



Sustainability Report

1 October 2023 - 30 September 2024



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About This Report

At Caritas Singapore Community Council (“Caritas Singapore”)¹, our mission is rooted in love and service to the community. This inaugural Sustainability Report marks a significant milestone to deepen our commitment to responsible stewardship, transparency, and care for both people and the planet. It reflects our belief that sustainability is not just a goal, but a shared responsibility, aligned with the values of Catholic Social Teaching (CST).

Reporting Standards

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards 2021, which provides a structured and globally recognised approach to sustainability disclosures. The report aims to communicate environmental, social, and governance (ESG) performance in a comparable and transparent manner. The GRI Content Index, along with the applicable disclosures, is detailed on pages 36 to 41 of this Report.

Reporting Scope

The reporting period covers 1 October 2023 to 30 September 2024, corresponding to Caritas Singapore’s financial year 2024 (FY2024). This report focuses on the operations and initiatives of Caritas Singapore, including the integrated social service hub, Caritas Agape Village, excluding member organisations². This is Caritas Singapore’s first Sustainability Report, prepared with reference to the GRI Standards 2021, and will be published biennially moving forward. As we grow in our sustainability journey, we aim to broaden the scope and coverage of disclosures in future reports to reflect the collective impact of the wider Caritas Singapore Family.

Feedback

We welcome feedback to drive continuous improvement and strengthen our commitment as we continue to learn, grow, and serve with greater purpose. For feedback or enquiries, please contact info@caritas-singapore.org

¹ Caritas Singapore is a public company limited by guarantee, registered in Singapore

² Member organisations under Caritas Singapore are Catholic charities and organisations under the umbrella of Caritas Singapore, collectively delivering social services and support to individuals and communities in need within Singapore, regardless of race or religion. As of 30 September 2024, Caritas Singapore has 24 member organisations. More details of member organisations can be found in our Impact Report FY2024.



About Caritas Singapore

Who We Are

Caritas Singapore is the official social and community arm of the Catholic Church in Singapore, providing leadership and support to the various Catholic social and community organisations involved in helping those in need, regardless of race or religion.

Currently, Caritas Singapore has 24 member organisations under its umbrella, which support a wide array of causes such as families and children, youth-at-risk, the poor, the elderly, persons living with medical conditions, persons living with mental health conditions, persons living with HIV/AIDS, persons living with acquired or intellectual disabilities, migrants and itinerant persons, persons who are incarcerated and persons in need of medical, legal or other professional assistance.

Caritas Internationalis

We are a member of Caritas Internationalis (CI) in Rome – a confederation of over 160 members worldwide operating in 200 countries that coordinates emergency operations, formulates development policy, and advocates a better world for everyone. As the mission arm of the Catholic Church, Caritas reaches out to the poor, vulnerable, and marginalised, regardless of race or religion.

Caritas Asia

We are a member of Caritas Asia, whose mission is to lead and build the capacities of Caritas organisations in Asia to address a range of programmatic issues from emergencies to advocacy for the most vulnerable communities. There are four Caritas Asia (CA) sub-regions: Central, East, South, and Southeast Asia (SEA). Caritas Singapore is in the SEA group together with teams from Cambodia, Indonesia (Karina KWI), Myanmar (KMSS), Malaysia, Philippines (NASSA), Thailand, Timor-Leste, and Vietnam.

Beyond our membership in Caritas Internationalis and Caritas Asia, Caritas Singapore also participates in Ministry of Culture, Community and Youth, including several national associations such as the Singapore National Employers Federation, and the National Council of Social Service.

Our Vision and Mission³

Our Vision is to be the visible sign of God's love for humanity demonstrated by Catholics living the principles and values of CST.

Our Mission is to collaborate and provide leadership within the Catholic community in Singapore in fulfilling the Catholic Church's social mission especially for the most vulnerable in society.

³ Caritas Singapore has reviewed and updated our Mission and Vision in March 2025.

The Caritas Network of Care

Caritas Singapore aims to integrate sustainability throughout its strategic and operational levels. As the umbrella body for over 20 Catholic charities and organisations, we form a united network of care.

Together, our member organisations run programmes that address a wide spectrum of needs across society. These include eldercare, mental health support, shelters for women and children, services for persons living with disabilities, migrant outreach, palliative care, youth development, and more. Each initiative reflects our shared commitment to uphold human dignity and promote integral human development.

Each year, Caritas Singapore assesses the needs of our member organisations to allocate grants that support impactful, community-driven programmes. Funding decisions are guided by the principles of stewardship, transparency, and alignment with our mission to serve those most in need.

We maintain open communication channels through our official website (www.caritas-singapore.org), annual and financial governance reports, Impact Report Caritas Singapore FY2024, community newsletters, and social media platforms, where we share updates on our programmes, fundraising efforts, and impact.

In all that we do, our Caritas Network of Care is united by a common purpose: to be a visible sign of God's love in action, and to build a more compassionate and inclusive society by serving the poor, vulnerable and marginalised.



Key Highlights of the Year

Our Social and Community Impact

Economic Performance

S\$14.89 million Revenue

S\$13.26 million Operating Cost

S\$0.06 million Government Subsidies Received

S\$0.08 million Government Grants Received

S\$17.15 million Community Investment

Resource Management

123.18 tCO₂e
GHG emissions in FY2024

298,998.33 kWh
energy consumption in FY2024

7,712.50 m³
water consumption in FY2024

204.97 kg
waste generated in FY2024

Workforce Development

40% (6 out of 15) Board roles are held by women

40% (4 out of 10) management roles are held by women

151 average training hours per employee

Supporting Local Community

5,536 cumulative volunteering hours for three major events held by Caritas Singapore in FY2024 (i.e., Back to School, Share a Pot, and Rooftop Garden)

Caritas Singapore recognises the importance of maintaining transparent and responsible relationships with our stakeholders, including donors, volunteers, partners, and regulatory bodies. As a non-profit charity, we are committed to operating with integrity and accountability, ensuring that resources entrusted to us are used effectively to fulfil our mission. For more details on our financial performance and programme outcomes, please refer to the relevant sections of our FY2024 Annual Report⁴ and FY2024 Financial Governance Report⁵.

⁴ <https://www.caritas-singapore.org/wp-content/uploads/Caritas-Annual-Report-2024.pdf>

⁵ <https://www.caritas-singapore.org/wp-content/uploads/Caritas-Financial-Report-FY2024.pdf>

Message from Leadership

Agnes Liew | Chairman's Message

At Caritas Singapore, our mission is rooted in the Gospel's call to serve the last, the lost, and the least. We strive to build a just, compassionate, and inclusive society where every person is treated with dignity and care. This commitment has always been central to our work - and today, it resonates more than ever as we recognise that we are operating in a rapidly changing world - where inequalities persist, mental health needs are rising, and the impacts of climate change are increasingly felt by the most vulnerable.

The launch of our inaugural ESG Report is a milestone moment for Caritas Singapore. While this may be our first ESG report, the principles it embodies are not new to us. ESG represents a continued call to action - one deeply aligned with our faith and the Church's teaching on caring for God's creation, as articulated in the late Pope Francis' encyclical, *Laudato Si'*. ESG is not just a framework - it reinforces our ongoing journey to deepen our impact through responsible stewardship, social inclusion, and sustainable action.

As we look to the future, we remain steadfast in our commitment to uphold the dignity of every person, steward our resources wisely, and be a voice for the vulnerable and the voiceless. We will continue to explore innovative ways to integrate sustainability more fully into all aspects of our work, build organisational capacity, and ensure that our mission of love in action is carried out in ways that are both compassionate and sustainable.

May we, like St. Francis of Assisi, walk humbly with God as faithful stewards of His creation-caring for our common home and all who inhabit it.

