Material Issues	Impact on NEA and Stakeholders	NEA's Involvement	Boundary[1]	GRI[2] Topic-specific Standards
High Public Health Standards	**Why topic is material** Good control of vector-borne diseases, management of public cleanliness, environmental sanitation and hygiene, enforcement of smoking-prohibited areas, and provision of government after-death facilities and services are necessary for maintaining high public health standards vital to Singapore residents' quality of life **Where the impact occurs** • Public • Community	• Enhance vector control and sustain low endemicity of vector-borne diseases through surveillance, prevention and control, outbreak management, enforcement, research and outreach • Achieve low incidence of public health issues involving waterborne pathogens, and improve hygiene standards of high-risk premises and toilets • Minimise exposure to second-hand tobacco smoke in public places • Ensure sufficient capacity of after-death facilities, and explore provision of additional after-death options	External	Non-GRI
Safe, Healthy and Conducive Living Environment	**Why topic is material** Monitoring, reducing and preventing environmental pollution, as well as incorporating environmental factors into land use planning, development and building control of new developments, are vital in ensuring a safe, healthy and conducive living environment **Where the impact occurs** • Public • Community	• Maintain clean air through effective monitoring capabilities and implementation of policies • Maintain the quality of coastal and inland waters for the enjoyment of the public • Maintain clean land through sound management of hazardous substances • Safeguard the public, radiation workers and the environment against the harmful effects of radiation • Develop standards and mitigation measures to address construction noise	External	• Emissions • Effluents • Environmental Compliance
		• Maintain clean air with low levels of pollutants at our incineration plants, comparable with the best cities in the world	Internal	

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[1] Internal material issues refer to issues that are directly managed and controlled within NEA. External material issues refer to issues beyond NEA's direct control, but is managed by NEA to improve the external environment

[2] The GRI Standards are the first global standards for sustainability reporting. More information on GRI can be found on www.globalreporting.org

Material Issues	Impact on NEA and Stakeholders	NEA's Involvement	Boundary[1]	GRI[2] Topic-specific Standards
Sustainable and Resource Efficient Singapore	**Why topic is material** Minimising waste generation and disposal, increasing energy efficiency, and water management are vital in conserving landfill space and resources **Where the impact occurs** • Public • Community	• Move towards a Zero Waste Nation and circular economy • Strengthen corporate environmental responsibility and promote 3Rs to conserve resources • Promote energy efficiency and conservation to reduce greenhouse gas emissions and mitigate climate change	External	• Energy • Emissions • Waste
		• Develop and manage solid waste management facilities • Promote energy and water conservation as well as waste reduction within NEA	Internal	
Timely and Reliable Weather and Climate Services	**Why topic is material** Meteorological services are vital in providing valuable weather and climate services to support informed decision-making and planning **Where the impact occurs** • Public • Community	• Deliver timely and reliable weather forecast and warning services customised to user needs and requirements • Conduct research to advance understanding and prediction of the weather and climate of Singapore and the region • Strengthen climate science capabilities to support climate adaptation planning	External	Non-GRI
Vibrant Hawker Culture	**Why topic is material** Hawker centres are community dining rooms where people from all walks of life can enjoy affordable food in a clean and hygienic environment **Where the impact occurs** • Industry • Public • Community	• Ensure availability of cooked food at affordable prices in a clean and hygienic environment • Sustain the hawker trade by supporting new entrants and existing hawkers with training and technology adoption • Drive initiatives for environmentally sustainable and productive hawker centres • Enhance vibrancy of hawker centres through place-making efforts and promote gracious and considerate behaviour among patrons	External	Non-GRI

