about the development of every employee and engages in regular conversations with them throughout the year through a structured Performance Management Framework.”

PERFORMANCE MANAGEMENT FRAMEWORK

100% of CAG’s regular employees participated in annual performance and career development reviews.

Analysing talent data and insights from talent trends help drive continuous improvement at CAG’s talent management and development efforts. By identifying talent needs and diagnosing gaps, CAG will be able to have a clearer understanding of the required solutions for today and the future.

Regular employees undergo three reviews annually. At the start of the year, employees undergo performance & development planning where they discuss developmental needs and career plans. Performance goals are also set at this stage. Subsequently, a stock-take of progress will be done at the mid-year point. Finally at the year-end performance review, discussions will be conducted to review employees’ performance and highlight areas for improvement.

ANNUAL POTENTIAL ASSESSMENT EXERCISE

It is important that CAG sustains an available and deep pool of talent – not only to meet its current business needs but also those required of the future as well. Company-wide potential assessment and succession planning exercises are key activities in CAG’s annual Talent Management Cycle. The Talent Management Council is chaired by CAG’s CEO.

751 training programmes were conducted at CAG. This reflects a total of 98,303 hours of training provided to CAG’s employees, averaging 50 hours of training per individual. A breakdown of the average training hours by gender and employment category is provided below.

Average Training Hours, by Gender

<table>
<thead>
<tr>
<th></th>
<th>FY2016/17</th>
<th>FY2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>74</td>
<td>36</td>
</tr>
<tr>
<td>Females</td>
<td>33</td>
<td>36</td>
</tr>
</tbody>
</table>

Average Training Hours, by Gender and Employee Category

<table>
<thead>
<tr>
<th></th>
<th>FY2016/17</th>
<th>FY2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males Professional</td>
<td>61</td>
<td>36</td>
</tr>
<tr>
<td>Males Support</td>
<td>94</td>
<td>18</td>
</tr>
<tr>
<td>Females Professional</td>
<td>65</td>
<td>19</td>
</tr>
<tr>
<td>Females Support</td>
<td>94</td>
<td>18</td>
</tr>
</tbody>
</table>

98,303 hrs  total training hours provided

50 hrs  average training hours per employee

1 Average Training Hours are computed by the total employee numbers of the relevant gender/age group as at year-end, rounded to the nearest decimal place.
Nothing is more important than human life. CAG puts in place good governance and prudent risk management strategies that are key in tackling the multiplicity of threats that will impact CAG and its stakeholders.

What used to be isolated risks are now evolving and becoming increasingly complex and interconnected – in terms of their disruptive potential and pervasiveness. CAG evolves its approach and accelerates change in its capabilities towards securing its assets, ensuring the safety of airport operations and above all, the protecting the lives of everyone at the airport.
Viewing risk management through the lens of sustainability is important to pursue sustainable growth while also addressing the unconventional, long-term risks that will impact CAG.

Good corporate governance is a tailwind to success.

Corporate governance is the way CAG runs its organisation and delivers value to its stakeholders. It impacts all aspects of CAG, from strategic decision-making to risk management and compliance. Good governance is vital for efficiency and sustainable growth – not just within CAG but in the wider economies and communities that it is a part of. It underpins CAG’s accountability and integrity and minimises uncertainty within its operations.

**Policies**
- CAG’s Risk Management Policy
- CAG’s Enterprise Risk Management Framework
- CAG’s Code of Conduct
- CAG’s Whistleblowing Framework

**Policies**
- Training and awareness

**Targets**
- Zero confirmed incidents of corruption, yearly
- Zero confirmed non-compliance with applicable laws and regulations, yearly

**Who manages this at CAG?**
- Board
- Operational Risk & Safety Committee
- Audit Committee
- Management Committee
- Compliance Functions
- Risk & Safety Management Functions
- External Auditors
- Internal Audit
- Board Reports to/Informs
Every employee and every individual working in the airport community is a valued manager of risks. Collectively, they manage a wide range of risks which includes operational and safety, regulatory, financial and developmental projects risks.

CAG’s Risk Management Policy
CAG defines risk as anything that might prevent it from achieving its business goals and objectives. CAG’s policy is to minimise the materialisation of risk and the impact of damage as low as practically possible by:

a. Identifying risk as early as possible
b. Analysing and prioritising the risk
c. Planning the necessary measures
d. Implementing the appropriate measures
e. Monitoring the risk

CAG’s Total Enterprise Risk

CAG’s Enterprise Risk Management (ERM) Framework
CAG’s ERM Framework sets out the overarching philosophy, principles, requirements and responsibilities for a sound approach to risk governance and management required within CAG.

The central theme and objectives of CAG’s ERM Framework is to:

• Integrate and provide a unified picture of risk for CAG’s Management, Board of Directors and stakeholders
• Provide a consistent process for the prioritisation and allocation of resources, and coordination of existing individual risk management actions to manage enterprise risks effectively; and
• Promote a culture of proactive risk management and minimise uncertainty in CAG.

CAG’s Framework takes reference from applicable international standards, including ISO 31000 Risk Management and COSO ERM Framework, and the Risk Governance Guidance for Listed Boards, where practical.

The CAG Enterprise Risk Management (ERM) Framework begins from the policy which sets out the overall objectives, attitude and approach to CAG’s ERM. This document also comprises the risk governance structure which shows the various roles and responsibilities of CAG’s stakeholders. Methods are encompassed within the framework that guides the stakeholders on risk identification, monitoring and management activities. Stakeholders can then utilise tools & enablers to categorise their findings to develop appropriate risk matrices and registers, facilitating CAG’s ERM activities.
Safety is CAG’s core value, with the intent for every individual to return home soundly to their loved ones each day. Safety is not just a basic right; it is how CAG cares for and cherishes its people. Together with its airport partners, CAG creates a strong safety culture that goes hand in hand with its commitment to delivering a world-class, quality experience.

**“Nothing is more important than human life”**

CAG’s total quality approach to safety is upheld by CAG’s Airport Emergency Service, Aerodrome Safety Unit and Aviation Security Unit, and implemented on the ground by relevant CAG divisions, service providers and airport partners.
SAFETY AND SECURITY AT CHANGI AIRPORT

CAG’s AVSec Unit performs the key function of maintaining high standards of security management. It operationalises all airport security requirements and addresses security incidents, collaborating closely with agencies and security contractors.

CAG’s AES is a highly trained specialist unit positioned to take charge of fast-action rescue and fire protection, and other emergency situations such as bomb warnings, chemical and biological threats.

ACERODROME SAFETY AND WORKPLACE SAFETY AND HEALTH

CAG is recognised as a dependable airport operator upholding a high standard of aerodrome safety, by the International Federation of Air Line Pilots’ Associations (IFALPA) which has awarded Singapore Changi Airport a deficiency-free rating 37 times since 1982. CAG also ensures that Changi Airport complies with aerodrome safety requirements, by maintaining the aerodrome certification issued by CAAS.

As a responsible duty-holder under the Workplace Safety & Health (WSH) Act, CAG works closely with its contractors and airport partners to ensure compliance with WSH requirements at the airport, where more than 50,000 personnel work at. CAG is committed to the safety and well-being of its employees, achieving zero work-related fatalities. CAG applies a proactive approach to workplace safety and health (WSH) management, by conducting WSH risk assessments to identify safety hazards and implementing safety risk controls for all work activities.

CAG closely monitors staff injuries and ill health cases related to work. Analyse contributing factors and take immediate preventive measures. Based on GRI-defined criteria, CAG’s employee work-related injury rate is 3.62, mainly due to minor training injuries sustained by personnel under the Airport Emergency Service (AES) division. This is primarily due to their operational training which is higher risk by nature. AES investigated every workplace occurrence, reviewed its Training Safety framework and implemented various safety measures targeted at minimising training hazards. There are also regular outreach sessions on lessons learnt and safety messages to increase employees’ awareness on the training risks that they are exposed to. Safety standards in AES are certified to OHSAS 18001:2007, verifying its Occupational Health and Safety Management System.

SAFETY HAZARD REPORTING

CAG is committed to the proactive identification and management of safety hazards that may jeopardise or weaken its safety defences. Airport staff and users are encouraged to report hazards through various channels:

- CAG e-Services portal
- Corporate safety email
- 24/7 hotline
- SWEETmini mobile app

The online hazard reporting form found on CAG’s e-Services portal and the corporate safety email are voluntary and confidential reporting channels managed by ASU. Airport users can report hazards and offer suggestions to address these hazards. For hazards which require immediate attention, users can report them through a 24/7 hotline.
SWEETmini Mobile App for the Changi Workforce

The app promotes Changi’s Safety Culture by communicating safety-related news and reminders to the workforce. It enables the workforce to be the organisation’s eyes and ears on the ground by providing them with an easy means to report hazards and submit safety feedback on the go.

AIRPORT SAFETY AWARDS

These awards, given out quarterly and annually to individuals and teams, honour airport staff who exemplify the safety culture based on three broad categories – Innovation & System Thinking, Safety Awareness & Courageous Act, and Safety Promotion & Culture Building. Separate awards were also given for team and individual efforts.

In FY2017/18, 37 award winners who have made outstanding contributions towards airport safety were honoured.

Runway Incursion Prevention Pre-warning Location Equipment (RIPPLE)

A lot of effort goes into ensuring that the runway is always ready and safe for use. Using ‘Category One vehicles’, these yellow vehicles, once given the green-light by Air Traffic Control, go onto the runways to perform safety checks.

RIPPLE helps to prevent lapses by warning drivers when they are approaching the vicinity of a runway. Implemented in July 2017, the tool has since been installed in all ‘Category One vehicles’.