As Pope Francis reminds us in *Laudato Si'*: "Living our vocation to be protectors of God's handiwork is essential to a life of virtue; it is not an optional or a secondary aspect of our Christian experience." (*Laudato Si'*, 217)

Let us continue to seek God's grace and guidance as we inspire, nurture, and lead the Caritas Singapore Family in responding with love, compassion, and ecological stewardship.



Juliana Foo | Executive Director's Message

Caritas Singapore's inaugural Environmental, Social and Governance (ESG) report marks an important step in our journey of stewardship, accountability, and hope. ESG is not just a framework we adopt for compliance; it expresses our deepest values - caring for people, creation, and community in ways that will endure.

At the heart of our mission is the commitment to serve the poor and vulnerable. Through the Caritas network of care, we work alongside our member organisations to uplift families in need, support persons with disabilities, accompany the elderly, and walk with those on the margins. ESG reinforces this mission by ensuring that our service is sustainable, responsible, and rooted in respect for human dignity.

We also recognise that caring for the poor begins with caring for those who serve. Our staff, volunteers, and partners are vital to this work. ESG provides a lens for us to strengthen our workplace culture, safeguard well-being, and build an organisation where people are empowered to serve with compassion and integrity.

As the umbrella body for the social mission arm of the Catholic Church in Singapore, Caritas Singapore is uniquely positioned to encourage and catalyse sustainability efforts across our network and beyond. By embedding ESG into our practices, we seek to spark greater awareness, foster alignment, and drive collective action toward a more compassionate and sustainable society.

This report is both a beginning and a commitment - to measure our progress with transparency, to learn with humility, and to act with courage.

We invite our partners and friends to join us in this shared responsibility: to serve those in need, care for our common home, and nurture a better future for generations to come.





Caritas Singapore's Sustainability Journey

Caritas Singapore's sustainability journey is rooted in a deep spiritual and moral conviction: that care for creation is inseparable from care for the marginalised and vulnerable. Inspired by *Laudato Si'*, Pope Francis' encyclical on the integral ecology and the environment, we recognise that the ecological crisis is not only a scientific or technical issue, but also a profoundly human and ethical one. As stewards of God's creation, we are called to establish the right relationship with the earth, with one another, and for future generations. This belief forms the foundation of our sustainability journey.

While FY2024 marks our first year of publishing our sustainability report, values of solidarity and justice have long guided the way we serve. From reducing waste and conserving resources to fostering inclusive communities, our efforts reflect a desire to live out our mission with greater intentionality and accountability.

As we move forward, we aim to deepen our understanding and set meaningful goals that align with both our mission, strategy, and the broader call to ecological conversion. As *Laudato Si'* reminds us, "Everything is interconnected." Through this journey, we aim to reduce our environmental footprint and embody a more compassionate, sustainable way of living that respects all creation.

Sustainability Approach

Mr Alvin Tan, Minister of State for Culture, Community and Youth & Minister of State for Trade and Industry, alongside religious representatives at Interreligious Earth Day Dialogue 2025's tree planting ceremony at Fort CanningPark

Governance Structure

As the social and community arm of the Catholic Church in Singapore, Caritas Singapore's governance practices are guided both by regulatory requirements and CST, particularly the principles of stewardship and the common good.

Caritas Singapore is committed to good governance and has developed our own Code of Governance ("the Caritas Singapore Code"), which builds on the Charity Council's Code of Governance for Charities and IPCs 2007. The Caritas Singapore Code outlines our governance practices and includes dedicated sections on ethics, reflecting our Catholic ethos and values in Caritas Singapore's functioning.

As part of our ongoing commitment to transparency, Caritas Singapore publishes an annual report detailing our corporate governance practices, covering leadership, oversight, and responsible decision making. This helps us stay true to our mission and builds trust with our stakeholders.

Looking ahead, we aim to strengthen the long-term impact of our work, including gradually integrating ESG considerations in our planning and operations.

Board of Directors

The Caritas Singapore Board of Directors and Board of Trustees provide strategic direction and oversight across all areas of the organisation's work. The members of Caritas Singapore's Board of Directors and the Trustees of the Agape Fund Board of Trustees are appointed by the Titular Roman Catholic Archbishop of Singapore, following a structured nomination process. Board candidates are proposed by existing members and reviewed by the Executive Committee (EXCO) prior to submission to the Church's Governance body for clearance and approval. Upon endorsement, appointments are formally announced to the archdiocese via the Chancery Notice. The Caritas Singapore Secretariat then oversees all administrative and legal onboarding, including updates to the Commissioner of Charities and the Accounting and Corporate Regulatory Authority (ACRA).

In the selection of board members, considerations such as succession planning, relevant experience, independence, and legal compliance are taken into account, where applicable, ensuring that appointment aligns with both organisation needs and governance best practices. Both Board of Directors and Board of Trustees are composed of individuals with diverse professional backgrounds and skillsets as well as a shared commitment to Caritas Singapore's social mission. No member of the Board of Directors or Board of Trustees received any remuneration or benefits for their Board services.

In addition to providing oversight to the day-to-day operations of Caritas Singapore, the Board of Directors plays a vital role in overseeing ESG matters, including the review and endorsement of Caritas Singapore's sustainability reporting, ensuring alignment with Caritas Singapore's mission and stakeholder expectations. ESG considerations are also increasingly integrated into organisational planning, strategic development, and long-term initiatives under the Board's guidance.

The Board of Directors and Board of Trustees also play a key role in upholding organisational accountability and integrity. Critical concerns, including ethical or operational issues, are escalated to the EXCO and Board of Directors through internal reporting channels, enabling timely oversight and appropriate action.

To uphold integrity in governance, Board members and staff are required to disclose any interests, relationships, or holdings that could lead to a conflict of interest, including situations that may reasonably be seen as such. These disclosures must be made upon appointment, whenever relevant changes occur, and through an annual conflict of interest declaration. If a conflict arises, the individual must fully disclose the matter and abstain from any related discussions or decisions.



Board Committees

Each Board committee is chaired by a member of the Board of Directors and is made up of volunteer members with the relevant professional background according to the requirements of the relevant committees, approved by the Executive Committee. Guided by the Board's Terms of Reference and supported by a staff as committee secretariat, the 13 Board committees assist the Board of Directors in the implementation of the plans for Caritas and make recommendations for the Board's approval. In FY2024, one Board member undertook capacity-building initiatives to deepen their understanding of sustainability governance and emerging ESG trends. While there are no formal training plan in place, the Board of Directors and its Committees will consider future opportunities to strengthen ESG-related knowledge in line with growing oversight and management on ESG matters.

Senior Management and Working Committee

Caritas Singapore's Senior Management team is responsible for the day-to-day implementation of strategies and objectives set by the Board of Directors. Led by the Executive Director, the team plays a central role in executing the Board's direction and organisation's mission into action. The Executive Director also oversees the coordination of Caritas Singapore's ESG initiatives and reporting efforts.

To support this, the Care for Creation (C4C) Committee, a sustainability working group established in FY2023, plays a key role in guiding the direction of Caritas Singapore's environmental and social efforts. The C4C committee comprises representatives from key operational areas, including the Social Mission Team and sustainability professionals. Working closely with other teams such as the Operations and Corporate Services, and engaging with partners within the Catholic Church and its member organisations, the C4C committee ensures that ESG efforts are aligned with both organisational mission and the broader Catholic community.

In FY2024, Caritas Singapore undertook a preliminary materiality assessment to better understand which ESG issues are most relevant to our mission and operations. Supported by an independent consultancy firm, this initial exercise served as a foundational step in identifying material topics based on our current initiatives, commitments, and the broader sustainability objectives of the Church. These material topics were reviewed and formally endorsed by the Board, ensuring alignment with organisational priorities and governance oversight.

This assessment helps prioritise resources and ensure alignment with our core purpose and overarching organisational strategy. It also lays the groundwork for deeper stakeholder engagement and more robust materiality reviews in the future, as we continue to embed sustainability into the heart of our work.

