

# Communication on Engagement

National Environment Agency

2018 - 2020



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

**Period covered by this Communication on Engagement**

From: October 2018 to December 2020

**Statement of Continued Support**

4 February 2021

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.

We are also pleased to inform that 2020 marks the first year that the NEA publish our first Integrated Sustainability Report. The report captures NEA's various initiatives to fulfil our vision of a clean environment, and a liveable and sustainable Singapore, in line with UNGC's Ten Principles.

COVID-19 has been challenging to our society, economy and infrastructure in unprecedented ways. It also forces us to rethink our future and how to rebuild in a more sustainable way.

In this 2nd 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.

Sincerely yours,



Tan Meng Dui  
Chief Executive Officer

## Description of Actions & Measurement of Outcomes

Description of Actions	Measurement of Outcomes
<b>General</b>	
NEA supports and promotes the activities organised by the Global Compact Network Singapore (GCNS)	NEA's support and participation in events organised by GCNS are as follows: <ol style="list-style-type: none"> <li>1. Minister for Sustainability and the Environment (SE) was one of the Guest Speakers at GCNS Summit 2019 and 2020</li> <li>2. Minister (SE) participated in GCNS Distinguished Dialogue in November 2020</li> </ol>
NEA has been publishing its annual Sustainability Report in accordance with the Global Reporting Initiative (GRI) since 2011	The Sustainability Report helps to track NEA's progress in incorporating sustainability practices in our daily work processes and communicate this to our stakeholders. NEA is the first public sector organisation in Singapore to publish a Sustainability Report in 2011 and a full-fledged Integrated Sustainability Report in October 2020.
<b>UNGC's Principles - Environment</b>	
<i>UNGC Principle (7): Businesses should support a precautionary approach to environmental challenges</i>	
NEA has an Enterprise Risk Management (ERM) programme and Sustainability Framework to manage environmental risk in an effective manner	<p>Through the ERM programme, NEA applies a precautionary approach to managing our risks and closely monitors them. Under this process new risks and opportunities are also identified. This is to ensure that NEA's corporate sustainability efforts address all emerging trends and risks.</p> <p>NEA's approach to risk management includes risk mapping, which provides an overview of the top priority risks faced by NEA and allows NEA to monitor and assess the effectiveness of risk treatment plans. Groups and Divisions with operational functions also conduct Quality Assurance Self-assessments to help the departments determine the effectiveness of their internal controls and risk mitigation. NEA also conducts Risk Training Workshops to create greater awareness and understanding of risk management. Staff can also understand how they can play a part in instilling risk management practices in their areas of work.</p> <p>NEA's Sustainability Framework drives sustainability within the organisation. The framework guides NEA in prioritising its work on sustainability, addressing key environmental risks identified under the ERM. It is based on four guiding principles (W.I.S.E.):</p> <ul style="list-style-type: none"> <li>• W – Walk the Talk</li> <li>• I – Innovate for Sustainability</li> <li>• S – Share with the Community</li> <li>• E – Embed Sustainability</li> </ul> <p>One example of successful implementation of our Sustainability Framework is that all NEA premises have successfully attained the</p>