The pre-warning system works by using a Global Positioning System (GPS) to draw a geographic boundary, or geofence, 150 metres from the centre of the runway. Based on the GPS reading, the system automatically sends a visual and audio alert to the driver if his vehicle enters the demarcated area. Likewise, RIPPLE alerts the driver when the vehicle exits the geofence. This results in better situational awareness on the driver’s part.

Since the implementation of RIPPLE, there has been no runway incursions by vehicles.

“CAG recognised outstanding safety acts and projects undertaken by airport staff, and these staff were honoured at the inaugural Airport Safety Awards ceremony on 11th August 2017.”

AIRPORT SAFETY

INDIVIDUAL AWARD WINNERS

TEAM AWARD WINNERS

Congratulations to All Award Winners!
Exercise Bobcat

Exercise Bobcat is a full-scale aircraft emergency exercise drill conducted at Changi Airport, bringing together multiple agencies, including CAG, CAAS, SPE, SCDF, SAF, MOH, MPA, Silkair, SATS and dnata.

The year saw CAG and the airport community’s resilience in managing a situation at Changi Airport. On 16 May 2017, a fire broke out in T2 and was eventually traced to a source in the Air Handling Station (AHS) room. CAG promptly executed emergency plans and focused on firefighting and evacuation in the initial phase, followed by the full diversion of T2’s operations to T3, before re-opening T2 after the terminal was cleared of smoke and ready to resume operations. Despite the many challenges to be tackled, T2 was back in operations some 9 hours after. Evacuation was carried out safely in accordance with fire evacuation procedures, and there were no casualties from the incident. Neither was there a need for the diversion of arrival flights to neighbouring airports. Through the incident, lessons were drawn and a review was carried out to enhance the emergency preparedness plans of Changi Airport.

Exercise Northstar

In a time where global acts of terrorism pose serious threats, CAG took steps to strengthen its readiness and community resilience through its participation in Exercise Northstar, a multi-agency anti-terror exercise organised by the Singapore Police Force at T3 on 17 October 2017. Observed by Singapore’s Prime Minister Lee Hsien Loong and several Cabinet Ministers, this was the first time the exercise was held at Changi Airport.

During the drill, simulations included a shooting rampage by gunmen and a suicide bombing. In line with SGSecure’s ‘Run, Hide and Tell’, an advisory message, ‘Watch Out, Help Out, and Move Out’ was communicated to the airport community through various platforms. CAG practised crisis communications for passengers and the airport community during the exercise, further raising the level of awareness and preparedness among airport partners.

SAFETY INFRASTRUCTURE

CAG provides a Category 10 level of fire protection, the highest possible fire protection coverage in accordance with ICAO standards. At all times, CAG’s AES fire-fighting vehicles must respond to the scene of an aircraft accident in 2 minutes, not exceeding 3 minutes and bring the fire under control within a minute upon arrival. This is swiftly followed by rescue and evacuation efforts to nearby medical facilities.

In line with ICAO’s recommendation to deal with aircraft crashes at the waters surrounding the airport, the AES is equipped with sea rescue capabilities. It has a fleet of emergency resources based in a Sea Rescue Base off the waters of Changi Airport. Operating highly specialised emergency vessels and equipment in the event of aircraft incidents out at sea, the Sea Rescue Base is also the only hovercraft operator in Singapore.

Emergency preparedness is vital for CAG and its partners to respond swiftly, neutralise any threats decisively and safeguard lives and critical infrastructure. CAG continues to enhance its response and rescue capabilities to ensure that all stakeholders at the airport enjoy a safe and stress-free experience; assured that the airport community is resilient and geared to smoothly manage a crisis should it occur.

**EMERGENCY PREPAREDNESS**

The Airport Emergency Plan at Changi coordinates the efforts of mutual aid agencies within the airport and its immediate vicinity. The AES team is responsible for managing the Airport Emergency Plan and takes charge of the rescue and fire-fighting and other crash site operations of this plan. These plans are tested annually in the form of drills.

8 terminal fire drills were conducted, as well as 2 full-scale exercises. One involved a simulated aircraft incident at sea (Exercise Bobcat) and the other, a counter-terrorism exercise conducted by the Singapore Police Force (Exercise Northstar).

8 terminal fire drills
2 full-scale exercises
>5,000 participants involved
For many of us in Singapore, Changi Airport will always hold a special place close to our hearts, being the first and last encounter of home when we travel. For millions of foreign guests, Changi Airport is a place filled with friendly smiles, comfortable rest areas, inspiring art, retail and gastronomic delights; built to reflect the best of what Singapore stands for – hospitality, innovation and excellence.

Behind it all is the ONE Changi family of over 50,000 airport staff, who in their many roles collectively deliver the award-winning Changi Experience.
Changi Airport is the gateway to Singapore, where travellers spend their first and last moments in the country and where lasting impressions of Singapore are made. CAG understands that the stress of travel impacts travellers and aims to make their time at the airport an enjoyable and positive one - through service excellence, innovation and operational efficiency.

**WHY** is this important to CAG?

**HOW** does CAG manage this?

**WHAT** are CAG’s targets?

**WHO** manages this at CAG?

**WHICH** SDG does CAG contribute to?

**SDG**
- Creating a WOW Passenger Experience
- Harnessing Technology and Automation
- Bringing out the best of ONE Changi

**Policies**
- Changi Quality Service Management

**Practices**
- Good yearly performance for the Customer Satisfaction Index of Singapore (CSISG), yearly

**Achieved**
78% (above industry average)

**Targets**

**Airport Experience Team**

**Quality Service Management Team**

Beyond world-class airport facilities, efficient operations and excellent customer service, the Changi Experience is about connecting people and enhancing their lives.
Whether you are a traveller, local visitor, shopper or diner, CAG believes that every guest is special, with different needs, and that providing excellent service means not treating each person as just one of many. So, from a signature Changi greeting, to personally welcoming and greeting each passenger, to a priority service for those with special needs, frontline staff engages each guest by being helpful and attentive.

CUSTOMER SERVICE INDEX OF SINGAPORE (“CSI SG”) 2016
In 2016, the CSISG measured a statistically significant\(^3\) increase in customer satisfaction at Changi Airport at 81.4 points, which is an 8.4% increase from 2015.

Air Transport

<table>
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<th>Service</th>
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<th>2016 Score</th>
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<tr>
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<td>Airlines</td>
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Land Transport

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<tr>
<td>MRT System</td>
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Transport Booking Apps

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<tr>
<th>CSISG Scores (0 to 100 scale)</th>
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<th>2016</th>
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<td></td>
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<tr>
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<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>82</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

"Creating a wow Changi Experience"

The Changi Experience has touched lives from around the world. Changi Airport continually creates positively surprising experiences for all who come through its doors.

"Every customer is unique"

Uniquely Changi, Uniquely Singapore

Changi Airport is an integral part of the Singapore experience and is well-positioned for visitors to learn more about what Singapore has to offer. Striving to deliver a unique airport experience, CAG continuously designs refreshing, interactive experiences to engage visitors and create pleasant memories of their visit to Singapore and Changi Airport. CAG works closely with partners such as the Singapore Tourism Board (STB) and National Heritage Board (NHB) to promote the Singapore experience at the airport.

Changi Airport is one of the world’s most awarded airports, with over 530 accolades since its opening in 1981. In 2018, Changi Airport has been named the world’s best for the sixth consecutive year in the annual World Airport Awards by Skytrax.

"Make it Your Singapore’ showcase

FA2017/18 AWARDS AND ACCOLADES\(^4\)

Changi Airport is one of the world’s most awarded airports, with over 530 accolades since its opening in 1981. In 2018, Changi Airport has been named the world’s best for the sixth consecutive year in the annual World Airport Awards by Skytrax.
“Harnessing technology and automation”

Technology is a key enabler for many of the productivity improvements that the airport undertakes to stay efficient. CAG provides an exceptional passenger experience that is enhanced by cutting-edge technology.

SMART AIRPORT
SMART stands for Service Management through Analytics and Resource Transformation. Data analytics allows CAG to respond quickly in real-time and to analyse for longer-term trends. This data-driven feedback provides deeper insights for continual system improvements in CAG’s service ecosystem.

- Aircraft and ground vehicle movements are tracked and collated onto maps and graphical charts to enhance operations coordination and management. This assists operations staff to proactively prepare for possible surges in flight or passenger traffic.
- Video analytics are employed at key service touch points to measure and improve service standards.

“Universal Design for all to enjoy”

CAG constantly rejuvenates its infrastructure and facilities to keep the Changi Experience refreshing for all. All terminals are designed to be inclusive and friendly for families, children, elderly, the visually and physically impaired.

T1 has been awarded GoldPLUS in 2012 by the BCA Universal Design Mark scheme for its user-friendly design. Following an extensive refurbishment, T1 now features not only a revitalised look but also optimised passenger flow at key areas to enhance the airport experience for both travellers and visitors. Spatial comfort is greatly enhanced through changes to the layout, introduction of wider thoroughfares, higher ceilings and improved lighting.

Several information counters, internet kiosks, water coolers and restroom basins are designed to be at a height accessible to children and wheelchair users.

- Information counter
- Internet kiosk
- Water cooler
- Toilet facilities

A big part of Changi Airport’s success is the ‘Heartware’ of its 50,000-strong airport community. CAG continues to build the culture of ‘ONE Changi’, which underpins the belief that all agencies need to work together as one to deliver value to the passengers and visitors at Changi Airport.

Since 1994, Changi Airport has been honouring outstanding individuals who have exemplified service excellence by going beyond their call of duty. In celebration of the Silver jubilee of the Annual Airport Celebration (AAC), CAG introduced three new awards in 2018:

- ‘Changi Hero Award’ to recognise staff who have stepped forward in a life threatening situation to take charge and aid passengers
- ‘Changi Service Star’ which recognises the remarkable achievement for staff who have won top service awards multiple times. It is conferred to individual award winners who have won Service Personality of the Year or Outstanding Service or Custodial (Gold) award at least three times.
- ‘Special Commendation Award’ to commend an airport partner who has consistently been a supportive employer to airport staff over the years. It acknowledges a partner organisation for its consistent and exceptional efforts in contributing to service excellence in Changi Airport.