At Caritas Singapore, our mission to serve the vulnerable and care for creation is intertwined with the global call to action embodied in the United Nations Sustainable Development Goals (SDGs). These 17 goals represent a shared vision for a more just,

inclusive, and sustainable world, one that resonates deeply with our commitment to integral human development.

As we continue to embed sustainability into the heart of our operations, the SDGs serve as a guiding framework to shape our efforts and measure our impact. They highlight the interconnected nature of our work, from social outreach and environmental stewardship to ethical governance and community resilience.

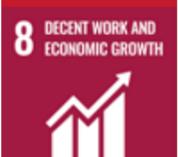
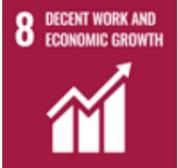
To ensure that our sustainability priorities remain relevant and responsive, we have aligned our material topics with 11 of the SDGs. This alignment not only strengthens the clarity and credibility of our reporting but also reinforces our role as a faith-based organisation contributing meaningfully to the global sustainability agenda.

Material Topics



Mr Lim Boon Heng, Guest of Honour for Walk with Caritas Singapore 2024

Material Topic	UN SDGs	Importance of Material Topic
Environment		
Energy	   	<p>Guided by CST and Laudato Si', Caritas Singapore views the responsible use of resources as a moral obligation that upholds human dignity, promotes environmental stewardship, and fosters solidarity with the poor.</p> <p>We embed care for creation into our daily operations through practical actions such as reducing single-use items, reusing materials, and engaging our community in waste reduction. Resource management is not merely an operational task; it reflects our commitment to sustainability as well as to serve with compassion. Through small and intentional actions, we embody our values of stewardship, solidarity, and care for our common home.</p>
Emissions		
Water and Effluents		
Waste		

Material Topic	UN SDGs	Importance of Material Topic
Social		
Workforce Development	  	<p>We strive to cultivate a workplace where every individual is valued, supported, and empowered to thrive. Through fair employment practices, inclusive policies, and opportunities for advancement, we nurture a culture of respect and shared mission. Workforce development builds capacity and honours the human person while fostering a commonality of purpose.</p>
Training and Education		<p>We invest in the continuous development of our staff and volunteers through structured programmes, workshops, and leadership training. Training and education are central to our ability to respond to evolving needs with competence and confidence, ensuring effective service delivery.</p>
Health and Safety	 	<p>Our approach to occupational health and safety is proactive and people centred. We implement policies and practices that minimise risk, raise awareness, and foster open communication. For us, safety goes beyond compliance; it reflects our care for one another and our dedication to uphold the dignity of every person who walks through our doors.</p>

Material Topic	UN SDGs	Importance of Material Topic
Social		
Supporting Local Communities		<p>Caritas Singapore exists to serve, and our work is deeply rooted in the communities we accompany. We support community-led development through programmes that address poverty, eldercare, mental health, disability, and support for migrant workers and vulnerable families. Initiatives such as Share A Pot is designed to respond to a wide spectrum of local needs aiming to strengthen community resilience, promote dignity, and foster inclusive development rooted in compassion and solidarity.</p>
Governance		
Responsible Conduct		<p>We maintain high ethical standards across governance, financial stewardship, data protection and stakeholder engagement. Our commitment to transparency, fairness, and respect helps us uphold the trust placed in us and ensures our actions align with our core values.</p>
Privacy and Data Security		<p>As a non-profit organisation conducting fundraising campaigns and events, we prioritise the protection of personal data through responsible privacy and security practices.</p>



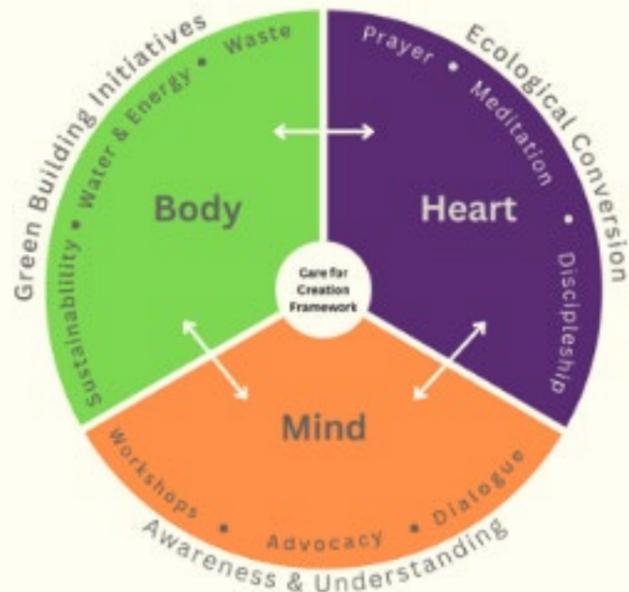


Environment

Caritas Singapore is committed to environmental stewardship as a core part of its mission, integrating sustainability into daily actions and long-term planning. In FY2024, to map the strategic directions of our sustainability efforts, a sustainability framework covering the Mind, Body and Heart was introduced. This was accompanied by a playbook detailing the key operable first steps for each aspect. As part of its ongoing efforts, Caritas Singapore also observes two key periods dedicated to environmental stewardship: Laudato Si' Week in the last week of May and the Season of Creation from September 1 to October 4. However, we acknowledge that the call to be stewards of creation extends beyond these periods, requiring a continuous commitment that should be evident in all our daily actions.

In this inaugural sustainability report, Caritas Singapore has aligned our efforts with this framework as a structured approach to advance more systematically and sustainably as an archdiocese.

Our volunteers at Caritas Agape Village Rooftop Garden



1. Body: Green Buildings, Tangible Actions for the Body

The 'Green Buildings' emphasises practical measures like waste management, energy efficiency and sustainable practices. These actions can be adopted by the community at various levels: individuals can integrate simple habits at home or in different settings, while parishes or organisations can incorporate these practices into their programmes and facility operations.

2. Mind: Awareness and Understanding, Educating and Enlightening the Mind

Developing educational programmes inspired by Laudato Si', these programmes aim to teach sustainable practices and ethical interactions with nature and encourage individuals to adopt habits and participate in activities dedicated to caring for God's creation.

3. Heart: Ecological Conversion and Discipleship

The "heart" nurtures an inner transformation, fostering a deeper sense of care for the environment and aligning our relationship with nature to our personal values and faith teachings. Regular reflection and mindfulness strengthen our commitment to act responsibly as stewards of the Earth.

Throughout FY2024, C4C has focused on integrating Laudato Si' principles into regular activities, events, and interactions with beneficiaries, parishes and member organisations. This line of teaching has guided Caritas Singapore's development of its ESG strategies. Within the topic of environmental sustainability, Caritas Singapore has chosen to spotlight the management of energy, emissions, water and waste – alongside the care of biodiversity.

Resource Management

At Caritas Singapore, stewardship of resources is not just a matter of operational efficiency. It is also an expression of our care for creation and our responsibility to future generations. As we take our first steps into sustainability reporting, we are laying the groundwork for a more intentional and transparent approach to managing the energy, water, and materials that support our mission.



Energy Use and Efficiency

Electricity powers our operations, from the systems that support our outreach, to the lights in meeting rooms where we gather. In FY2024, our total electricity usage for the year was 298,998.33 kWh, forming the basis of our Scope 2 greenhouse gas (GHG) emissions⁶. This data covers all facilities under our operational control and was compiled using utility bills and internal metering systems at Caritas Agape Village.

To improve energy efficiency, Caritas Singapore has implemented several operational measures in FY2024, including:

- Setting air-conditioning units to 25°C to optimise energy use while maintaining comfort
- Switching off lights and air-conditioning units in areas that are not in use
- Placing reminders across the office building to encourage staff to turn off lights and other appliances when not needed or not in use.

