



**Communication on Engagement**  
**Jan 2021 - Feb 2023**  
**National Environment Agency**

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

### **Period covered by this Communication on Engagement**

From: January 2021 to February 2023

### **Statement of Continued Support**

16 February 2023

To our stakeholders:

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

NEA is a leading public organisation responsible for keeping Singapore clean and green, and 2022 marked NEA's 20<sup>th</sup> year of stewarding and safeguarding the environment. Together with our partners and the community, we carry out our mission of ensuring a clean and sustainable environment. By keeping pollution levels low, ensuring high standards of public health, promoting sustainability and resource efficiency, providing up-to-date meteorological information, and encouraging a vibrant hawker culture, NEA aims to achieve sustainable development and to make Singapore a quality living environment.

In this 3<sup>rd</sup> Communication on Engagement, we have detailed NEA's support of the UNGC and its Principles. We welcome feedback on its contents.

Sincerely yours,



Luke Goh  
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)	<p>NEA is a supporting partner of GCNS' LowCarbonSG programme and works with GCNS to continuously enhance the LowCarbonSG programme to help companies on their decarbonisation journey.</p> <p>NEA also supported and participated in events organised by GCNS such as:</p> <ol style="list-style-type: none"> <li>1. GCNS Summit 2021 and 2022, and</li> <li>2. Singapore Apex Corporate Sustainability Awards</li> </ol>
NEA has been reporting our sustainability disclosures in accordance with the Global Reporting Initiative (GRI) since 2011.	NEA is the first public agency in Singapore to publish a sustainability report. This allows us to track, as well as communicate our progress in incorporating sustainability practices in daily work processes, to NEA's stakeholders. Since 2016, NEA has published an integrated report encompassing our annual corporate, financial and sustainability disclosures.
<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>NEA has established an ERM framework to manage risks in a structured, integrated, and effective manner. It enables NEA to proactively identify, assess, prioritise, treat, and monitor our strategic and operational risks on an ongoing basis.</p> <p>NEA's ERM framework enhances:</p> <ul style="list-style-type: none"> <li>• Risk Awareness, by providing an integrated view of the combined impact of different risks on the organization</li> <li>• Risk Ownership, by providing a formalised structure to assign accountability for key risks, mitigating measures and treatment plans</li> <li>• Proactive Risk Management, by providing a structured and robust management process to minimise upstream risks, based on both top-down and bottom-up risk reviews</li> </ul> <p>NEA constantly strengthens our risk management capabilities, which comprise processes and people. Processes such as risk reviews, project risk assessment, and risk and control self-assessment are in place to ensure risk and control issues are proactively managed. NEA conducts risk management training sessions and customised briefings each year to train our staff in risk management tools, methodology and templates.</p> <p>NEA's Sustainability Framework drives sustainability within the organisation. The framework guides NEA in addressing key environmental risks identified under the ERM. It is based on four guiding principles (W.I.S.E.):</p>

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	<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 Eco-Office Certification in 2021 and 2022, with six premises obtaining the “Elite” certification, which is the highest tier of the certification.</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>	
NEA complies with the requirements of the GreenGov.SG initiative	<p>The GreenGov.SG initiative was launched in Jul 2021 to replace the former Public Sector Taking the Lead in Environmental Sustainability (PSTLES) initiative. Under GreenGov.SG, new and more ambitious sustainability targets such as peaking carbon emissions around 2025, reducing energy and water consumption by 10% by 2030 from the average of 2018 to 2020 levels, and reducing the amount of waste disposed of by 30% by 2030 from 2022 levels were set. To achieve these GreenGov.SG targets, NEA has been implementing new resource management measures at our facilities.</p> <p>NEA also strives to exceed the other GreenGov.SG requirements, such as achieving at least Green Mark (GM) Platinum SLE standards or equivalent for existing public sector buildings. For example, two NEA premises had obtained GM Platinum SLE and GM Platinum Positive Energy respectively due to measures such as good natural ventilation, energy-efficient lighting installation, and generation of on-site solar energy.</p>
NEA engages the community to raise awareness of environmental sustainability and public health issues	<p>NEA’s various public outreach events included:</p> <ul style="list-style-type: none"> <li>• Clean and Green Singapore showcase (annual event) – to help the public understand the various waste management plans and initiatives to address Singapore’s waste challenges</li> <li>• Clean Tables campaign (2021) – to galvanise individuals and the community to do their part in keeping public dining places clean and hygienic</li> <li>• Youth for Environmental Sustainability (YES) programme (2021) – to provide a robust well-rounded platform for youths to develop environmental leadership capabilities</li> <li>• Say YES to Waste Less Campaign (2021) - to encourage the public to lead a sustainable lifestyle by reducing the use of disposables and food wastage.</li> </ul>