Material Issues	Impact on NEA and Stakeholders	NEA's Involvement	Boundary[1]	GRI[2] Topic-specific Standards
Private Sector as Force Multipliers for Mission Success	**Why topic is material** Environmental Services (ES) provide essential cleaning, waste management and pest management services to keep Singapore clean and hygienic **Where the impact occurs** • Industry • Non-governmental Organisations (NGOs) • Partners • Public Sector Agencies	• Build strong capabilities and spearhead technology and innovation in Singapore's ES industry • Improve land use efficiency and manpower productivity • Support local companies to become global players, and promote local companies internationally • Build a skilled and resilient workforce for a vibrant, sustainable and professional ES industry	External	Non-GRI
Active Community as Stewards of the Environment	**Why topic is material** Collaboration with stakeholders and public support are critical to NEA's mission success **Where the impact occurs** • NGOs • Industry • Public • Community	• Build public support for NEA as the trusted environment authority in Singapore • Co-create solutions with citizens, businesses and NGOs • Grow, nurture and engage volunteers • Inculcate values, shape positive social norms and practices in the community that promote the adoption of environmentally friendly habits as a way of life	External	Non-GRI
Public Sector Taking the Lead in Environmental Sustainability	**Why topic is material** A Whole-of-Government (WOG) approach is needed to ensure a clean and sustainable Singapore **Where the impact occurs** • Public Sector Agencies	• Co-drive sustainability efforts across the public sector	External	Non-GRI

Material Issues	Impact on NEA and Stakeholders	NEA's Involvement	Boundary[1]	GRI[2] Topic-specific Standards
International Partnerships as Strategic Levers	**Why topic is material** International engagement is vital in safeguarding and advancing Singapore's environment interest **Where the impact occurs** • NGOs • Partners • Public Sector Agencies • Public • Community	• Advance NEA's environmental cooperation with our strategic partners through regular bilateral and regional platforms • Ensure compliance with Singapore's obligations under the relevant multilateral environmental agreements • Develop collaborations, initiatives and engagements with strategic partners (such as foreign governments, NGOs and international organisations) in technical, scientific and policy areas of benefit to NEA	External	Non-GRI
Creation of Capacity	**Why topic is material** Operational capacity is vital for service delivery and enforcement efforts, especially since NEA is an agency with multiple public touchpoints and heavy operational workload **Where the impact occurs** • NGOs • Partners • Public Sector Agencies • Public • Community	• Leverage technology to enhance operations and enforcement, as well as explore shared enforcement modes to improve efficiency • Harness the use of data analytics and behavioural insight strategies to improve service delivery efforts • Right-size regulations to improve efficiency of business processes	Internal	Non-GRI

Material Issues	Impact on NEA and Stakeholders	NEA's Involvement	Boundary[1]	GRI[2] Topic-specific Standards
Strong Capabilities for Mission Success	**Why topic is material** Digitalisation and capability development are key pillars in meeting public sector transformation objectives **Where the impact occurs** • Employees	• Build scientific, technological, engineering and infrastructure capabilities to support domain areas and achieve strategic outcomes • Improve process and productivity through planning and designing a unified, standardised and flexible Information Technology infrastructure and capability • Share information and knowledge that enable value creation by NEA, partners and stakeholders	Internal	Non-GRI
Strong Corporate Practices for a Sustainable Organisation	**Why topic is material** Financial and manpower management are vital in enabling effective and efficient operations, governance and development. Good procurement practices are vital in enabling fair, transparent, effective and efficient operations and governance **Where the impact occurs** • Employees • Industry • NGOs	• Responsible utilisation of financial resources that aims for efficiency and budget marksmanship while delivering effective results within operating resource constraints • Proactive planning to anticipate and identify the shape and structure of NEA's future workforce to ensure that there is sufficient and sustainable capacity and capability to fulfil NEA's objectives now and into the future • Comprehensive system of internal controls based on sound principles to provide guidance, direction and oversight in the running of NEA, coupled with a proactive and integrated approach to manage uncertainties that may negatively affect NEA's objectives	Internal	• Economic Performance • Procurement Practices • Employment • Occupational Health and Safety

Material Issues	Impact on NEA and Stakeholders	NEA's Involvement	Boundary[1]	GRI[2] Topic-specific Standards
Conducive Culture for Collaboration, Learning and Innovation	**Why topic is material** A strong organisational culture is vital for a high performance and future-ready organisation **Where the impact occurs** • Employees	• Strong emphasis on training and development to ensure that employees are equipped with the right competencies to contribute effectively in their career with NEA • Steer NEA towards becoming a learning organisation, by encouraging self-directed mobile learning via the LEARN app, recognising learning contributions through LEARNing and Trainer Awards, and promoting the sharing of NEA knowledge assets via the EMPOWER portal on the intranet • Reach out to all employees to address their concerns, health and well-being so as to build an engaged workforce • Build shared values, beliefs and behaviours that enable our staff to anticipate and adapt to change and disruptions	Internal	• Training and Education