Pay tribute to its service heroes at AAC 2018, 30 awards across eight categories were given out at the event which was graced by Coordinating Minister for Infrastructure and Minister for Transport, Mr Khaw Boon Wan. The other five award categories are ‘Service Personality of the Year’, ‘Outstanding Service Staff of the Year’, ‘Outstanding Custodial Staff of the Year’, ‘Outstanding Service Team of the Year’ and ‘Service Partner of the Year’.

Award recipients were selected based on the extent to which they had gone beyond the call of duty to assist passengers; their self-initiative, resourcefulness and creativity in handling a difficult situation; as well as passengers’ feedback.

“Bringing out the best of ONE Changi”

HOONOURING THE CHAMPIONS OF SERVICE
Changi Experience Executive Saurabh and Changi Experience Supervisor Mouzy attended to a distressed passenger with a toddler. During their travels, the passenger and her toddler had been separated from her husband. Saurabh spoke to the husband on the phone and assured him that they would take care of his wife and child, and that they would liaise with the airlines to see what could be done to reunite them. Saurabh and Mouzy calmed his wife down, and got some food for her and her child.

Saurabh liaised with the airlines to arrange flight re-bookings for them and assured the family that his team would help with the arrangements. The lady and her child were escorted to an area near the Information Counter to rest. Blankets and refreshments were given to the passengers to make them more comfortable. Saurabh found out later that the lady passenger was actually pregnant. Worried that she was not eating much, Saurabh bought her curry chicken rice, which she ate.

In the morning, the case was handed over to Changi Experience Executive Puvan and Changi Experience Agent Faisal, who were on the next shift. Saurabh stayed on as he was the only Bengali speaker available to liaise with her husband. Not long after, the airlines informed Saurabh that the re-booking could now be processed.

Puvan, Faisal and Saurabh escorted the lady and the child through check-in, immigration, and all the way to their boarding gate. Faisal even bought a plush toy and chocolates for the little boy, who was delighted. Once they ensured that the passengers safely boarded the flight, the husband was informed. A few hours later, the husband called to update that he had reunited with his family. He was extremely thankful for the help rendered to him.

Recognising Changi's Everyday Heroes

From L - R: Mousy Loo Schu, Saurabh Chau, Loo Shu Wing (Mousy), Puvaneswary R D/ O Machiap, Muhammad Faisal Bin Hussein, Mfaro Saurabh (Not in photo)
CAG believes in the potential of people and seek to enhance lives not simply through its business but also through its corporate social responsibility efforts.
CAG gives back to the communities in many ways through staff volunteerism, corporate philanthropy and stakeholder partnerships. Building resilience of the underprivileged is vital in strengthening the social fabric and fundamental in global sustainable development.

**WHY**
is this important to CAG?

**HOW**
does CAG manage this?

**WHAT**
are CAG's targets?

**WHO**
manages this at CAG?

**WHICH**
SDG does CAG contribute to?

**POLICIES**
- Changi Foundation Framework
- Corporate social responsibility (CSR) activities
- Airport partner engagement

**PRACTICES**
- Corporate social responsibility (CSR) activities
- Airport partner engagement

**TARGETS**
- Achieve 25% staff volunteerism yearly by FY2020/21
- Achieve 3,000 volunteer hours yearly by FY2020/21
- Engage 35 airport partners in Changi Foundation programmes yearly by FY2020/21
- To offer minimally 80 job attachments to youth beneficiaries yearly from FY2020/21 onwards

**PEOPLE TEAM**
"Bringing our community together."

Changi Foundation - the philanthropic arm of CAG - was established in 2012 with the central purpose of reaching out to and supporting disadvantaged youths. Going beyond mere funding of programmes, CAG strives to be an organisation which makes a difference to the communities it operates in. Changi Foundation’s all-rounded projects and programmes aim to touch the lives of more than 600 disadvantaged youths each year.
“Defining clear purpose with desired outcomes”

Changi’s Community Investment is guided by the Changi Foundation Framework, which provides a clear purpose with desired outcomes for all programmes rolled out by CAG. Through these programmes, delivered with sincerity and passion, CAG offers and provide opportunities, tools and knowledge to empower youths.

Changi Foundation believes in the potential of youths who, for reasons often beyond their control, have fewer opportunities, and greater barriers to success than their peers.

**Volunteer Service Leave (VSL) Policy**

Employees are entitled to Volunteer Service Leave (VSL) annually. To further encourage volunteerism amongst employees, CAG increased its VSL from 3 days to 5 days in FY2017/18. Employees may use 2 days of their VSL for any charitable causes of their choice and 3 days for CSR activities organised by Changi Foundation in support of its main beneficiaries – NorthLight School and Metta School.

**CHANGI FOUNDATION (CF) FRAMEWORK**

**Desired Outcomes**

The purpose of CF’s philanthropic investments

- Drive Active Volunteerism in CAG
- Build One Changi culture
- Create Deep Impact and Enduring Change for Beneficiaries

**Strategic Thrusts**

Principal considerations guiding the type of programmes CF supports

- Strengthen Foundations by supporting programmes which prolong youths’ academic & personal growth journeys
- Be An Engaged Philanthropist by going beyond passive funding and deep-diving CSR efforts, with sustained interactions and connections with beneficiaries
- Drive Paradigm Change by influencing the ecosystem through programmes which could help address systemic gaps in youth development

**Enablers**

Philanthropic investments which define CF’s unique value proposition

**CHANGI FOUNDATION ACTIVITIES**

At CAG, active volunteerism is strongly articulated from its leadership and embedded within its culture. Aside to guiding the development of work plans and setting the strategic direction of Changi Foundation, CAG’s leaders invest time in its CSR programmes. Employees are encouraged to volunteer and gather fellow colleagues to join them in the spirit of giving back. The CSR team is also constantly challenged by leadership to explore new, impactful programmes for its beneficiaries.

Before each CSR activity, pre-programme briefings will be conducted to provide all volunteers with a better understanding of the beneficiaries and the roles they have to play.

ASA CAG’s philanthropic arm, Changi Foundation identifies key programmes to help achieve its outcomes to empower youths. Two key beneficiaries of Changi Foundation are NorthLight School and Metta School.

**NORTHLIGHT SCHOOL**

NorthLight School is Changi Foundation’s first and major beneficiary. Changi Foundation believes in the value of a meaningful, long-term CSR engagement and has been supporting them since 2014. Changi Foundation’s programmes with NorthLight School complements the school curriculum and caters to different academic levels aimed at raising the youths’ job readiness. A summary of Changi Foundation’s key engagement activities is summarised below:

**“Materialising these outcomes”**
In line with its desired outcome to create deep impact and enduring change for beneficiaries, Changi Foundation puts in place outcome indicators to better evaluate the efficacy of its programmes. Post-programme participation, 88% of the NorthLight School youths reflected that they felt inspired about their future.

In its endeavour towards active volunteerism, employee sentiments are also measured post-programme. 88% of employee volunteers reported feeling a greater affinity to CAG and its role in the community.

<table>
<thead>
<tr>
<th>NorthLight School Youths</th>
<th>CAG’s Employee Volunteers</th>
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<tbody>
<tr>
<td><strong>88%</strong> felt inspired about their future</td>
<td><strong>88%</strong> felt a greater affinity to CAG and its role in the community</td>
</tr>
<tr>
<td><strong>87%</strong> felt inspired about their future career</td>
<td><strong>86%</strong> felt that they gained greater awareness of issues in the community</td>
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<tr>
<td><strong>90%</strong> felt a greater sense of self-esteem</td>
<td><strong>84%</strong> felt that they had made a positive impact on the youths</td>
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<tr>
<td><strong>81%</strong> felt greater engagement in school</td>
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For the NorthLight School youths, 4 key indicators were measured – (1) feeling inspired about their future; (2) feeling inspired about their career; (3) demonstrated increase in self-esteem; and (4) demonstrated greater engagement in school.

For CAG’s employees, 3 key indicators were measured – (1) feeling greater affinity to CAG and its role in the community; (2) feeling that they have gained awareness of issues in the community; and (3) feeling that they made a positive impact on the youths.

88% felt inspired about their future
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81% felt greater engagement in school

88% felt a greater affinity to CAG and its role in the community
86% felt that they gained greater awareness of issues in the community
84% felt that they had made a positive impact on the youths

METTA SCHOOL
CAG believes in equal opportunities and non-discrimination. Metta School is Changi Foundation’s second adopted beneficiary since 2018. Through this partnership, it hopes to touch the lives of more disadvantaged youths. Presently, the two programmes that Changi Foundation supports Metta School in are as follows:

### Social Competence Programme
- Provides opportunities for autistic students to acquire daily living skills through experiential learning.
- 60-min facilitated learning with CAG employee volunteers and airport partners within the airport setting (supermarket and food court, with planned progression to the clinic).

### Job Trial Programme
- Facilitates the transition from school to work for students who may not be able to progress to the Institute of Technical Education (ITE).
- Two week job trial with various airport partners under the supervision of Metta School teachers and job coaches.
- Students may be re-hired by airport partners in their second year for a nine month work programme.

Metta School focuses on employability for its higher functioning students, and acquisition of independent living skills for its autistic students, allows Changi Foundation to leverage the strengths of CAG’s employees, the airport community, and the airport’s amenities. Work experience for Metta School’s more-abled students can be offered through placements with airport partners. In addition, the students’ vocational skills make them a good fit for some of the jobs CAG’s partners offer.