The installations of energy-efficient lighting were carried out prior to FY2024, they laid the groundwork for our ongoing commitment to sustainable energy practices. These early efforts also included an assessment of rooftop solar panel feasibility, which concluded that installation was not viable due to insufficient minimum square footage. Together, these initiatives signal our intent to move towards greater energy efficiency. We aim to build on this data to identify opportunities for reducing our energy consumption and emissions in the coming years.

⁶ Energy conversion factors are based on DEFRA 2024 conversion factors



Greenhouse Gas Emissions

In FY2024, we began tracking our GHG emissions as part of our commitment to environmental responsibility. Our estimated Scope 2 emissions were 123.18 tCO₂e⁷. These emissions are associated with the generation of electricity purchased from the national grid. Based on our workforce size, this equates to an emissions intensity of 4.93 tCO₂e per employee for FY2024.

This marks our baseline year for GHG reporting, and we aim to use this data to identify opportunities to reduce our carbon footprint in the years ahead. As we continue to refine our reporting processes, we intend to explore renewable energy options and set reduction targets aligned with national and global climate goals.



Water and Effluents

Caritas Singapore is committed to responsible water management across all our operations and activities. In FY2024, Caritas Agape Village used a total of 7,712.50 m³ of water across our office and community spaces. This figure includes water drawn from the public utility supply and reflects our operational footprint at the facility level.

We are committed to ongoing monitoring of our water consumption to inform the development of effective water conservation strategies. As we deepen our understanding of our water footprint, we are planning to set clear water conservation policies and targets, explore opportunities for water reuse and efficiency improvements as well as integrate water stewardship into our broader environmental practices.



Waste Management

Caritas Singapore has begun tracking its waste to improve management practices. In FY2024, Caritas Singapore generated a total of 204.97 kg of waste, with general waste making up 82% of the organisation's total waste output. This highlights the opportunity for enhanced recycling initiatives.

To support consistent data collection and segregation practices, a Standard Operating Procedure (SOP) has been developed and shared with the Social Mission Team. Waste is carefully segregated by area to support proper recycling and disposal, with food waste separated from general waste in kitchen and pantry spaces, and a centralised recycling point set up for paper, plastic, metals and cans, shredded paper, and used alkaline batteries.

To ensure accurate data collection, kitchen and pantry waste is measured twice daily on weekdays, while recyclables are weighed weekly using a handbag scale. Shredded paper and batteries are recorded as needed.

Data is logged via Microsoft Forms using a QR code capturing date, time, type, and weight. The process is managed by the Sustainability Executive or members of the Social Mission Team, with support from the assigned cleaner who gathers and prepares the waste for weighing. All waste from different levels is consolidated and sorted into respective bins before collection by BNL Waste Management, who channels it to appropriate recycling and disposal streams.

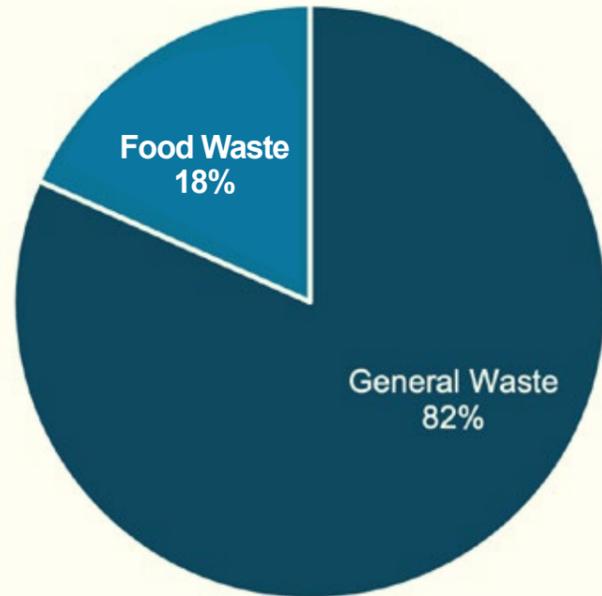
Beyond operational tracking, Caritas Singapore encourages sustainable habits among staff and volunteers. We promote the use of reusable cutlery, plates, and cups, and invite event participants to bring their own reusable items. We have also adopted a disposables-free policy for events, supported by washing stations and caterer guidelines to avoid single-use items and reduce food waste.

In line with our commitment to circularity, we extend the life of materials by repurposing items such as old altar

⁷ The emission factors used are based on the national average for grid electricity and are referenced from the Energy Market Authority Singapore retrieved on 24 June 2025.

cloths into collection pouches and reusing materials from past events. These small but intentional actions reflect our broader goal: to reduce waste, care for creation, and build a more sustainable future together.

Waste generated in FY2024 (kg)



Biodiversity



At Caritas Singapore, we recognise that Biodiversity is not only an environmental concern; it is also a moral imperative. A thriving natural world sustains the ecosystems that support life, especially for the most vulnerable. In FY2024, we began tracking initiatives that contribute to the preservation and enhancement of biodiversity, acknowledging that ecological health is inseparable from human well-being.

Laudato Si' in Bloom Gardening Competition

In the spirit of Pope Francis' encyclical *Laudato Si'*, Caritas Singapore launched the *Laudato Si'* in Bloom Gardening Competition. The three-month initiative was designed to deepen the Catholic community's connection with nature. Eleven participants, including two schools, seven kindergartens, and two parishes, took part in this friendly competition, transforming their spaces into vibrant gardens and green spaces.





Anchored in our commitment to care for creation, this initiative goes beyond a competition, but to also celebrate ecological stewardship through action and reflection. Participants explored gardening as a spiritual and practical act of care, fostering creativity, responsibility, and a sense of shared purpose. From seed planting to garden design, the competition became a platform for experiential learning and community engagement, reinforcing the message that every small act of cultivation contributes to the flourishing of creation.



Urban Farming at Caritas Agape Village

In support of Singapore’s “30 by 30” food resilience goal, Caritas Singapore partnered with Agritisan to transform the rooftop terrace and green spaces at Caritas Agape Village into a vibrant urban farm and educational hub. This collaboration and initiative have been ongoing since FY2023, and aims to contribute to local food resilience while enriching biodiversity through the cultivation of edible plants.

Participants, including students from Tampines Primary School and Hwa Chong International, senior citizens from Allkin Singapore and Goodlife Studio (Yishun), as well as Caritas Singapore staff and volunteers, regularly engage in hands-on farming activities such as sowing, transplanting, and harvesting.

In FY2024, the farm produced 153 kg of fresh vegetables, including Spinach, Kai Lan, Thai and Italian Basil, Pak Choy, and Chye Sim. These harvests benefited over 12 organisations, including local schools, Caritas Singapore member groups, and a community fridge in Toa Payoh.

The farm also serves as a living classroom, offering biodiversity education and promoting sustainable food practices and a deeper respect for the interconnectedness of life.



Intertidal Walk and Beach Cleanup

On 20th September 2024, led by marine biologist Dr. Maxine Mowe, Caritas Singapore hosted its first Intertidal Walk and Beach Cleanup to raise awareness about marine ecosystems and the impact of ocean pollution. The event brought together 14 participants, including adults and children from diverse backgrounds, for a hands-on learning experience.

Collectively, they collected 374 items – ranging from cigarette butts to plastic and Styrofoam, removing approximately 17kg of waste from the shoreline. This initiative not only contributed to cleaner coastal environments but also fostered a deeper understanding of marine biodiversity and the importance of conservation.



Social

At the heart of Caritas Singapore's mission is the belief that every person deserves to live with dignity, purpose, and hope. Our social sustainability efforts reflect this conviction. We are committed to building a workplace and community environment that is inclusive, empowering, and safe. Guided by international standards such as GRI, we continue to strengthen our practices in employment, learning, health and safety, and community engagement.