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	Eco-Office Certification <sup>1</sup> in 2018, and NEA was the first agency to attain Eco-Office Plus Certification in 2019.
<p><i>UNGC Principle (8): Undertake initiatives to promote greater environmental responsibility</i></p> <p><i>UNGC Principle (9): Encourage the development and diffusion of environmentally friendly technologies</i></p>	
NEA is a key agency in the Public Sector Taking the Lead in Environmental Sustainability (PSTLES) initiative and is also an active participant	<p>Public sector organisations in Singapore are required to develop resource management plans and meet sustainability targets under the PSTLES initiative. As part of the Environmental Sustainability Advisory team in driving PSTLES, NEA is responsible to drive the energy target and waste requirements across Whole-of-Government.</p> <p>As a lead agency, NEA is committed to achieve electricity savings of beyond 15% and an improvement in water efficiency index of beyond 5% from FY2013 baseline consumption by FY2020 internally within the organisation. As of March 2020, NEA has met both targets.</p> <p>NEA also complies with other PSTLES requirements. All mid-sized public sector premises (i.e. gross floor area more than 5,000 m<sup>2</sup>) are required to achieve at least a Green Mark (GM) Gold Certification rating. As of 2020, all five mid-sized premises in NEA have either attained this requirement or beyond, with Tiong Bahru Market and Choa Chu Kang Columbarium attaining GM Platinum Super Low Energy (SLE) and GM Platinum (Positive Energy) rating respectively.</p>
NEA actively engages the community to ensure that the people are aware of their roles and responsibilities for the environment	NEA's various public outreach events included: a Clean and Green Singapore showcase in support of the Year Towards Zero Waste, to help the public understand the various waste management plans and initiatives to address Singapore's waste challenges; a Citizens' Workgroup on Reducing Excessive Consumption of Disposables from September 2020 to March 2021, to find inclusive ways to collectively address the excessive consumption of disposables in Singapore; a Citizens' Workgroup on Recycle Right <sup>2</sup> from 21 September to 20 October 2019, to co-create solutions to improve the way households recycle in Singapore; a National Dengue Prevention campaign to rally the community to stay vigilant and do the 'Mozzie Wipeout' regularly; as well as a Youth for the Environment Day (YED) to engage youths to champion environmental ownership by leading, organising and participating in programmes to show their passion and commitment towards global and local environmental issues.

<sup>1</sup> Eco-Office Certification is driven by Singapore Environmental Council and the certification programme helps organisations manage waste by reducing usage of paper, water and electricity. This certification program is not an internationally recognised certification.

<sup>2</sup> The Workgroup was driven by MSE and supported by NEA

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<p>NEA actively shares knowledge and environmental best practices with its partners to raise awareness, industry standards and competency</p>	<p>NEA organised the CleanEnviro Summit Singapore Catalyst 2019 event in partnership with Temasek Foundation's Ecosperity Week 2019. The event was a global platform for thought leaders, technology innovators, policymakers and business leaders to share their vision for environmentally sustainable businesses and recognise opportunities for business sectors to embrace a circular economy.</p> <p>NEA shares environmental best practices with our partners through voluntary networks. For example, NEA launched the Singapore Packaging Agreement (SPA) in 2007 which was a voluntary joint initiative by government, industry and NGOs to reduce packaging waste. There was a total of 246 signatories before the SPA came to an end on 30 June 2020. Activities such as luncheons-cum-seminars and sector group meetings were organised to facilitate engagement on packaging-related developments and programmes. The SPA awards were also organised to recognise and profile signatories for notable efforts and achievements in reducing packaging waste. As of 30 June 2020, the SPA signatories have cumulatively reduced about 54,000 tonnes of packaging waste, and this has resulted in estimated packaging material cost savings of \$130 million for locally consumed products.</p> <p>To continue supporting companies in their journey towards adopting sustainable packaging waste management practices, NEA has partnered the Singapore Manufacturing Federation (SMF) to introduce a capability development programme called the Packaging Partnership Programme (PPP). The PPP aims to build industry capability in packaging, 3Rs and support companies on their journey towards more sustainable packaging waste management including in fulfilling the Mandatory Packaging Reporting requirements.</p>
<p>NEA takes the lead in facilitating the production and sharing of climate-related knowledge</p>	<p>NEA and MSE co-hosted the Intergovernmental Panel for Climate Change (IPCC) Scoping Meeting for the Synthesis Report (SYR) of the Sixth Assessment Report (AR6) in October 2019. This was the first time Singapore hosted meetings of the IPCC.</p> <p>NEA, together with Ministry of Environment, Japan, jointly organised the 17th Workshop on Greenhouse Gas Inventories Asia (WGIA) from 30 July to 2 August 2019. The WGIA is an annual event organised to support countries in Asia to develop and improve their GHG inventories and to facilitate the enhancement of cooperative relationships towards improvement in the accuracy of national GHG inventories in the Asian region.</p>
<p><b>UNGC's Principles - Labour / Human Rights</b></p>	
<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>	