Learning of independent living skills for its autistic students – such as banking services, medical services, grocery purchase, etc. – can be done within CAG’s premises. As a minority, Changi Airport offers these key amenities, in an authentic and conducive setting. Airport partners can also co-volunteer with CAG’s employees, thereby enhancing service understanding and forging a closer ‘One Changi’ culture.
“Leveraging our Airport Partners to multiply the impact”

Desiring to build the One Changi culture, CAG engages airport partners in its CSR programmes to provide youths an authentic learning platform.

ENRICHING CSR PROGRAMMES THROUGH AIRPORT PARTNER ENGAGEMENT

The job attachments offered by airport partners provide youths the platform to learn, develop their job-readiness skills and experience the realities of working life. In 2017, 18 of the 21 airport partners supporting Changi Foundation’s programmes offered work exposure opportunities for 58 students.

Reflections of A Dedicated CAG Volunteer - Seng Kee

“I chanced upon these 10 characters “施恩不求报，与人不追悔” one day and it has shaped my beliefs on volunteering ever since. It translates to “for whatever that has been rendered, one shall not expect anything in return nor regret one’s actions”. These wise words encapsulate the spirit of giving and has become the guiding principle in my volunteering journey.

From numeracy coaching for NorthLight School students to character building through football, through the Saturday Night Lights (SNL) programme organised by SportCares, I have participated in various programmes and had countless opportunities to interact with youth from diverse backgrounds.

My fondest memory was from the SNL programme that taught me a lesson on human relationships. A “salam” or handshake is a way of greeting among Muslims. Before the start of every football session, I would see the Muslim youths proactively approaching their coaches with a “salam”. This definitely paid off as it helped to build great rapport and trust among us. Regardless of rank and file, social status, race or religion, everyone should strive to make the FIRST move to connect with one another. This can pave the way towards a more harmonious society where we can collectively make a difference!”

I fervently believe that volunteerism and positive role modelling can go a long way in shaping someone’s life. My journey began without expecting anything tangible in return. What I have gained is immeasurable and is life changing for me.”

Have you ever felt that a trip to Changi Airport would not be complete with a hearty meal at Swensen’s? This would probably be the top of every child’s mind when they are here!

Swensen’s opened its doors in T1 back in 1981 and one of our oldest brands here at Changi. It is little wonder that they immediately agreed to partner Changi Foundation when the latter launched a job attachment programme for NorthLight students in 2014. It was a natural extension of the food chain’s philosophy of giving back to the society.

FY2017/18 marks the third year of participation by Swensen’s who hosted eight NorthLight students on this programme. With 18 airport partners on board, the programme provides students with job readiness skills and real-world experience by exposing them to various jobs available in Changi Airport.

Swensen’s Area Manager, Lai Ing Eer shares her experience:

“I started working at Swensen’s at the age of 18. Having worked my way up the corporate ladder, I believe in giving back to society through coaching young adults to better prepare them for the workplace. Together with my branch managers, we mentored and guided the students over five days.

On the very first day, we could tell that students were clamouring to take more roles. Every beginning has an end and every end has a new beginning. As much as the students were reluctant to leave us, we were assured they were now better prepared. Nothing brought us greater joy than to see them smiling from ear to ear as they collected their certificate of accomplishment. It was the hardest I have clapped in a while! What was most heartening to us was definitely when all eight students responded with a resounding “YES!” when asked if they would return to work at Swensen’s after graduation.”

Have you ever felt that a trip to Changi Airport would not be complete with a hearty meal at Swensen’s? This would probably be the top of every child’s mind when they are here! The programme provides students with job readiness skills and real-world experience by exposing them to various jobs available in Changi Airport.

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Changi Airport’s economic footprint extends beyond the air transport industry. The connections that Changi creates between people, cities and markets generate immense benefits in establishing Singapore as a vibrant and connected city of opportunity.

Through its connectivity, Changi Airport sees one of the world’s highest passenger and cargo volumes, and on a broader scale, enables our airport partners and the Singapore economy to thrive. In FY2017/18, Changi Airport maintained sustainable financial performance, and handled a record 63 million passenger movements. Airfreight throughput crossed the 2-million tonne mark for the first time, reaching 2.1 million tonnes for the financial year.
Changi Airport is one of the key infrastructure assets that influences the economic development of Singapore. As the manager and operator of Changi Airport, CAG works with government agencies and the private sector to design Changi Airport’s future-ready strategies. This includes enhancing Changi’s connectivity and attractiveness, strengthening cargo and route development, building adequate airport capacity, etc. These are critical in building Changi Airport’s long-term competitiveness, entrenching Singapore’s position as a leading global air hub and in turn, creating a thriving economy.

CAG continually engages government and trade partners globally to grow connectivity.

**TARGETS**
- **Completion of T1 Expansion Project by 2019**
- **Build capacity ahead of growth with Terminal 5 planning and development**

**ACROSS ALL CAG DIVISIONS**

CAG’s economic footprint has direct, indirect, induced and catalytic impacts – such as its contribution to Singapore’s GDP, taxes paid and jobs generated along its value chain.

“The Creating positive impact to Singapore’s economy”
ECONOMIC IMPACT OF SINGAPORE’S AIR TRANSPORT INDUSTRY
The air transport industry contributes to approximately 6% of Singapore’s GDP from its direct, indirect, and induced impact. In addition, there are wider benefits through activities such as tourism, trade and investments, which are collectively termed as catalytic impact. As an airport operator, CAG’s economic contribution can be measured by its financial performance and distribution to stakeholders, such as wages and benefits, government taxes, purchases and community investments.

SUSTAINABLE ECONOMIC VALUE
Economic value generated by the Group grew 21.4% to S$2.7 billion in FY2017/18 and was distributed to stakeholders through various avenues including to employees through wages and benefits, government through taxes, suppliers through purchases, and community investments. Of the total economic value distributed, community investment increased by 14.6% to S$2.6 million in FY2017/18. CAG reaches out to the community through Changi Foundation, the philanthropic arm of CAG, who is constantly looking out for ways to enhance the lives of disadvantaged youths. The remaining economic value generated has been reinvested into various capacity enhancement projects, including T4, T1 Expansion and Changi East.

Full details of CAG’s financial information is made available in CAG’s Annual Report FY2017/18.

“Delivering sustainable economic value to stakeholders”
CAG’s deep commitment to its purpose and core activities enables Changi to create and distribute economic value across its ecosystem.

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Full details of CAG’s financial information is made available in CAG’s Annual Report FY2017/18.

Changi Airport Living Lab Programme
To stay ahead of the challenges in an increasingly complex operating environment, CAG invests in driving innovation and productivity at Changi Airport.

In 2017, CAG launched a S$50 million Changi Airport Living Lab Programme, which saw CAG collaborating with innovation-driven companies and start-ups to develop and trial new technology solutions in a live airport environment. The lab has been introduced in partnership with the Economic Development Board (EDB) and with the support of CAAS.

The programme provides a platform for CAG, government agencies, ground handlers, concessionaires and security providers, to co-create, test and demonstrate new solutions for a future-ready Changi Airport. The key focus areas include:

1. Automation and robotics – opportunities to optimise scarce manpower resources and empower the airport workforce to operate at higher efficiency and productivity levels.
2. Data analytics and the Internet of Things (IoT) – opportunities to enable a more accurate and real-time perspective of airport operations. This will allow Changi Airport to better optimise its operational processes, and power smarter decision-making.
3. Non-intrusive security technologies – opportunities for Changi Airport to enhance the passenger experience and reduce the stress of undergoing security clearance, while strengthening safety and security standards.
4. Smart infrastructure management – opportunities to leverage new technologies such as sensors, IoT and smart controls to optimise infrastructure resources.

Changi Airport has already started testing some of these pioneering solutions, including autonomous cleaning robots. The use of automated guided vehicles to transfer passengers between terminals is also being considered.

CHANGI AIRPORT GROUP

AG collaborates closely with government, businesses and civil society in support of the nation’s Future Economy strategies.

CAG’S ROLE IN SINGAPORE’S FUTURE ECONOMY
In January 2016, the Committee on the Future Economy (CFE) was convened by the Singapore Government to review Singapore’s economic strategies. CAG participates in the Subcommittee on the Future of Connectivity and the Subcommittee on the Future City. CAG is one of 16 key representatives in Singapore’s Air Transport Industry Tripartite Committee (ITC), which formulates and drives the strategy and implementation of the Air Transport Industry Transformation Map (ITM).

The Air Transport ITM provides a roadmap for the future of Singapore aviation through four thrusts:

- Innovation
- Productivity
- Jobs and Skills
- Enterprise

7 For more information on the Air Transport Industry Transformation Map, refer to https://www.mti.gov.sg/MTIInsights/Pages/ITM-TradeConnectivity-AirTransport.aspx
5. THRIVING ECONOMY
CONTRIBUTION TO THE ECONOMIC DEVELOPMENT OF SINGAPORE

Each week, 7,200 flights land or depart from Changi Airport, connecting travellers to more than 400 cities in about 100 countries and territories. Changi Airport handled a record 63 million passengers, an increase from 59.4 million passengers in FY2016/17.

**Passenger Movements**

On 18 December 2017, Changi Airport set a new record and welcomed its 60th million passenger for the year. The passenger was amongst those on board Scoot flight TR7 from Gold Coast, Australia. In commemoration of this milestone, all passengers on-board this flight received an exclusive goodie bag and were treated to a buffet spread. In addition, 6 lucky passengers were selected to participate in a quiz, walking away with attractive prizes.

**Aircraft Movements**

As Asia Pacific’s leading hub and home to a total catchment population of 10 million within a 2-hour radius, Changi Airport is well-positioned with its rich connectivity to help airlines take advantage of the world’s growing demand for air travel.

Today, a flight takes off or lands at Changi Airport approximately once every 80 seconds, with partner airlines flying to some 400 cities across 100 countries and territories worldwide.