Caritas staff at Walk with Caritas Family 2025



Volunteers and beneficiaries at Walk with Caritas Family 2024

Workforce Development

Workforce development is central to Caritas Singapore’s mission of uplifting the poor and marginalised. By equipping individuals with job-relevant skills, supporting lifelong learning, and enhancing employability, we help them build confidence and achieve dignity through meaningful work. This empowers beneficiaries to break the cycle of poverty, strengthen families, and foster inclusive economic participation, ultimately building a more just and equitable society.

Employment Practices

Caritas Singapore is committed to fair and responsible employment practices that promote job security, professional growth, and staff well-being. We offer transparent recruitment processes, and equal access to opportunities across all levels of the organisation.

Our workforce policies are designed to attract and retain talent while fostering a culture of respect and shared mission. In doing so we honour the dignity of work and the people behind it, recognising that our staff and volunteers are the foundation of our ability to serve others with compassion and excellence.

We support our staff through a range of benefits, including spiritual retreat leave, medical and hospitalisation leave, health and safety insurance, dental and outpatient care, family-related leave, and professional development support. Additionally, female employees are eligible for up to 16 weeks of paid maternity leave, and male employees for 4 weeks of paid paternity leave. In FY2024, 16 employees⁸ were entitled to parental leave, and 1 female employee took parental leave and returned to work within the reporting period.

To honour long-term commitment, Caritas Singapore holds a service award programme that recognises long-serving employees for their dedication, commitment, and contribution.

⁸ Of the 16 employees entitled to parental leave in FY2024, 5 were male and 11 were female. Among the remaining employees, 9 were aged above 50 years old, and therefore not eligible for parental leave under the current policy guidelines.

Training and Education

Continuous learning is essential to both personal and organisational growth. At Caritas Singapore, we see training not only to enhance professional competencies, but also to deepen our shared vocation of service.

We invest in the development of our staff and volunteers through structured training programmes, workshops, and leadership development initiatives. These efforts aim to build capacity for social service delivery, nurture future leaders, and ensure our team is equipped to meet emerging challenges with confidence and care.

In line with this commitment, our team participated in a range of learning opportunities in FY2024, including:

Info Security Training

Conducted online via KnowBe4, this training equipped staff with practical knowledge to identify and respond to cybersecurity threats. Modules such as creating strong passwords, guide to dealing with password breaches, and phishing foundations helped strengthen digital hygiene and reduce the risk of data breaches.

Effective Use of Theory of Change for Social Services

Delivered in person by the SSI, this course supported staff in applying strategic thinking to programme design and evaluation. It guided participants in developing a theory of change to clarify intended outcomes, identify key assumptions, and strengthen planning, implementation, monitoring, and evaluation processes. This training helps ensure that social service initiatives are purpose-driven, evidence-informed, and aligned with long-term impact goals.

These training initiatives aim to support our team’s ongoing development and uphold our values of ethical practice and service excellence. By strengthening relevant skills and strategic thinking, we seek to better prepare our staff to respond to emerging challenges and service our communities with care.

The table below illustrates the average number of training hours⁹ in FY2024 as well as average training hours by gender.

Training	
Average Training Hours	151
Average Training Hours by Gender	
Male	154
Female	149

⁹ One staff member employed for six days during the financial year was excluded from workforce calculations due to the short duration of employment.

Health and Safety

Occupational Health and Safety

The health, safety, and well-being of our staff and volunteers are paramount. Caritas Singapore maintains a proactive approach to occupational health and safety, with policies and procedures that minimise risks and promote a safe working environment. In FY2024, there were no reported work-related injuries, reflecting our ongoing efforts to maintain a safe and supportive workplace for our staff. As part of our continuous improvement efforts, Caritas Singapore is exploring the development of a formal SOP for workplace safety and injury reporting to strengthen internal processes.

Hazard Identification and Risk Assessment

Workplace hazards are identified through routine weekly inspections conducted by the Operations & Building Services Team. These inspections cover high-traffic and high risk areas such as stairwells, rooftop access points, plant rooms, and service corridors. In addition to scheduled checks, ad-hoc assessments are triggered by maintenance activities or feedback from staff and tenants.

For non-routine activities, such as roofing maintenance, lift servicing, or external façade cleaning, specific risk assessments are conducted in advance. These evaluations consider physical, chemical, and ergonomic risks. All findings are documented, and corrective actions are tracked until fully resolved.

Incident Reporting and Investigation

Caritas Singapore encourages open communication regarding workplace safety. Staff and tenants of Caritas Agape Village can report hazards or unsafe conditions directly to the Operations & Building Services Team or the Facilities Manager via verbal communication, messaging apps, or email. All reports are logged in a centralised tracking system, and progress is monitored until resolution.

In the event of a work-related incident, an immediate investigation is launched by the Operations & Building Services Team in consultation with the Executive Director. The process includes:

1. Securing the area to prevent further harm
2. Gathering witness accounts and relevant evidence (e.g., photos, CCTV, maintenance logs)
3. Identifying the root cause and any contributing hazards
4. Assessing whether existing controls were adequate

Based on the investigation, corrective actions, such as equipment repairs, procedural updates, or staff retraining, are implemented. All incidents and follow-ups are recorded in an incident log, and lessons learned are shared during staff briefings to prevent recurrence.

Worker Participation and Communication

Caritas Singapore actively involves staff and tenants in health and safety matters through regular discussions and briefings during team meetings. Feedback on safety concerns and suggestions for improvement are encouraged and welcomed.

Relevant safety information, including updates to procedures, hazard alerts, and incident learnings, is communicated via email, noticeboards, and staff meetings. In higher-risk areas such as rooftops and plant rooms, on-site signage is used to reinforce safe practices.

Training and Awareness

All staff receive orientation training on occupational health and safety upon employment, covering emergency procedures, incident reporting, and building-specific risks such as rooftop access and electrical panels. Refresher briefings are conducted when specific hazards arise, such as during contractor works or equipment servicing. In addition, fire safety and first aid training are provided periodically to relevant staff, ensuring preparedness for emergency situations.

Through these efforts, we strive to create a workplace where every person feels safe, supported, and empowered to contribute fully to our shared mission. Health and safety are fundamentals, and essential to protecting our people, supporting our operations, and upholding the standards we set for ourselves and our community.

Supporting the Local Community

Supporting local communities is central to Caritas Singapore's mission of serving the poor and vulnerable. It fosters solidarity, empowers lives, and strengthens the social fabric through compassion and collective action.

In FY2024, we deepened our presence in the communities we serve, guided by this commitment. Through outreach programmes such as food distribution, eldercare support, youth mentoring, and environmental education, we responded to evolving needs with empathy and purpose. These efforts were made possible through close collaboration with schools, parishes, NGOs, and government agencies, ensuring that our work remains grounded, sustainable, and impactful. Cumulatively, these three major programmes held by Caritas Singapore contributed to a total of 5,536 volunteering hours in FY2024.

Programme	Employee Hours	Volunteer Hours	Cumulative Hours
Back to School	34 hours	-	34 hours
Share a Pot	120 hours	4,810 hours	4,930 hours
Rooftop Garden	26 hours	546 hours	572 hours
Total	180 hours	5,356 hours	5,536 hours

'Back to School' Programme

In an expression of intergenerational learning, this initiative brought together seniors and student volunteers in a classroom setting designed to foster mutual understanding and shared learning. Seniors engaged in sessions on cyber safety, fitness, and arts & crafts, while students gained valuable insights into the lived experiences of older generations.

In the pilot run, seniors were invited to step back into the classroom for a day. Through these interactive lessons, they had the chance not only to acquire new knowledge but also to reminisce about their own school days, while sharing their invaluable life experiences with the younger generation. At the same time, the students gained deep insights into the lives of seniors, developing empathy and building connections across generations.

