



Communication on Engagement 2016 - 2018

National Environment Agency

**COMMUNICATION ON ENGAGEMENT (COE)
NATIONAL ENVIRONMENT AGENCY**

Period covered by this Communication on Engagement

From: September 2016 To: September 2018

Statement of Continued Support

27 Sept 2018

To our stakeholders:

I am pleased to confirm that the National Environment Agency (NEA) of Singapore reaffirms its support of the United Nations Global Compact (UNGC) and its Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption.

The NEA is a leading public organisation responsible for keeping Singapore clean and green. Together with our partners and the community, we work towards our mission to ensure a clean and sustainable environment. By keeping pollution levels low, ensuring high standards of public health and providing up-to-date meteorological information, NEA aims to achieve sustainable development and to make Singapore a quality living environment.

Being an environmental steward of Singapore, NEA is committed to walking the talk and leading by example in sustainable practices. We have put in place processes and initiatives, in line with UNGC's Ten Principles, to steer the organisation through its long-term sustainability journey. We also share best practices with the community and private sectors through campaigns, networking sessions and training programmes.

In this 1st Communication on Engagement, we have described the actions that our organisation has taken to support the UNGC and its Principles. We welcome feedback on its contents.

Yours sincerely,



Ronnie Tay
Chief Executive Officer

Description of Actions & Measurement of Outcomes

Description of Actions	Measurement of Outcomes
General	
NEA supports and promotes the activities organised by the Global Compact Network Singapore (GCNS)	<p>NEA was one of the organisations which participated in the GCNS CEO Roundtable 2018 on 4 June 2018, where views on how GCNS could help shape the corporate sustainability agenda and facilitate the implementation of the 17 Sustainable Development Goals in the ASEAN region were exchanged.</p> <p>NEA also supported GCNS' events in 2017 and 2018 by presenting on energy efficiency best practices and solar adoption models to members of the Singapore Business Federation.</p> <p>NEA provided support for GCNS' Sustainability Internship Programme (April 2017 – 30 June 2018), which aims to nurture youths to be engaged in a career in the environmental field and to encourage companies to develop environmentally sustainable policies, practices and jobs.</p>
NEA has been publishing its annual Sustainability Report in accordance with the Global Reporting Initiative (GRI) since 2011	The Sustainability Report helps to track and communicate to our stakeholders NEA's progress in incorporating sustainability practices in our daily work processes. NEA is the first public sector organisation in Singapore to publish a Sustainability Report back in 2011.
UNGC's Principles - Environment	
<i>UNGC Principle (7): Businesses should support a precautionary approach to environmental challenges</i>	
NEA has put in place an Enterprise Risk Management (ERM) programme and robust Sustainability Framework to manage environmental risk in a structured, integrated and effective manner	<p>The ERM programme enables NEA to proactively identify, assess, prioritise, treat and monitor its key strategic and operational risks and environmental challenges on an ongoing basis.</p> <p>NEA has also put in place a Sustainability Framework which serves as the foundation to drive sustainability within the organisation. It is shaped by four guiding principles (W.I.S.E.):</p> <ul style="list-style-type: none"> • W – Walk the Talk • I – Innovate for Sustainability • S – Share with the Community • E – Embed Sustainability <p>The framework guides NEA in prioritising its work on sustainability, addressing key environmental risks identified under the ERM programme. For example, to address environmental risks like pollution at the NEA's incineration plants, NEA implemented an environmental management system to treat and monitor our air emissions and effluent, ensuring compliance with the national regulation limits.</p> <p>There are regular interactions between staff and senior management to align sustainability efforts within NEA and address environmental risks.</p>
NEA complies with the Public Sector Taking the Lead in Environmental Sustainability (PSTLES) 2.0 initiative	Public sector organisations in Singapore are required to set sustainability targets and develop resource management plans to meet the targets under the PSTLES initiative.

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	<p>Under this initiative, NEA is committed to achieve electricity savings of at least 15 per cent and an improvement in water efficiency index by 5 per cent (with reference to FY2013 baseline consumption) by FY2020. Some of the key measures adopted are:</p> <ul style="list-style-type: none"> - retrofitting premises with LED lights and energy-efficient air-conditioners - installing water thimbles and waterless urinals - promoting environmentally friendly behaviour among staff <p>NEA also complies with other PSTLES requirements (e.g. obtaining Green Mark Gold rating for Office Interior, holding events at Green Mark-certified venues, conducting feasibility study for solar deployment).</p>
<p><i>UNGC Principle (8): Undertake initiatives to promote greater environmental responsibility</i> <i>UNGC Principle (9): Encourage the development and diffusion of environmentally friendly technologies</i></p>	
<p>NEA actively engages the community to ensure that the people are aware of their environmental roles and responsibilities</p>	<p>Annually, NEA organises a series of events during the Clean & Green Singapore (CGS) campaign to engage and inspire the community to care for and protect the environment by adopting a clean, green and sustainable lifestyle.</p> <p>NEA organises fun and educational activities during the Youth for the Environment Day to engage youths on global and local environmental issues and encourage them to champion environmental programmes. The highlight of Youth for the Environment Day 2017 was the interactive five-station “Love Your Food Experiential Trail” that promoted greater awareness of how food waste could be managed through a closed-loop food waste management system.</p>
<p>NEA actively shares knowledge and environmental best practices with its partners to raise awareness, industry standards and competency</p>	<p>NEA has been organising CleanEnviro Summit (CESS) biennially since 2012. CESS brings together industry leaders and global stakeholders to share practical, replicable and scalable solutions that address environmental challenges in the context of the waste-water-energy nexus in cities of tomorrow. More than 20,000 attendees from more than 100 countries had attended each edition of CESS, with sizeable projects and business deals announced in each CESS.</p> <p>NEA shares best practices with our partners through voluntary networks. For example, NEA sets up an Energy Efficiency National Partnership (EENP) Learning Network, offering industrial partners the resources to improve energy efficiency and opportunities to participate in learning events. One of the major events is the annual National Energy Efficiency Conference (NEEC) that brings together industry experts and professionals to share best practices and case studies of successful energy efficiency projects. During the NEEC, organisations, teams and individuals who displayed outstanding achievements in energy efficiency were recognised with the EENP Awards.</p> <p>Online training materials like the 3R Guidebook for Shopping Malls, which contains case studies of malls with best practices, are also available on the NEA website.</p>