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**Air Freight Movements**

**Air Cargo Performance**

Changi Airport has consistently maintained its position as one of the region’s key hubs for air cargo, being the 7th largest airports in the world for international air cargo traffic.\(^9\)

In FY2017/18, airfreight throughput at Changi Airport crossed the 2-million mark for the first time, growing 7% year-on-year to reach 2.1 million tonnes of cargo.

**International Air Connectivity**

Changi Airport served 24 cargo airlines operating 320 weekly freighter flights, connecting 48 cities worldwide. Its regional freighters offer coverage and interline opportunities to emerging Southeast Asian markets.

**Operational Expertise**

**World-class Cold-Chain Facilities**

With dedicated temperature-controlled facilities, Changi Airport is able to provide cold chain solutions to store temperature sensitive cargo such as perishables products and pharmaceuticals cargo, for subsequent distribution locally and globally. Changi Airport’s cold-chain facilities have a total handling capability of up to 325,000 tonnes of temperature-sensitive cargo annually. CAG supported the first batch of companies to undergo the IATA CEIV Pharma certification\(^10\) and in early 2017, Changi Airport became the first airport community in Asia Pacific to attain the IATA CEIV Pharma certification across the supply chain comprising an airline, ground handlers and freight forwarders. With these efforts, Singapore is now an air cargo hub with the most number of IATA CEIV Pharma certified logistics companies in the Asia Pacific region.

In October 2017, CAG formalised the Pharma@Changi initiative with nine other CEIV-certified partners in Singapore. The members will jointly pursue the best standards in pharmaceuticals handling, and promote Changi Airport as a trusted and reliable pharmaceutical air cargo hub in the region.

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\(^9\) Airport Council International 2017

\(^10\) IATA Centre of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma). CEIV Pharma addresses industry’s need for more safety, security, compliance and efficiency by the creation of a globally consistent and recognised pharmaceutical product handling certification. By establishing a common baseline from existing regulations and standards, this certification ensures international and national compliance to safeguard product integrity while addressing specific air cargo needs.
CAG has opened new frontiers together with airlines, travel agencies and government agencies to grow connectivity between Singapore and China. As of 31 March 2018, there are more than 350 weekly services between the two countries, connecting 35 cities in China, operated by 13 airlines. This represents an increase of over 80 weekly services and 11 cities in a span of the last 5 years.

Air links have helped to boost tourism, trade and diplomatic ties, as well as supported several economic initiatives, including:

- Changsha – 3rd Sino-Singapore project (Changsha Connectivity Initiative)
- Urumqi: Xi’an – Silk Road Economic Belt
- Nanning – Southern Transport Corridor

The Memorandum of Strategic Cooperation was signed by CAG on 8 January 2016 with Chongqing Airport Group and four airline partners - West Air, Chongqing Airlines, SilkAir and Air China. Under this MOU, all signatories were committed to growing capacity between Singapore and Chongqing. This was carried out in support of the third government-to-government bilateral project officially announced in November 2015 to be based in Chongqing, aimed to enhance connectivity and drive the development of Western China.

As a direct result of the joint efforts between CAG, Chongqing Airport Group and airline partners, air connectivity between Singapore and Chongqing has increased more than threefold from 4 times weekly to the current 14 times weekly. CAG continues to grow air connectivity as a catalyst to deepen Singapore’s bilateral trade and economic exchanges with China.

Singapore’s Connectivity to China

35 city links created with China:
- 28 Direct Points
- 7 Tag-on Points
Europe is home to some of the most important financial centers and advanced technologies in the world. Singapore’s connectivity to the region has developed both our economy and air hub over the years.

As of 31 March 2018, Singapore is connected to 17 cities across Europe with 9 airlines operating more than 170 weekly services.

In FY2017/18 alone, we added two new city links – Stockholm (SIA) and Athens (Scoot), providing alternative gateways to Scandinavia and the Mediterranean. Singapore’s link to Scandinavia was boosted with the launch of Singapore Airlines’ new service to Stockholm, the capital of Sweden, which is one of the fastest growing economies in the region.

With the increased flight options for tourism and business flows to Scandinavia, CAG worked jointly with the embassies of Denmark, Finland, Norway and Sweden to organise a destination promotion event within Changi Airport which featured key tourism attractions and products of renowned companies from the region such as Lego and Nihola.

Meanwhile, we continued to strengthen our existing city links. Lufthansa started its Munich-Singapore service offering passengers, particularly time-sensitive business travellers an alternative option to the existing daily flight. Other markets such as Amsterdam, Zurich and Istanbul also saw increased seat capacity as the existing airlines, KLM Royal Dutch Airlines, Swiss International Air Lines and Turkish Airlines, deployed larger aircraft to Singapore.

The “Kangaroo Route” saw the return of Qantas Airways with its Sydney-Singapore-London A380 services which simultaneously increased capacity for its Singapore-Melbourne and Singapore-Perth routes.

As a result of the expanded air links, traffic to Europe grew by a strong double-digit growth of 10%. As a premier transfer hub between Europe and Southwest Pacific, CAG continues to work with various travel trade and business partners to further strengthen existing links and grow new city links for the future.

Singapore’s Connectivity to Europe

18 city links created with Europe:
- 17 Direct Points
- 1 Tag-on Point
CAG is committed to ensure a sustainable future – a flourishing planet of wonders for generations of travellers to explore. Considering the environmental impact from its operations, CAG focuses on three aspects – energy and emissions management, water and effluents management, and waste management.
AG recognises that the very nature of its business leaves an impact on the environment. It is therefore important to create a place where global travellers can experience Changi Airport in comfort, knowing that CAG is doing all it can to reduce its environmental footprint from electricity, fuel and water consumption and disposal of waste, water and air impurities.

Beyond regulatory compliance and standards, CAG looks at ways to work with its airport partners on resource efficiency and conservation, minimise its greenhouse gas emissions and foster more sustainable waste disposal methods.

CAG’S ENVIRONMENTAL MANAGEMENT SYSTEM

CAG establishes its environmental objectives and plans based on its current context, conditions, risks and opportunities.

“Sustaining adventures of a lifetime to generations beyond ours”

CAG’S ENVIRONMENT POLICY

CAG is responsible for sustainable development and strives to continually improve its environmental performance. In operating and developing Singapore Changi Airport, CAG commits to:

• Carry out activities in an environmentally responsible manner and minimise pollution to the local community, to maintain a sustainable environment
• Continual improvement of environmental performance by setting environmental targets and implementing action plans to address significant environmental aspects
• Comply with all applicable legal and other requirements to which it contributes; which relate to its environmental aspects
• Provide senior management support and resources to enable policy objectives to be met

CAG’S ENVIRONMENT MANAGEMENT SYSTEM

CAG believes that every employee plays an important role in minimising Changi Airport’s environmental impact and achieving its environmental objectives. In providing opportunities for learning and cross-functional involvement, it helps build a culture of environmental stewardship amongst its employees. In FY2017/18, 33 CAG employees participated in an ISO 14001:2015 Internal Auditor certification course.

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Environmental Footprint

WATER

977,407 m³

Potable Water

2,508,015 m³

NEWater

AIR *

1.1 ppm Carbon Monoxide

0.16 mg/m³ Respirable Dust

0.04 mg/m³ Sulphur Dioxide

0.04 mg/m³ Lead

0.16 mg/m³ Sulphur Dioxide

0.45 ppm Airflow

WASTE

971,953 m³

On-site Waste Digestion: 290 tonnes

Recycling: 814 tonnes

Incorporation: 14,823 tonnes

FUEL *

301,143 litres

Jet Fuel

18,995 litres

Gasoline

ELECTRICITY *

381,569 MWh

On-site Gasoline

On-site Diesel

On-site Jet Fuel

WATER

13,727 tonnes

Recycling: 814 tonnes

Incorporation: 14,823 tonnes

On-site Waste Digestion: 290 tonnes

FUEL

1 • FY2017/18 energy and GHG emissions data is subject to validation, and excludes Terminal 4, as this newest terminal started operations in October 2017

# Average air quality indicators across Terminals 1, 2 and 3 from the Industrial Hygiene Monitoring study in FY2017/18

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# Average air quality indicators across Terminals 1, 2 and 3 from the Industrial Hygiene Monitoring study in FY2017/18
Emissions management at CAG includes maintaining the highest standards of air quality levels at the airport and delivering effective climate protection. These aspects directly impact human health and pose a risk to both the airport community and the global ecosystem.

- CAG’s Environment Policy
- CAG’s Environmental Management System
- CAG’s Carbon Management Plan
- Airport Carbon Accreditation (ACA)
- Annual energy reporting
- Carbon reduction initiatives
- Self-assessment and auditing
- Training and awareness

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**POLICIES**

- CAG’s Environment Policy
- CAG’s Environmental Management System

**PRACTICES**

- Annual energy reporting
- Carbon reduction initiatives
- Self-assessment and auditing
- Training and awareness

**TARGETS**

- Reduce carbon emissions intensity by 20% by FY2029/30 (based on 2017/18 levels)
- Maintain ACA Level 3 certification
- Maintain ISO 14001:2015 certification

**ENVIRONMENT STEERING COMMITTEE**

**WHO manages this at CAG?**

**WHAT are CAG’s targets?**

**HOW does CAG manage this?**

**WHY is this important to CAG?**

---

**CAG strives to shape a healthier world for all**

CAG supports global and national goals on climate action through a range of sustainability initiatives. Underpinned by a robust Carbon Management Plan, CAG ensures that environmental considerations are factored in for all the airport’s activities, and leverages technologies and new processes to reduce its climate change impact.
CAG’S CARBON MANAGEMENT PLAN
CAG’s Carbon Management Plan presents the drivers for Changi Airport to take action on managing climate change through a four-pronged action plan—(1) measurement, (2) reduction, (3) self-assessment and auditing, and (4) awareness and training.