The programme created a meaningful exchange between 63 seniors and 112 student volunteers across six sessions. Many seniors rediscovered the joy of learning, while students developed empathy and a deeper appreciation for the perspectives of older generations. Notably, majority (63%) of student volunteers reported a more positive view of seniors, and 39% expressed a greater likelihood of volunteering in the future.

With intergenerational engagement at the heart of the programme, both seniors and students took away valuable lessons. Seniors rediscovered the joy of learning in a new context, while students developed a greater appreciation for the experiences and perspectives of older generations. The programme fostered mutual understanding and created a bridge between age groups, highlighting the importance of community, respect, and shared wisdom.



'Share a Pot' (SAP) Programme

Share a Pot (SAP) is a community health initiative founded by Yishun Health in 2015, promoting healthy aging through the "4Bs": Bones, Brawn, Brains, and Bonds. Caritas Agape Village runs one of the SAP sites, offering weekly Wednesday sessions¹⁰ that combine activities like light exercise and cognitive games with the sharing of warm, nutritious soup.

Each session includes guided fitness activities and nostalgic conversations, creating a space where seniors can stay active and socially connected. These sessions are made possible by about 40 volunteers, led by a core team of five volunteers, who coordinate activities and provide companionship. In FY2024, Caritas Singapore staff contributed 120 hours, while community volunteers contributed an estimated 4,810 hours.

SAP serves over 100 senior participants per session, with Caritas Singapore supporting around 40 sessions annually, reaching approximately 4,000 engagements a year.

Participants consistently report feeling more connected, physically stronger, and mentally engaged, highlighting SAP's role in reducing social isolation and frailty among elderly residents in Toa Payoh. The inclusion of youth and other community volunteers at times through their Values in Action projects also fosters meaningful intergenerational relationships.



¹⁰ Apart from school and Public Holidays



Rooftop Garden Programme

In partnership with Edible Garden City, Caritas Singapore revitalised the rooftop garden at Caritas Agape Village to promote sustainable urban farming and support community nutrition efforts. The garden spans a portion of the building's rooftop and is maintained by seven regular volunteers, with Caritas Singapore staff contributing 26 hours and volunteers contributing 546 hours in FY2024.

A wide variety of vegetables are cultivated with care, including pumpkins, daikon, and leafy greens. Volunteers are involved in all aspects of garden maintenance, such as soil preparation, planting, watering, pest control, composting, and hand pollination of crops. Gardening sessions take place weekly on Thursdays.

Produce harvested from the garden is used to supplement ingredients for the SAP programme, contributing to the preparation of nutritious soups served to over 100 elderly participants and caregivers per session.

The rooftop garden enhances Caritas Singapore's ability to provide locally sourced food options for vulnerable seniors. It also promotes environmental awareness and responsible resource use within the community. Volunteers not only benefit from hands-on learning in urban farming and contribute meaningfully to food resilience efforts but will also share their knowledge with SAP participants who will be guided on a rooftop garden tour in the future. The project demonstrates effective integration of sustainability and social support in an urban setting.



Diversity and Equal Opportunity

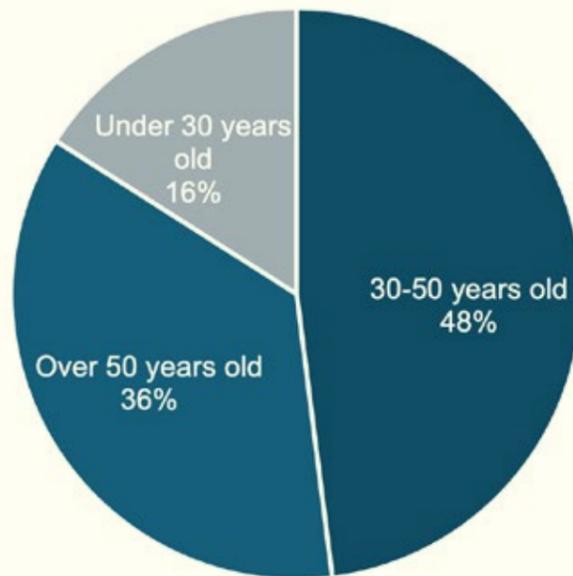
Caritas Singapore is committed to fostering an inclusive and equitable workplace where all individuals have equal access to opportunities in recruitment, development, and career progression, regardless of gender, age, ethnicity, religion, or background. Diversity is one of our greatest strengths. It enables us to better understand and respond to the varied needs of the communities we serve. In FY2024, women represent 60% of our total workforce, reflecting our ongoing efforts to maintain a healthy gender balance.

In the same period, Caritas Singapore employed 25 staff¹¹, comprising 16% under 30 years, 48% aged 30-50 years, and 36% over 50 years¹². As a social mission organisation, Caritas Singapore values the contributions of all age groups, and this age diversity reflects our belief in the value of experience, the energy of youth, and the importance of intergenerational collaboration.

Additionally, Caritas Singapore reflects a healthy balance of perspectives, with women represented across all levels of the organisation. We believe that a diverse team not only strengthens our organisational culture but also enhances our ability to respond meaningfully to the needs of those we serve.

We continue to cultivate a culture where differences are respected, inclusion is intentional, and every voice is valued. In doing so, we honour the dignity of each person and strengthen our collective ability to serve with compassion and integrity.

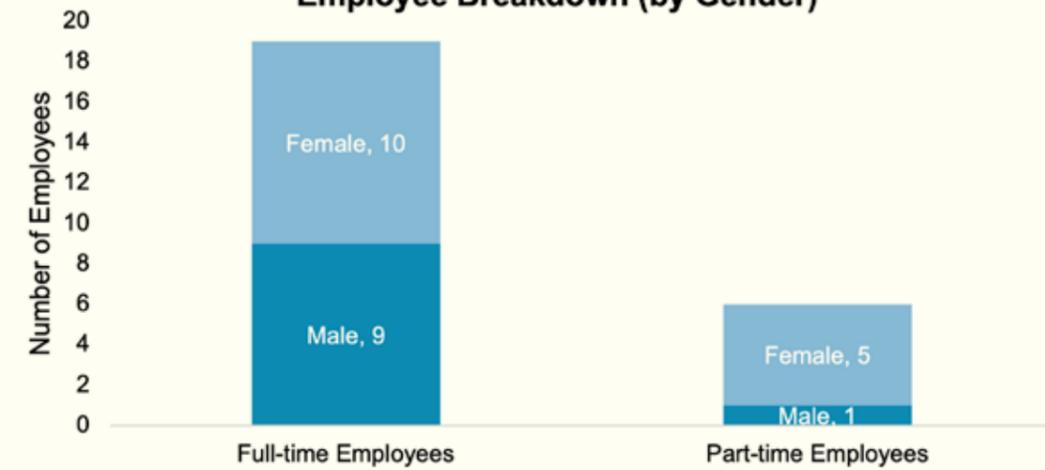
Employee Breakdown (by Age)



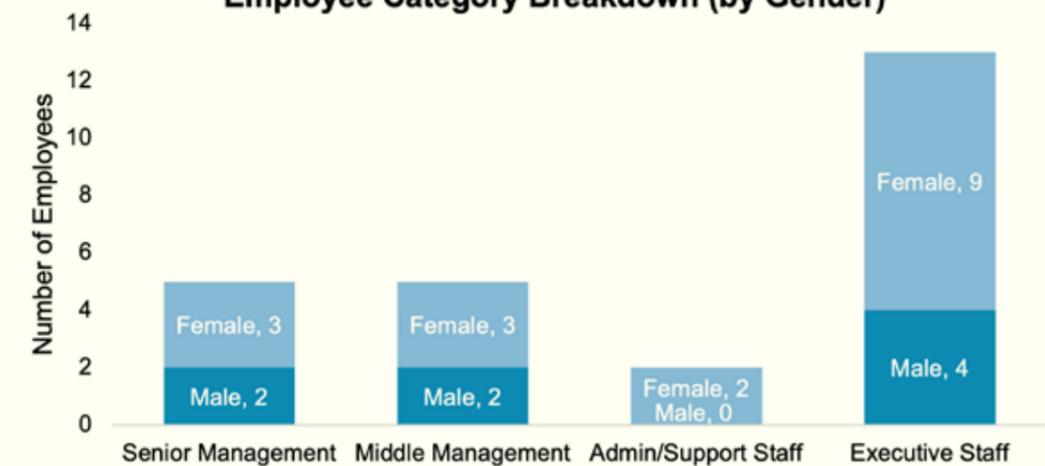
¹¹ One staff member employed for six days during the financial year was excluded from workforce calculations due to the short duration of employment.