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UNGC's Principles - Labour / Human Rights	
<p><i>UNGC Principle (3): Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining</i></p> <p><i>UNGC Principle (4): The elimination of all forms of forced and compulsory labour – not applicable</i></p> <p><i>UNGC Principle (5): The effective abolition of child labour– not applicable</i></p>	
NEA employees are free to join unions recognised by NEA	<p>The two active unions recognised by NEA are the Amalgamated Union of Public Employees and the Amalgamated Union of Public Daily Rated Workers. Information about union representation is made available to all staff on NEA's intranet and during induction courses.</p> <p>Around 91 per cent of the monthly-rated employees and 100 per cent of daily-rated employees are covered by collective bargaining agreements.</p>
<p><i>UNGC Principle (1): Businesses should support and respect the protection of internationally proclaimed human rights</i></p> <p><i>UNGC Principle (2): Make sure that they are not complicit in human right abuses</i></p> <p><i>UNGC Principle (6): The elimination of discrimination in respect of employment and occupation</i></p>	
NEA is committed to providing every individual with fair employment	<p>NEA does not discriminate against employees based on age, gender, race and disabilities. NEA's terms of employment are guided by Singapore's legislations, including the Employment Act, the Workplace Safety and Health Act, and the Retirement and Re-Employment Act. NEA also aligns its HR practices with the Tripartite Guidelines on Fair Employment Practices.</p> <p>NEA values our employees and seeks feedback from them on a regular basis through engagement activities and communication platforms.</p>
NEA is committed to providing every individual with ample opportunities in training and career development	<p>To attract and retain a competent workforce, NEA has put in place various initiatives (e.g. technical workshops, personal development courses) to train and develop employees and leaders to their fullest potential. Dedicated NEA's learning partners help employees proactively plan and prepare for the future.</p> <p>NEA officers are also guided by their supervisors in setting career goals and development plans during the annual performance management review. To facilitate career development for continued employability, employees are scheduled to take part in the 'Understanding Myself, Managing My Career' Workshop. The workshop builds participants' self-awareness on their strength and interests through the Harrisons Assessment Talent System profiling tool.</p>
NEA is committed to providing every individual a balanced work life	<p>Our Work-life Harmony Framework comprises four focus areas - 'Self', 'Family and Friends', 'Community' and 'Work'. Various work divisions and committees look into implementing policies and activities for employees, e.g. the Human Resource Division, the Sports and Recreational Committee which promotes a fit and healthy lifestyle, and the Panel for Employee Engagement and Recognition which promotes staff voluntarism and philanthropy, and racial harmony.</p> <p>To support staff in work-life balance, different categories of leave (e.g., medical, compassionate, preparation of exams) and medical benefits are available. Paid parental leave is also provided to both</p>

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	male and female employees to encourage shared parental responsibilities and strengthen family bonds.
NEA is committed to providing every employee with a safe and healthy work environment.	<p>NEA has in place a Workplace Safety and Health governance structure. Under this structure, a steering committee monitors and tracks workplace incidents, injury statistics, safety records and NEA's health initiatives. Action plans have also been put in place to work towards a zero injury culture.</p> <p>In 2017, NEA recorded its lowest ever work-related incidents of 59. NEA has not had a work-related fatality since 2012.</p>
UNGC's Principles - Anti-corruption	
<i>UNGC Principle (10): Businesses should work against corruption in all its forms, including extortion and bribery.</i>	
NEA puts in place strong corporate governance to reduce the possibility of corruption	<p>NEA has an internal audit department which advises the management and the audit committee on the system of internal controls. The internal auditors assess the design and operating effectiveness of controls and also focus on compliance with NEA's policies and procedures.</p> <p>NEA ensures its procurement process is transparent, with open and fair competition, is value-for-money and complies with the Ministry of Finance's Instruction Manual (Procurement). Guidelines are put in place to avoid any conflict of interest and to achieve clear segregation of roles. Almost all purchases were also posted on the centralised government procurement website for transparency. An established Price Quality Scoring Framework is in place to ensure consistent and objective evaluation of quotations and tenders received from suppliers.</p>
NEA has a zero-tolerance policy on fraud and misconduct by employees and has in place an internal code of conduct, known as the NEA Person Code	<p>The NEA Person Code is applicable to all employees and articulates NEA's vision, mission and values, appropriate conduct, and guidelines concerning conflicts of interest, preventing corruption and proper financial stewardship.</p> <p>The Code is available on NEA's intranet and the NEA Handbook, together with regular reminders sent to employees. In the event of a breach of discipline, the NEA Disciplinary Policy details the appropriate procedures to deal with the situation. Under NEA's whistleblowing policy, NEA also encourages all employees and third parties to report any incidents of fraud and serious misconduct.</p>

For more information, we welcome all to view our Annual & Sustainability Reports in the following url:

<https://www.nea.gov.sg/corporate-functions/resources/publications/annual-reports>