MEASUREMENT
• Collect data from emission sources
• Develop emissions inventory using monitoring and reporting methods that satisfy the conditions of a Reasonable Level assurance of ISO14064-3:2006 standard, the GHG Protocol and ACI ACA
• Develop processes for measuring and recording data for other GHG emission sources (e.g. refrigeration and air-conditioning systems, fire suppression systems, high tension systems, etc.)

REDUCTION
• Improve energy efficiency levels of operations through a series of equipment replacement and system improvement projects throughout the airport. Recently completed initiatives include modernisation of existing lifts, installation of artesia LED lighting, overhaul of chillers, replacement of lighting system to more efficient lightings such as LED at terminal buildings etc.
• Install solar photovoltaic (PV) systems to increase share of renewable energy consumption

SELF ASSESSMENT & AUDITING
• Monitor Scope 1, 2 and 3 GHG emissions at the airport and implement sustainability initiatives to reduce the airport’s GHG emissions
• Certified under the ISO 14001:2015 standard and as part of the certification process, is subject to external surveillance and re-certification audits as part of its EMS, annually
• Carbon footprint report updated annually and subject to external verification as per the requirements of the ACI ACA scheme
• Collect and report data annually on energy usage and GHG emissions in accordance with Singapore’s Energy Conservation Act 2012

AWARENESS & TRAINING
• Improve environmental awareness amongst stakeholders through engagement activities (e.g. Changi Airport Community Environmental Forum, ACI Asia-Pacific Regional Environmental Committee to share and adapt industry best practices, etc.)
• Invest in training programmes for employees to broaden their understanding and skills on the subject matter (e.g. ISO 14001:2015 Internal Auditor programme, BCA Green Mark Managers and Green Mark Professionals programme, Singapore Certified Energy Manager programme, etc.)

AIRPORT CARBON ACCREDITATION
CAG begun its journey towards Airport Carbon Accreditation (ACA) Level 3 certification by including third-party emissions in the mapping of its carbon footprint. CAG actively engages with the airport community, encouraging their partnership on various carbon reduction initiatives.

In 2017, CAG was accredited at ACA Level 3 for the first time and is undergoing third-party validation for the airport’s FY2017/18 carbon footprint.

6. FLOURISHING PLANET
ENERGY & EMISSIONS MANAGEMENT

Inaugural Changi Airport Community Environmental Forum
In October 2017, CAG held its inaugural Changi Airport Community Environmental Forum (CACEF). Involving over 100 participants from CAG’s business partners, contractors, employees, governmental and regulatory bodies, the forum discussed the latest sustainability advances in the industry and how the airport community can adopt these best practices to the Changi context.

The second environmental forum which was held in September 2018 had a turnout of more than 150 participants and exhibitors, across 47 companies and agencies. Participants were updated on the nation’s plans towards a low carbon future, updates on sustainability reporting and new initiatives at Changi Airport which could be adopted by the airport partners. The intent of the forum is action-oriented and geared towards encouraging the airport community to actively collaborate for a greener Changi Airport. The forum will be a yearly event for the airport community.
“Reducing our carbon footprint”

Every journey begins with a step in the right direction with the destination in mind. For Changi, this begins with reducing its footprint for future generations of travellers to make their mark.

**Carbon Footprint**

**CHANGI AIRPORT GROUP**

**1,337,256 tCO₂e**
**TOTAL GHG EMISSIONS**

**SCOPE 1**
- Direct
- 898 tCO₂e

**SCOPE 2**
- Indirect
- 159,954 tCO₂e

**SCOPE 3**
- Other Indirect (upstream/downstream activities)
- 1,176,404 tCO₂e

**CAG’S CARBON FOOTPRINT**

Greenhouse gases (GHG) in the atmosphere are largely responsible for the greenhouse effect - which is one of the leading causes of global warming. Carbon footprinting enables CAG to quantify the amount of carbon dioxide equivalents (CO₂e) emitted across the upstream and downstream activities in its value chain.

12 The GHG emissions sources are categorized in accordance with the GHG Protocol. Only the significant GHG emissions, CO₂ and SF₆, are captured in CAG’s overall carbon footprint calculation. For CO₂e, and SF₆ emissions are subject of validation, and excludes Terminal 4 as the newest terminal started operations in December 2017. The full method is described and found in Appendix A (Pg 104-106).
GHG EMISSIONS
A total of 1,337,256 tonnes CO$_2$e of GHG emissions was recorded in FY2017/18, with Scope 3 GHG emissions forming the largest percentage at 88%, while Scope 2 and Scope 1 accounted for 12% and 0.1% respectively. GHG emissions values have been prepared in accordance with ISO 14064, GHG Protocol and ACA guidelines and verified by an independent, third-party accredited verifier. The full methodological approach can be found in Appendix A (Pg 104-106). FY2017/18 data is subject to validation and excludes Terminal 4, as it started operations in October 2017. *T4 emissions will be based on 12 months of verified actual data.

In FY2017/18, CAG achieved a reduction of 6.3% GHG emissions intensity (Scope 1 and 2) compared to FY2016/17. In alignment with Singapore’s pledge on the Paris Agreement, CAG targets 20% reduction in GHG emissions intensity by FY2029/30 (based on 2017/18 levels*)

Electricity consumption is the main contributor of GHG emissions for CAG – accounting for 99.4% of combined Scope 1 and Scope 2 GHG emissions. While Changi expands its reach and grows from year to year, electricity consumption also increases. In spite of this, CAG strives to reduce its greenhouse gas emissions intensity.

ELECTRICITY CONSUMPTION
Consumption of purchased electricity attributes to CAG’s Scope 2 GHG emissions. In FY2017/18, total electricity consumption across the three terminal buildings was 381,569 MWh. Through energy efficient initiatives and measures to reduce greenhouse gas emissions intensity, Changi Airport achieved a 3.7% decrease in electricity intensity.

Meet Choon Siong, the face of CAG’s Engineering Environmental Sustainability unit! The unit works with industry players and startups to conduct engineering technology trials at Changi Airport.
CARBON REDUCTION AT CHANGI AIRPORT
Since FY2014/15, CAG has completed over several key carbon reduction initiatives around Changi Airport – enabling significant energy savings.
These include replacing conventional lighting with LED lights, upgrading to energy-efficient chillers and modernisation of existing lifts.
CAG trials and implements carbon reduction projects that are most well-suited to Changi Airport. These include improvements to the cooling efficiencies of terminal buildings and the upgrading of mechanical and electrical systems to more energy-efficient models.
To better explore alternative energy sources, feasibility studies on the installation of additional solar photovoltaic systems on passenger terminal buildings’ rooftops have been conducted in partnership with the Civil Aviation Authority of Singapore and the National University of Singapore’s Solar Energy Research Institute of Singapore.

Climate change is a global threat with far reaching impact on the environment, society and business. The need to design safeguards and enhance business resilience to withstand the adverse effects of climate change is becoming more pressing each day.
A comprehensive approach targeted at individual airport assets as well as broader district-level protections – such as levees, tidal gates, holding ponds and pumping stations – was established.
One example is to raise the road level surrounding the airport to act as a levee for district level flood protection, as well as a de-facto fixed flood barrier. The 1km stretch of Nicoll Drive, which hugs the shoreline near Changi Beach, was raised by 0.8m in 2016, which is above the Singapore Government’s 0.76m sea level rise projection for 2100.
Furthermore, to ensure that the Changi East site is resilient to future climate change conditions, it has been designed with a higher platform level 5.5m above the mean sea level. In addition, 4 new drains will be built to prevent flooding from happening within the new airport site, with a total of around 10km of drains built, and the longest being around 3km long and 40m wide.

Electric Baggage Handling Tractors
In October 2017, CAG installed 26 common-use charging points to encourage the adoption of electric baggage tractors. There are 80 electric baggage tractors operating in the Airside today actively used by CAG’s ground handling partners.
Baggage tractors are conventionally diesel-powered and emit fumes which are a source of occupational health hazard for baggage handling staff when transporting bags between aircraft and the terminal buildings. With the support of ground handling partners, CAG mandated the use of clean-energy baggage tractors within the baggage handling areas starting with T4 in Nov 2017.
As a result, CAG received positive feedback from its baggage handling community on the improvement in the work environment. Since CAG embarked on this journey, we have have saved 627 tonnes of CO₂e emissions.
The 100% usage of clean-energy baggage tractors will soon also be the case in other terminals, as CAG continues to work closely with its ground handling partners to roll out more charging points for electric vehicles.

Changi’s Climate Change Adoptions
Climate change is a global threat with far reaching impact on the environment, society and business. The need to design safeguards and enhance business resilience to withstand the adverse effects of climate change is becoming more pressing each day.
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Furthermore, to ensure that the Changi East site is resilient to future climate change conditions, it has been designed with a higher platform level 5.5m above the mean sea level. In addition, 4 new drains will be built to prevent flooding from happening within the new airport site, with a total of around 10km of drains built, and the longest being around 3km long and 40m wide.
In a dynamic airport environment, a flight may arrive or depart earlier or later than its scheduled time, which will affect the chain of operations that takes place after. With growing traffic, there is a stronger need to optimise the airport’s infrastructure and operational efficiency – through A-CDM or Airport Collaboration Decision Making.

The A-CDM concept involves two key components – Target Off-Block Time (TOBT) and Target Start-up Approval Time (TSAT). TOBT refers to the predicted time that all the ground-handling activities will be completed, while TSAT refers to the time an aircraft can expect to push back.

The airline or its ground handling representative is responsible for providing the TOBT for its departing flights while Air Traffic Control (ATC) provides the TSAT. These operational information is shared amongst airport partners through the Airport Operations Centre System (AOCS) to facilitate collaboration.