¹² As of the end of FY2024, Caritas Singapore also engaged one male contractor to perform AV and technical duties at events.

Employee Breakdown (by Gender)



Employee Category Breakdown (by Gender)



Governance

Responsible Conduct

At Caritas Singapore, we uphold the highest standards of integrity and ethical conduct in all aspects of our operations. As a Catholic social mission organisation entrusted with public support and community partnerships, we are called to steward our resources with care and to uphold the trust placed in us by those we serve.

Within our organisation, open communication is actively encouraged, and staff are empowered to seek feedback and raise concerns through established channels, including a formal whistleblowing policy that ensures confidentiality and accountability.

To ensure a safe reporting environment, Caritas Singapore enforces a strict non-retaliation policy, protecting individuals who raise safety concerns from any form of reprisal, discrimination or harassment against whistleblowers acting in good faith and are committed to safeguarding whistleblowers from threats arising from their reporting.

Anti-corruption Measures

We recognise that ethical conduct is not only essential to good governance but also central to our identity as a faith-based organisation. To mitigate corruption risks, all staff are required to complete an annual declaration affirming their compliance with Caritas Singapore's Code of Conduct. New hires are also required to acknowledge and complete the Code of Conduct upon joining the organisation. This process reinforces expectations around ethical behaviour, conflict of interest, and responsible stewardship

of resources. The Code of Conduct is reviewed regularly and communicated to all staff to ensure continued awareness and accountability.

As part of our anti-corruption efforts, we have adopted a Board-approved Anti-Money Laundering (AML) policy and established SOPs to guide our practices. In October 2024, we enhanced our online donation platforms to improve both security and accessibility. New payment gateways were introduced to provide donors with more convenient giving options, while ensuring compliance with industry-standard cybersecurity protocols. These enhancements align with national efforts led by the government and the Commissioner of Charities to safeguard against money laundering. Since January 2024, monthly AML checks have been implemented to strengthen our internal controls.

To further build sector-wide awareness and capacity, we organised an Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT) introductory workshop on 29 June 2024 for Caritas Singapore and our member organisations. Two key members of Caritas Singapore's senior management team also attended the session. The session featured insights from a Certified Anti-Money Laundering Specialist (CAMS) and included practical guidance on risk mitigation and donor screening tools. This initiative reflects our shared commitment to protecting the integrity of the charitable sector.

As part our commitment to organisational growth and integrity, Caritas Singapore aims to strengthen staff capabilities in data protection and anti-money laundering by introducing dedicated learning modules on our internal knowledge platform in FY2025. This initiative supports our efforts to ensure employees are equipped with the knowledge and tools to uphold ethical standards and prevent corruption-related risks.

Privacy and Data Security

Data Protection and Customer Privacy

As a non-profit organisation that conducts fundraising campaigns and community programmes, Caritas Singapore handles a significant volume of personal data. We recognise the critical importance of safeguarding this information and have implemented robust privacy and data protection measures.

Data Privacy Management

Caritas Singapore has conducted data mapping exercises to identify all sources and storage locations of personal data across departments. This results in a comprehensive data inventory map, which helps us monitor how personal data is collected, used, stored, and disclosed. It ensures that we collect only what is necessary, avoid overcollection, and implement safeguards against misuse or breaches.

All departments are consulted to understand the type of personal data they handle. Our Data Protection Officers assess whether data practices are aligned with valid business and legal requirements. The map is reviewed annually or when there are significant changes in processes. Where gaps are identified, such as undocumented data flows or outdated consent mechanisms, corrective actions are taken, including updating policies, providing training to staff, and improving access controls and retention practices.

To ensure transparency, data protection notices are embedded in all relevant forms and webpages, clearly informing individuals of the purposes for which their data is collected. We have also established internal processes to manage requests for access, correction, and deletion of personal data in accordance with Singapore's Personal Data Protection Act (PDPA).

Caritas Singapore ensures all third parties receiving personal data undergo a due diligence process to assess their data protection and security practices. These assessments are carried out using a formal checklist and are required prior to any data transfer, before engaging outsourced data processes, and assessment every two years for ongoing engagements. If any responses indicate non-compliance with PDPA, personal data will not be transferred until appropriate mitigation measures are implemented and verified. This approach safeguards the integrity and confidentiality of personal data entrusted to Caritas Singapore.

To uphold responsible management of personal data, all staff members receive training on PDPA. As a charity working closely with volunteers and clients, we prioritise the secure handling of personal information. As of FY2024, Caritas Singapore is progressing towards attaining the Data Protection Trust Mark certification from IMDA to strengthen our governance structures.

Data Security Measures

Caritas Singapore has adopted a multi-layered approach to data security, recognising that safeguarding information is essential to maintaining trust and operational integrity. Key measures include robust technical safeguards, regular staff training on data protection, and strict access controls to minimise risk.

Recognising the rise of cybersecurity threats, Caritas Singapore enhanced its cybersecurity levels and attained the Cyber Essential mark certification from the Cybersecurity Singapore Agency in September 2024. Through this exercise, an audit of our IT infrastructure was conducted, covering endpoint configurations, network systems, and cloud security to ensure compliance with cybersecurity best practices.

As a result of these measures, Caritas Singapore reported zero incidents of data loss, theft, or leakage in the reporting period, underscoring the effectiveness of our systems and the vigilance of our team.



Looking Ahead

FY2025 Sustainability Priorities

As Caritas Singapore continues to deepen its commitment to sustainability, FY2025 marks an important chapter in our journey. Building on the foundations laid in our first year of formal sustainability reporting, we are now focused on strengthening our systems and embedding sustainability more intentionally across all areas of our mission.

Guided by our values and care for creation, our priorities for the coming year will reflect both the needs of our communities and the evolving environmental and social landscape.

In FY2025, we aim to:

- Improve water efficiency by implementing water-saving measures across facilities, including taps and garden areas
- Expand waste management practices throughout Caritas Agape Village to promote responsible consumption and disposal
- Enhance staff capabilities in data protection and anti-money laundering through dedicated learning modules on our internal knowledge platform
- Strengthen understanding and application of CST to better support social inclusion efforts and equip staff with values-based decision-making tools
- To green our events and programmes by integrating sustainability considerations to reduce carbon footprint
- Promote staff well-being and safety through the implementation of clearer SOPs.

These priorities will continue to evolve as we learn and grow. Our hope is that through small, consistent and intentional actions, we will not only reduce our environmental footprint but also strengthen our social impact and build organisational resilience.

Sustainability is a shared responsibility, and we are committed to walking this path together.