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<i>UNGC Principle (5): The effective abolition of child labour– not applicable</i>	
NEA employees are free to join unions recognised by NEA	92% of NEA employees are eligible to join unions. NEA management works closely with the two active unions within NEA – the Amalgamated Union of Public Employees (AUPE) and the Amalgamated Union of Public Daily-Rated Workers (AUPDRW). On 25 July 2019, NEA and AUPDRW renewed the Collective Agreement (CA) for another three years, which signifies another key milestone of the strong partnership and labour management relations.
<i>UNGC Principle (1): Businesses should support and respect the protection of internationally proclaimed human rights</i> <i>UNGC Principle (2): Make sure that they are not complicit in human right abuses</i> <i>UNGC Principle (6): The elimination of discrimination in respect of employment and occupation</i>	
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, a comprehensive range of developmental initiatives have been put in place, including training workshops and specialist courses.</p> <p>NEA employees 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, NEA organises career workshops for employees. As part of these workshops, employees may also choose to sign up for career coaching sessions.</p>
NEA is committed to providing every individual a balanced work life	<p>NEA is deliberate in engaging employees beyond their core work and tailoring to their different needs. A comprehensive Employee Engagement (EE) Framework has been put in place and aims to enhance employees' work-life effectiveness so they can continue to contribute in a productive, committed and purposeful manner.</p> <p>Various work divisions and committees look into implementing policies and activities for employees, e.g. the Human Resource and Organisational Development Division, the NEA Sports and Recreation Club (NEASRC), and the Captain Green Cares (CGC) Committee which aims to develop an engaged, socially responsible workforce that makes a positive impact on the environment and the community.</p>



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	<p>To support employees in achieving work-life balance, different categories of leave (e.g. medical, compassionate, preparation of exams) and flexible work arrangements are available. Paid parental leave is also provided to both male and female employees to encourage shared parental responsibilities and to strengthen family bonds.</p>
<p>NEA is committed to providing every employee with a safe and healthy work environment.</p>	<p>NEA has in place a Workplace Safety and Health (WSH) governance structure to ensure a safe and healthy workplace for all employees. Led by a steering committee which reports to the Board, NEA builds strong internal WSH capabilities, tracks WSH incidents and performance, and continuously enhances efforts to build a strong WSH culture.</p> <p>This has led to a reduction in workplace incidents over the last 9 years. In 2020 (up till October), NEA is seeing a record-low number of 19 WSH incidents – 78% reduction since 2012 with zero work-related fatality. This could be accredited to the various programmes and initiatives at both operational and management level.</p>
<b>UNGC's Principles - Anti-corruption</b>	
<i>UNGC Principle (10): Businesses should work against corruption in all its forms, including extortion and bribery.</i>	
<p>NEA puts in place strong corporate governance to reduce the possibility of corruption</p>	<p>NEA has an Internal Audit Division 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 focus on compliance with NEA's policies and procedures.</p> <p>NEA also appoints external auditors who provide the Board and other stakeholders with an independent opinion on NEA's Financial Statements, offering reasonable assurance that the Financial Statements are drawn up in accordance with the local laws and financial reporting standards, are fairly presented and free from material misstatements.</p> <p>NEA ensures its procurement process is transparent, with open and fair competition, to achieve value-for-money purchases. The Instruction Manual (IM) on Procurement and internal guidelines are in place to ensure governance and to achieve clear segregation of duties and avoiding potential conflict of interest.</p> <p>All procurement excluding small value purchases are made through the centralised government procurement website (i.e. GeBIZ) for transparency.</p> <p>An established Price Quality Scoring Framework is also in place to ensure consistent and objective evaluation of offers received from suppliers.</p>

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<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>	<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 NEA Person Code is readily available on the NEA intranet and in the Staff Handbook. All new employees are informed about the NEA Person Code. Reminders on the code are also regularly sent to employees.</p> <p>Under NEA's whistleblowing policy, NEA encourages all employees and third parties to report any incidents of fraud and serious misconduct. NEA also offers employees ample channels to air their grievances on matters that affect the terms and conditions of their service.</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>