**CHANGI AIRPORT COLLABORATIVE DECISION MAKING (A-CDM)**

A-CDM is guided by the ‘Best planned, Best served’ philosophy, where airport partners collaborate to share operational information to achieve high operational efficiency.

**AOC SYSTEM**

- Airlines/GHAs provide TOBT
- Control tower calculates TSAT based on estimated TOBT
- Partners work together to ensure aircraft is ready to push back at TOBT
- Aircraft is pushed back at TSAT
- Aircraft takes off

**BENEFITS**

- Fuel savings > US$1,300 a day
- Reduction in aircraft taxing time by 120 secs during peak hours, resulting in savings of 5000 kg of airplane fuel burn and 15 tonnes of carbon emissions per day on the airside.
- Efficient use of airport infrastructure & resources
- Enhanced passengers experience (improved flight punctuality)

A high standard of indoor air quality is equally important for airport staff and passengers. CAG minimises the potential for indoor air contamination, by monitoring ambient pollutant levels at Changi Airport to ensure that the air remains clean and safe for all.

**INDOOR AIR QUALITY MANAGEMENT**

CAG adopts best practices in indoor air quality management, drawing reference from standards such as the SS 554:2016 (Singapore Standard: Code of practice for indoor air quality for air-conditioned buildings) to refine its approach.

An annual monitoring exercise is conducted to assess occupational exposure to organic and inorganic compounds in accordance with national regulations. The pollutants covered include Sulphur dioxide (SO₂), Carbon monoxide (CO), Nitrogen dioxide (NO₂), Ozone (O₃) and Particulate Matter (PM) 2.5 and 10. Since CAG began its operations, the indoor air quality within its terminal buildings has fully complied with, and exceeded, national regulations.

“Always a breath of fresh air”
The World Resources Institute (WRI) ranked Singapore as the country with potentially the highest water-stress ranking in 2040. CAG is aligning with Singapore’s plans for water security in shifting its reliance to national taps that are more weather-resilient, such as NEWater. CAG’s foremost priority is to conserve water through prudent management and water technologies.

Why is this important to CAG?

How does CAG manage this?

What are CAG’s targets?

Who manages this at CAG?

Which SDG does CAG contribute to?

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• CAG’s Environment Policy
• CAG’s Environmental Management System

POLICIES

Looking to trial various water optimisation strategies

PRACTICES

ON TRACK

TARGETS

By 2060, Singapore’s water use is expected to double from the current 430 million gallons a day. CAG works with the Public Utilities Board (PUB), Singapore’s national water agency, to explore sustainable ways in managing this valuable resource.

Towards a water-resilient future

ENVIRONMENT STEERING COMMITTEE

FACILITIES MANAGEMENT
“Where every drop counts”

CAG’S WATER OPTIMISATION STRATEGY

Through its Water Optimisation Strategy, CAG takes early action towards contributing to a water-resilient future for Changi Airport.

1. Reduce potable water usage intensity by:
   - Installing more water-efficient fittings
   - Leakage and repair management
   - Effective water-saving messaging
   - Switching to non-potable water sources where possible – for water features, recharging sprinklers and general cleaning

2. Reduce non-potable water usage by:
   - Exploring technologies to reduce water needed in air-conditioning
   - Recycling water for irrigation

WATER WITHDRAWAL

In FY2017/18, CAG withdrew a total of 3,485,422 m³ of water at the 4 terminal buildings. This is comparable with FY2016/17 levels, with a slight increase of 0.43%, which is attributable to the opening of T4 in end-October 2017.

In support of Singapore’s movement towards water sustainability, 72% of CAG’s total water withdrawal comes from Singapore’s 3rd National Tap – NEWater. For Changi Airport, NEWater is used for non-potable activities, including cooling tower infills, toilets, irrigation and cleaning.

WATER DISCHARGE

Aside from evaporation and drift losses, water output at Changi Airport is through Singapore’s sewerage system, which is maintained by PUB.

In FY2017/18, the total estimated water discharged is 971,953 m³, a 20% increase from 808,730 m³ in FY2016/17 mainly to growing passenger traffic and T4 construction.

Recycling Condensate Water for Irrigation

A significant amount of water condensates from the air handling units (AHU) in air-conditioning systems. Generally, condensation produced is drained into the sewerage system, and the water is lost. The T4 Engineering team explored a way to put this water to good use. By collecting this condensate water in tanks, CAG is able to use the water to irrigate the plants in T4. At Terminal 1 and 2, water condensates are also recycled and stored as makeup water to compensate for any water loss through evaporation or leakage.
Good waste management is key for public health and prevents the contamination of air, water and food sources. This is critical in Singapore, where land scarcity and high population density calls for adoption of more sustainable waste treatment and disposal methods. Reducing, reusing and recycling can help reduce CAG’s environmental impact by cutting down on the quantity of primary raw material used and divert waste from incineration and landfill.

WHY is this important to CAG?

HOW does CAG manage this?

WHAT are CAG’s targets?

WHO manages this at CAG?

WHICH SDG does CAG contribute to?

Policies
- CAG’s Environment Policy
- CAG’s Environmental Management System

Practices
- Operational control procedures for waste disposal
- Building stakeholder awareness
- Food waste digesters

Targets
- Achieve waste-recycling rate of 8.5% for passenger terminals in FY2019/20

Environment Steering Committee

Licensed Waste Contractors

Facilities Management Units

“Sifting through the throwaway paradigm”

At Changi Airport, there are opportunities to go beyond the “take-make-dispose” linear model towards circularity. Through innovation and technology, CAG adopts sustainable waste management practices to reduce the impact that the airport has on human health and the environment.
6. OPERATIONAL CONTROL PROCEDURES FOR WASTE DISPOSAL
CAG has instituted rigorous procedures for managing the disposal of general and hazardous waste generated at the airport and ensures that waste undergoes proper segregation and disposal through licensed waste contractors.

6.1 REDUCING FOOD WASTE AT CHANGI AIRPORT

In 2015, Changi Airport introduced a food waste digester system at T3. It is a self-contained and continual feed disposal system designed to convert food waste into liquid using microbes that speed up the natural decomposition process.

This initiative started with 1 digester system and 2 tenants - Kopitiam and NTUC Fairprice. It has now been adopted by 19 F&B operators. Today, the 11 digester systems available across T1 to T4 process an average of 1,100 kg of food waste at the airport daily. In effectively diverting these waste from incineration, Changi has reduced its environmental footprint as an airport.

At the passenger terminals and encourages airport users to play their part in reducing their environmental impact.

BUILDING STAKEHOLDER AWARENESS
CAG actively engages stakeholders on waste management. CAG introduced creatively designed recycling bins – depicting an enlarged bottle, a can and a newspaper – throughout the passenger terminals and encourages airport users to play their part in reducing their environmental impact.
6. FLOURISHING PLANET

WASTE MANAGEMENT

In 2017, CAG infused an element of environmentalism into its CSR programmes. NorthLight School students underwent an interactive learning facilitated by CAG’s appointed e-waste collection partner, Seah Yong Heng Trading Pte Ltd. After learning about what constituted e-waste and the harmful effects of improper disposal, CAG staff volunteers led the NorthLight School youths in engaging the Changi Airport community in collecting electronic waste (e-waste) and increasing awareness on the importance of e-waste recycling.

The programme was a resounding success where over 200 units of electronic equipment amounting to 2,384 kg were collected. The e-waste items included printers, monitors, routers, laptops and more; of which 90% of the material were recycled and no e-waste were sent for incineration or to landfills.

The slight increase from FY2016/17 levels is mainly due to the opening of T4 in end-October 2017. The total weight of waste generated, collected and disposed is projected to increase in the coming years, with increasing number of passengers and flights at Changi Airport, and as T4 marks its first full-year of operations.

While CAG aims to adopt more sustainable waste disposal methods, the bulk of the waste mix at the terminal buildings is general waste. In FY2017/18, 93% of the waste generated at the terminal buildings are collected and sent for incineration. Nonetheless, with CAG’s efforts to raise awareness about recycling and promoting the use of its food waste digesters, recycling has increased by 44% and on-site waste digestion by 80% over the year.
A Traveller’s Environmental Journey

**Dining**
Food waste is being diverted from incineration
- On a daily basis, a small army of digestor machines convert food waste into waste water
- Since 2015, over 600 tonnes of food waste have been processed, equivalent to the weight of over 16 Airbus A320 aircraft

**Building Design**
- All passenger terminals are certified at BCA Green Mark Gold and above
- Skylights and reflector panels on the roofs are able to self-adjust to allow daylight into the building interior
- Jet diffusers in departure halls are strategically placed to distribute air-conditioning close to occupied zones

**Shopping**
- Since Aug 2018, 41 F&B brands have joined CAG to encourage consumers to re-consider using plastic straws
- Advert displays have been placed at point-of-purchase as a gentle prompt
- 90,000 straws saved per month since launch of initiative
- CAG is also working with tenants to reduce the use of single-use plastic bags and packaging

**Ambience**
- Cooling and lighting equipment are continuously renewed with more energy-efficient ones
- 8,500 tonnes of carbon emissions saved since 2014

**Water**
- Condensate water is being re-used to water its green landscapes in T4
- Water-efficient fittings are selected for restrooms

**Retail and Food Outlets Encouraged to Recycle**
- Shops are encouraged to sort and recycle their waste via segregated collection bins
- Increasing awareness of recycling facilities and opportunities in recycling cardboard, metal and glass in the airport

**Shopping**
Encourage consumers to reduce plastic use
- Since Aug 2018, 41 F&B brands have joined CAG to encourage consumers to re-consider using plastic straws
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Appendix A: GHG Emissions Quantification Methodology

This section explains the calculation boundaries, methodologies and assumptions used in the preparation of CAG’s Scope 1, 2 and 3 emissions for CAG. The carbon footprint is prepared in accordance with ISO 14064-1, Greenhouse Gas (GHG) Protocol and the Airport Carbon Accreditation (ACA) guidelines.