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	<ul style="list-style-type: none"> <li>• National Dengue Prevention Campaign (2021) – to rally community efforts in the fight against dengue. We introduced a new acronym 'B-L-O-C-K' to help the public remember the Mozzie Wipeout steps and common mosquito breeding areas and refreshed the dengue cluster alert banners for greater public visibility.</li> <li>• Clean Public Toilets campaign (2022) – to encourage public toilet users to practise good toilet habits (Flush-Clean-Bin-Dry) to keep our public toilets clean and hygienic.</li> <li>• Pilot launch of Bloobox (2022) – provision of recycling bin (Bloobox) to each household in 2022-2023 to promote the habit of recycling correctly at home</li> <li>• Recycle Right Campaign (2022) – to encourage households and youths to recycle right by reducing bin contamination and recycle more through familiarisation and personification of the blue recycling bin.</li> </ul>
NEA shares knowledge and environmental best practices with its partners	<ul style="list-style-type: none"> <li>• CleanEnviro Summit Singapore (CESG) Catalyst 2021 event and CESG 2022– the CESG Catalyst 2021 event convened more than 200 policymakers and leaders from the business, government, and international institutions to discuss and share insights on a strategic blueprint for climate-resilient cities, and how cities can build resilience against public health threats. These conversations continued at CESG 2022 to explore sustainable solutions for environmental issues for a better tomorrow.</li> <li>• Publication of inaugural State of the Environment: Air and Water Quality Report (2021) – to present the trends and analyses of the air and water quality in Singapore and showcase NEA's environmental monitoring capabilities. The publication also shares scientific research and insights by external experts, which included an assessment on the impact of the COVID-19 circuit breaker on urban air quality, and on emerging contaminants in the tropical aquatic environment. It also highlighted the outcomes and applications of NEA's research collaboration with the NUS Environmental Research Institute, such as the identification of the sources of biomass burning and PM2.5 in Southeast Asia to support communications to the public during smoke haze episodes.</li> <li>• East Asia Summit Workshop on Marine Plastic (2022) – In partnership with Australia's Commonwealth Scientific and Industrial Research Organisation and India's National Centre for Coastal Research, the virtual workshop was conducted for speakers from 11 countries to share the latest research, best practices, and technology in addressing marine plastic debris. NEA presented how Singapore's Zero Waste initiatives helped reduce and eliminate plastic pollution in Singapore.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Training programme on Air Quality Management (2022) – to equip senior government officials from the ASEAN Member States (AMS) with a holistic understanding and overview of the conceptual frameworks.</li> </ul>
NEA produces and shares climate-related knowledge	NEA's Meteorological Service Singapore is undertaking Singapore's third national climate change study which will provide high-resolution regional climate change projections till 2100 for the Southeast Asia region. The projections will support government agencies in planning for climate adaptation measures as well as climate impact science research. Singapore will also share its projections with countries in the region to support their adaptation planning.
NEA drives efforts to close the food resource loop through valorisation solutions	NEA launched the inaugural Food Resource Valorisation Awards (FVA) to recognise the efforts of companies engaging in food resource valorisation and raise awareness of the food resource valorisation concept. Food resource valorisation converts food waste, such as homogenous by-products, rejects and mixed food waste, into higher value products that contribute to a sustainable economy. At the FVA 2021 event held in Sep 2021, 11 winners were recognised for their outstanding efforts in driving sustainability and closing the food resource loop through valorisation solutions.
NEA constantly reviews environmental regulations, standards, and guidelines	<ul style="list-style-type: none"> <li>• Amendments to the Environmental Public Health Act (Aug 2021) - premises owners and occupiers with Aerosol-Generating Systems (AGS), such as cooling towers, would have to register their cooling tower systems to enhance traceability. The regulatory regime for aquatic facilities (AFs) was strengthened by extending licensing of swimming pools to higher-risk AF such as multi-use spa pools and water playgrounds (including interactive water fountains). Premises owners/occupiers of AGS and AFs are also required to carry out water quality tests periodically to ensure that the water is properly adequately treated/ disinfected to minimise transmission of waterborne infectious diseases.</li> <li>• Development of the Singapore Standard (SS) 673: Code of Practice for Renewable Energy Certificates (2021) – NEA worked with key agencies and industry players to develop this standard to facilitate consistency for the transaction and management of RECs. The SS 673 provides a clear framework to improve the integrity of measurement, reporting and verification requirements for the issuance and management of RECs. It also covers guidelines across the life cycle of RECs – from production, tracking and management, to the usage of the certificates for renewable energy claims in Singapore.</li> </ul>
<b>UNGC's Principles – Human Rights / Labour</b>	
<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>	

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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>A comprehensive Employee Engagement (EE) Framework has been put in place. It 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 implement policies and activities aimed at developing an engaged, socially responsible workforce that makes a positive impact on the environment and the community.</p> <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>
NEA is committed to providing every employee with a safe and healthy work environment.	<p>Workplace Safety and Health (WSH) is a top priority in NEA. A WSH governance structure is in place to provide strategic guidance on WSH matters. The Enterprise Risk and Safety Steering committee, chaired by our Deputy Chief Executive Officer, with members comprising of Group Directors across NEA, report to the Board directly on WSH matters.</p> <p>In NEA, everyone plays a part in building a positive safety culture and ensuring a safe work environment for all our officers and stakeholders:</p> <ul style="list-style-type: none"> <li>• Our senior leaders lead by example through their regular safety walkabouts at all sites.</li> <li>• Our WSH team and committees roll out safety messages through monthly safety posters, safety pledges and safety talks.</li> <li>• Our staff are empowered to report near-misses and hazards through our dedicated WSH reporting channel.</li> </ul>

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<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 to NEA</i></p> <p><i>UNGC Principle (5): The effective abolition of child labour – not applicable to NEA</i></p>	
NEA employees are free to join unions recognised by NEA	Staff are eligible to join the Union and are covered under the scope of the collective agreements. NEA management works closely with the Amalgamated Union of Public Employees (AUPE) and the AUPE-Daily-Rated Workers (AUPE-DRW) Branch. On 13 Apr 2022, NEA and AUPE renewed the Collective Agreement (CA) for another two years, which signifies another key milestone of the strong partnership and labour management relations.
<p><b>UNGC's Principles - Anti-corruption</b></p> <p><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>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 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 that its procurement process is transparent, with open and fair competition, to achieve value-for-money purchases. An Instruction Manual 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>
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 NEA Person Code is readily available on NEA's 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</p>



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	offers employees ample channels to air their grievances on matters that affect the terms and conditions of their service.

**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>