Annexes

Total Number of Employees, by Age

Age Group	Total number of employees	Total number of full-time employees	Total number of part-time employees
< 30 years old	4	4	0
30 - 50 years old	12	10	2
> 50 years old	9	5	4
Total	25	19	6

Total Number of Employees, by Gender

Gender	Total number of employees	Total number of full-time employees	Total number of part-time employees
Male	10	9	1
Female	15	10	5
Total	25	19	6

Total Employees by Position and Gender

Gender	Senior Management	Middle Management	Admin/ Support Staff	Executive Staff
Male	2	2	0	4
Female	3	3	2	9
Total	5	5	2	13

GRI Content Index

Statement of use	<p>This report has been prepared with reference to the GRI Standards 2021 for the period 1 October 2023 to 30 September 2024 (FY2024). The disclosures included in this index have been selected based on Caritas Singapore's current priorities and availability of data.</p> <p>The company intends to expand the scope and coverage of disclosures in future reporting cycles as data management and sustainability processes mature.</p>
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Nil

GRI Standards	Disclosure Number	Disclosure Title	Page Reference / Remarks
General Disclosures			
GRI 2 (2021): General Disclosures	2-1	Organisational details	Page 3 – About This Report
	2-2	Entities included in the organisation's Sustainability reporting	Page 3 – About This Report
	2-3	Reporting period, frequency, and contact point	Page 3 – About This Report
	2-4	Restatements of information	This is not applicable as this is Caritas Singapore's first sustainability report. There are no prior disclosures available for comparison or restatement.
	2-5	External assurance	This report has not undergone external assurance. Caritas Singapore may consider assurance in future cycles as reporting practices mature.

GRI Standards	Disclosure Number	Disclosure Title	Page Reference / Remarks
	2-6	Activities, value chain and other business relationships	Pages 4-6 – About Caritas Singapore
	2-7	Employees	Pages 29-30, 35 – Diversity and Equal Opportunity, Annexes
	2-8	Workers who are not employees	Pages 29-30 – Diversity and Equal Opportunity
	2-9	Governance structure and composition	Pages 9-11 – Governance Structure
	2-10	Nomination and selection of the highest governance body	Pages 9-10 – Board of Directors
	2-12	Role of the highest governance body in overseeing the management of impacts	Pages 9-11 – Governance Structure
	2-13	Delegation of responsibility for managing impacts	Pages 9-11 – Governance Structure
	2-14	Role of the highest governance body in Sustainability reporting	Pages 9-11 – Governance Structure
	2-15	Conflicts of interest	Pages 9-11 – Governance Structure
	2-16	Communication of critical concerns	Pages 9-11 – Governance Structure
	2-17	Collective knowledge of the highest governance body	Page 10 – Board Committees

GRI Standards	Disclosure Number	Disclosure Title	Page Reference / Remarks
	2-19	Remuneration policies	No member of the Board of Directors or Board of Trustees received remuneration or benefits for their service. Caritas Singapore does not currently provide remuneration to its highest governance body or senior executives.
	2-20	Process to determine remuneration	This is not applicable to Caritas Singapore. There is no remuneration provided to its highest governance body or senior executives.
	2-21	Annual total compensation ratio	Information is not disclosed due to confidentiality constraints.
	2-22	Statement on sustainable development strategy	Page 9 – Sustainability Approach
	2-23	Policy commitments	Page 31 – Responsible Conduct
	2-24	Embedding policy commitments	Pages 31, 32-33 – Responsible Conduct, Privacy and Data Security
	2-25	Processes to remediate negative impacts	Pages 31, 32-33 – Responsible Conduct, Privacy and Data Security
	2-26	Mechanisms for seeking advice and raising concerns	Page 31 – Responsible Conduct
	2-28	Membership associations	Page 4 – Who We Are
	2-29	Approach to stakeholder engagement	Information not available as this is Caritas Singapore's first sustainability report. Stakeholder engagement may be considered in future reporting cycles as reporting practices mature.

GRI Standards	Disclosure Number	Disclosure Title	Page Reference / Remarks
Material Topics			
GRI 3 (2021): Material Topics	3-1	Process to determine material topics	Pages 12-13 – Material Topics
	3-2	List of material topics	Pages 12-13 – Material Topics
Material Topic: Resource Management			
GRI 3 (2021): Material Topics	3-3	Management of material topics	Pages 15-17 – Resource Management
GRI 302 (2016): Energy	302-1	Energy consumption within the organisation	Pages 15 – Energy Use and Efficiency
GRI 303 (2018): Water and	2-23	Policy commitments	Pages 31 – Responsible Conduct
Effluents	303-5	Water consumption	Pages 16 – Water and Effluents
GRI 305 (2016): Emissions	305-2	Energy indirect (Scope 2) GHG emissions	Pages 15-16 – Greenhouse Gas Emissions
	305-4	GHG emissions intensity	Pages 15-16 – Greenhouse Gas Emissions
GRI 306 (2020): Waste	306-1	Waste generation and significant waste-related impacts	Pages 16-17 – Waste Management
	306-2	Management of significant waste-related impacts	Pages 16-17 – Waste Management
	306-3	Waste generated	Pages 16-17 – Waste Management

GRI Standards	Disclosure Number	Disclosure Title	Page Reference / Remarks
Material Topic: Workforce Development			
GRI 3 (2021): Material Topics	3-3	Management of material topics	Pages 21-22–Workforce Development
GRI 401 (2016): Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 21–Employment Practices
	401-3	Parental leave	Page 21–Employment Practices
GRI 404 (2016): Training and Education	404-1	Average hours of training per year per employee	Pages 21-22–Training and Education
	404-2	Programmes for upgrading employee skills and transition assistance programmes	Pages 21-22–Training and Education
Material Topic: Health and Safety			
GRI 3 (2021): Material Topics	3-3	Management of material topics	Pages 22-24–Health and Safety
GRI 403 (2018): Occupational Health and Safety	403-1	Occupational Health and Safety Management System	Caritas does not currently have a formal Occupational Health and Safety (OHS) management system in place. The organisation is exploring its implementation as part of future operation improvements in the near future.

GRI Standards	Disclosure Number	Disclosure Title	Page Reference / Remarks
	403-2	Hazard identification, risk assessment, and incident investigation	Pages 22-24–Occupational Health and Safety
	403-4	Worker participation, consultation, and communication on occupational health and safety	Pages 22-24–Occupational Health and Safety
	403-5	Worker training on occupational health and safety	Pages 22-24–Occupational Health and Safety
	403-6	Promotion of worker health	Page 21–Employment Practices
	403-8	Workers covered by an occupational health and safety management system	Caritas does not currently have a formal Occupational Health and Safety (OHS) management system in place. The organisation is exploring its implementation as part of future operation improvements in the near future, which will extend coverage to staff once operational.
	403-9	Work-related injuries	Pages 22-23–Occupational Health and Safety
Material Topic: Supporting Local Community			
GRI 3 (2021): Material Topics	3-3	Management of material topics	Pages 24-28–Supporting the Local Communities

GRI Standards	Disclosure Number	Disclosure Title	Page Reference / Remarks
GRI 413 (2016): Local Communities	413-1	Operations with local community engagement, impact assessments, and development programmes	Pages 24-28–Local Communities
Material Topic: Responsible Conduct			
GRI 3 (2021): Material Topics	3-3	Management of material topics	Page 31–Governance
GRI 205 (2016): Anti-corruption	205-1	Operations assessed for risks related to corruption	Page 31–Anti-corruption Measures
	205-2	Communication and training about anti-corruption policies and procedures	Pages 31 - Anti-corruption Measures No Board members have attended anti-corruption training during the reporting period. Training opportunities will be considered as part of future governance strengthening efforts.
Material Topic: Privacy and Data Security			
GRI 3 (2021): Material Topics	3-3	Management of material topics	Pages 32-33–Privacy and Data Security
GRI 418 (2016): Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Pages 32-33–Data Protection and Customer Privacy

GRI Standards	Disclosure Number	Disclosure Title	Page Reference / Remarks
Biodiversity			
GRI 304 (2016): Biodiversity		Pages 17-20–Biodiversity	
Economic Contribution			
GRI 201 (2016): Economic Performance		Page 7–Key Highlights of the Year: Our Social and Community Impact	
Diversity and Equal Opportunity			
GRI 405 (2016): Diversity and Equal Opportunity		Pages 29-30–Diversity and Equal Opportunity	