REPORTING SCOPE AND PERIOD
CAG uses an adaptation of the Operational Control Approach, under which the company accounts for 100% of the GHG emissions from operations over which it has control. Following requirements for Level 3 ‘Optimisation’ Airport Carbon Accreditation, this carbon footprint takes into account the sources and activities that are controlled by CAG, namely, Scope 1 and Scope 2 GHG emissions, as well as the sources that the airport can guide or influence through effective partnership (Scope 3 GHG emissions). CAG focuses on calculation of carbon dioxide (CO₂) emissions for all three scopes.

Data for GHG emission calculations includes T1, T2 and T3. It excludes T4 as its operations only started in October 2017. Electricity usage of T4 was therefore registered separately and subtracted from CAG’s total electricity consumption.

Data from the following reporting periods have been included in Sustainability Report FY2017/18:
- FY2015/16 - 1 April 2015 until 31 March 2016, for Scope 1 and 2 GHG emissions only;
- FY2016/17 - 1 April 2016 until 31 March 2017, for Scope 1, 2 and 3 GHG emissions;
- FY2017/18 - 1 April 2017 until 31 March 2018, for Scope 1, 2 and 3 GHG emissions.

CAG’s energy and emissions data will be published when they have been externally verified on an annual basis. In this report, CAG’s energy and emissions data for FY2017/18 have been disclosed with verified FY 2016/17 data for comparability. Verificed FY2017/18 energy and emissions data will be published in CAG’s subsequent Sustainability Report FY2018/19.

CALCULATION METHODOLOGIES
Methodologies are consistent with the ACI Guidance Manual on Airport Greenhouse Gas Emissions Management and the GHG Protocol. Emissions are divided according to ownership and control of the source:

Scope 1
Scope 1 emissions are direct GHG emissions which occur from sources that are owned or controlled by CAG. This includes emissions from both stationary sources (power generators, dynamic-uninterruptible power supply (D-UPS), water pumps, electrical switchgears and other stationary equipment) and mobile sources (company-owned cars, trucks, motorcycles and heavy-duty equipment). Activities and process emissions (i.e. from firefighting exercises) contributes to less than 0.01% of total emissions and therefore excluded.

Quantity of Scope 1 GHG emissions is calculated by multiplying the fuel usage (activity data) by their respective emissions factor. The data for fuel usage is accumulated based on invoices of procured and/or topped up fuel.

Scope 2
Scope 2 emissions are indirect GHG emissions which occur from the generation of purchased or acquired electricity, heating, cooling and steam consumed by CAG. At CAG, Scope 2 emissions only relate to purchased electricity from the grid.

Quantity of Scope 2 GHG emissions is calculated by multiplying electricity usage (in kWh) by the grid emission factor. Data for electricity usage is derived from receipts issued by the electricity supplier. The grid emission factors used in calculation is based on the grid emission released annually by the Energy Market Authority (EMA) in accordance with the United Nations Framework Convention on Climate Change (UNFCCC) guidelines.

Scope 3
Scope 3 emissions are other indirect GHG emissions that are a consequence of CAG’s activities, but occur at sources not owned or controlled by CAG. Due to the variety Scope 3 GHG emission sources within the scope, a range of methodology has been used.

For emissions resulting from activities involving aircrafts (landing and take-off cycle, engine test-run and aircraft auxiliary power unit), the ACERT is used. For emissions resulting from ground activities that are carried out by our partners (ground support equipment, surface access, electricity resold, waste management), a similar calculation approach used for quantifying Scope 1 and Scope 2 emissions was used. Emissions from the shuttle bus operations was calculated with the use of the GHG Emissions Calculation Tool. Finally, for business travel, the International Civil Aviation Organization (ICAO) Carbon Emissions Calculator was used. For every calculation tool/model used, CAG has applied suitable assumptions to the input data. Refer to the table below for the respective emission factors used.
Appendix B: UN SDG Index

In 2018, CAG mapped each of its material sustainability matters to the SDGs targets. This exercise enables CAG to identify areas where its activities have a direct or indirect impact on the SDGs, and CAG’s creation of value in the short, medium and long-term.

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REFERENCES FOR EMISSION FACTORS
1. Airports Council International (ACI), Airport Carbon and Emissions Reporting Tool (ACERT) version 4.0
2. World Resources Institute (2015), GHG Protocol Tool for Stationary Combustion version 4.1
4. Intergovernmental Panel on Climate Change (IPCC) (2007), Fourth Assessment
11. GHG Protocol, GHG Emissions Calculation Tool version 2.6
### Key Priority and Impact Areas

#### Take urgent action to combat climate change and its impacts
- Engaging in GHG emissions disclosure initiatives (e.g. Airport Carbon Accreditation, Sustainability Reporting, etc.)
- Aligning environmental targets with national and international Climate Action goals through reduction of CAG's GHG emissions intensity by 20% from FY2017/18 levels by FY2029/30

#### Strengthen the means of implementation and revitalise the global partnership for sustainable development
- Partnering with government, civil society and stakeholders (e.g. Singapore's Committee on the Future Economy, Air Transport Industry Tripartite Committee, Airport Council International, etc.)
- Collaborating with innovation-driven companies through CAG's Living Lab Programme

#### Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- Generating sustainable economic value through the value chain as a leading global air hub and community
- Fostering full and productive employment through integrating fair employment practices in CAG's Employment Philosophy, conducting regular performance reviews and people development programmes

#### Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation
- Adopting a life-cycle approach in investing, developing, managing and retrofitting airport infrastructure (e.g. upgrading of existing terminals, development of Changi East, etc.)

#### Make cities and human settlements inclusive, safe, resilient and sustainable
- Providing a safe, secure and green airport environment for the airport community and all passengers
- Increasing accessibility and connectivity, locally and globally such as developing a new focus on becoming a trusted and reliable pharmaceutical air cargo hub

### High Priority and Impact Areas

#### End poverty in all its forms everywhere
- Community investment and corporate social responsibility programmes (e.g. outreach to disadvantaged youths through Changi Foundation)

#### Ensure healthy lives and promote well-being for all at all ages
- Enhancing airport and CAG's workplace facilities to continually support the well-being of airport users and CAG employees
- Maintaining high standards of ambient air quality at the airport through adopting leading practices and conducting annual monitoring exercises

#### Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Providing equal opportunities in training and development of all CAG employees
- Supporting the vocational development of youths (e.g. internship opportunities at CAG, partnerships with NorthLight School and Metta School, etc.)

#### Achieve gender equality and empower all women and girls
- Respecting women's rights and ensuring no discrimination and harassment at the airport and CAG's workplace
- Supporting women's leadership and their empowerment across CAG

#### Ensure availability and sustainable management of water and sanitation for all
- Providing access to clean water and sanitation at the airport (e.g. availability of drinking fountains and amenities)
- Ensuring sustainable water withdrawal and water efficiency at the airport (e.g. growing share of NEWater)

#### Ensure access to affordable, reliable, sustainable and modern energy for all
- Growing share of renewable energy consumption at the airport (e.g. use of solar energy, biogas, electric baggage handling tractors, etc.)
- Ensuring sustainable energy consumption and energy efficiency at the airport achieved through various carbon reduction initiatives

#### Reduce inequality within and among countries
- Promoting the socioeconomic inclusion of all people at the airport and in the community through engagement with airport partners and offer job attachments to disadvantaged youths

#### Ensure sustainable consumption and production patterns
- Establishing and maintaining a proactive Environmental Management System
- Measuring, monitoring and reporting sustainability indicators internally and externally (e.g. voluntary sustainability reporting)
- Implementing circular systems at the airport (e.g. food waste digester, recycling programmes)

#### Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
- Working closely with stakeholders at the airport in combating terrorism, illicit arms flows, human trafficking, etc. such as enhancing total emergency preparedness through Exercise Bobcat, Northstar
- Adopting a zero tolerance stance towards corruption of all forms
Appendix C: GRI CONTENT INDEX

CAG's Sustainability Report FY2017/18 has been prepared in accordance with the GRI Standards: Core option. This GRI Content Index is a navigation tool that provides an overview of which GRI Standards have been used, which disclosures have been made, and where these disclosures can be found. The full content of the GRI Standards is publicly available on the GRI portal (https://www.globalreporting.org/standards).

GENERAL DISCLOSURES

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ABBREVIATIONS

SR: CAG Sustainability Report FY2017/18
AR: CAG Annual Report FY2017/18
# Material Topic: Fair Employment Practices

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- GRI 401: Employment (2016)
  - 401-1 New employee hires and employee turnover | SR: p26-27 |
- GRI 405: Diversity and Equal Opportunity (2016)
  - 405-1 Diversity of governance bodies and employees | SR: p21, AR: p18-25 |
  - 406-1 Incidents of discrimination and corrective actions taken | SR: p24 |

# Material Topic: Good Corporate Governance

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- GRI 205: Anti-corruption (2016)
  - 205-3 Confirmed incidents of corruption and actions taken | SR: p37 |
- GRI 307: Environmental Compliance (2016)
  - 307-1 Non-compliance with environmental laws and regulations | SR: p37 |
- GRI 419: Socioeconomic Compliance (2016)
  - 419-1 Non-compliance with laws and regulations in the social and economic area | SR: p37 |

# Material Topic: People Development

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- GRI 404: Training and Education (2016)
  - 404-1 Average hours of training per year per employee | SR: p30 |
  - 404-2 Programmes for upgrading employee skills and transition assistance programmes | SR: p30 |
  - 404-3 Percentage of employees receiving regular performance and career development reviews | SR: p31 |

# Material Topic: Airport Safety

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- GRI 403: Occupational Health and Safety (2016)
  - 403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities | SR: p41 |
- GRI 416: Customer Health and Safety (2016)
  - 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | SR: p37 |
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