



Sustainability Disclosure

Environmental Sustainability Disclosure for FY2023

About this report

This report covers the environmental sustainability initiatives and performance of National Council of Social Service (NCSS). It contains information for the period from 1 Apr 2023 to 31 Mar 2024. The report is to be read in conjunction with the Annual Report and other sustainability-related disclosures on our website.

This disclosure covers environmental topics (energy, emissions, water and waste) and governance topics (board and senior management statement and sustainability governance structure).



About Gprnt.ai

This disclosure publication is facilitated by Gprnt as part of a pilot to support Statutory Boards' efforts to manage their sustainability data and publish environmental sustainability disclosures.

Gprnt was launched by the Monetary Authority of Singapore (MAS) as an open digital infrastructure that aims to facilitate the flow of comparable and verified sustainability data between the real economy and financial sector. We are committed to building a national utility that enables organisations to take their first step towards sustainability through simplifying disclosures and harnessing a strong ecosystem of partners.

Table of content

About National Council of Social Service.....	4
Board and Senior Management Statement	5
Sustainability Governance Structure.....	6
Environmental Sustainability Targets & Performance	7
ii) Electricity consumption	9
iii) Water consumption.....	10
iv) Waste generation	11
Overall assessment.....	12
Sustainability Efforts Within National Council of Social Service	13
Measures implemented to-date to achieve our targets	13
Incorporating sustainability into our core business and procurement practices	13
Building a sustainable culture	14

About National Council of Social Service

NCSS provides leadership and directions to enhance the capabilities and capacity of our members. We advocate for social service needs and strengthen strategic partnerships to foster an effective social service ecosystem, striving towards our vision of a compassionate society, an impactful sector, and dignified lives for all.

Name of the Company	National Council of Social Service
Reporting Period	1 Apr 2023 – 31 Mar 2024
Reporting Boundary	NCSS Office Spaces
Reasons for differences from financial reporting boundary, if any	NA

Board and Senior Management Statement

NCSS acknowledges the critical importance of integrating sustainability considerations into our organisational framework. We are committed to foster a sustainable future by embedding environmental, social, and governance principles into our operations and decision-making processes. This is reflected in our ongoing efforts to address and mitigate the impacts of our activities, ensuring that we contribute positively to the community and the environment. We recognise that our role includes a broader responsibility to promote long-term sustainability for the benefit of future generations.

NCSS is committed to achieving the objectives by sharing good practices with our partners and ensuring that the social service ecosystem operates in an environmentally responsible and sustainable manner, to address social needs and prioritises environmental sustainability. By collaborating closely with our partners, we aim to integrate sustainable practices across all facets of our operations, contributing to a more resilient and eco-friendly social service sector.

NCSS diligently oversees environmental sustainability-related issues through a comprehensive monitoring framework. This framework ensures that all relevant environmental factors are systematically reviewed and addressed. Our commitment to sustainability is reflected in its regular evaluation of environmental performance, ensuring alignment with established sustainability goals. By maintaining rigorous oversight, NCSS ensures that environmental considerations are integrated into our strategic decision-making processes, fostering a culture of environmental responsibility and continuous improvement.

NCSS is pleased to report that, in the current period, there have been no incidents or developments that have negatively impacted our business operations. This outcome reflects our ongoing commitment to maintaining high standards of sustainability and operational excellence. The absence of adverse events underscores the effectiveness of our risk management strategies and our dedication to fostering a resilient and sustainable business environment. We remain steadfast in our efforts to uphold these standards and continue to monitor and enhance our practices to ensure the long-term success and sustainability of NCSS.

Sustainability Governance Structure

NCSS diligently monitors environmental sustainability-related issues through a comprehensive process of annual reporting. This systematic approach ensures that all relevant environmental data and initiatives are meticulously reviewed and assessed on a yearly basis. By incorporating detailed reports into their regular oversight activities, NCSS is able to maintain a clear and informed perspective on our environmental impact and sustainability performance. This annual reporting mechanism not only facilitates transparency and accountability but also enables NCSS to make informed decisions and strategic adjustments to enhance our commitment to environmental sustainability.

The Group Director of Corporate is responsible for overseeing the environmental responsibilities for NCSS. This role includes providing half-yearly updates to the CEO of NCSS, ensuring that the organisation's environmental initiatives and climate risk management are closely monitored and reported at the highest level of leadership. This structured approach underscores NCSS's commitment to integrating environmental considerations into its corporate governance framework.

NCSS establishes and monitors its climate targets by adhering to the guidance provided by MSE. This approach ensures that the targets are both ambitious and achievable, aligning with industry standards and best practices. The process involves a thorough analysis of current environmental impacts and future projections, allowing for the development of comprehensive strategies to mitigate climate-related risks. Regular monitoring and evaluation are conducted to track progress and make necessary adjustments, ensuring that the targets remain relevant and effective in addressing the evolving challenges of climate change.

Environmental Sustainability Targets & Performance

i) GHG emissions

Target: Peak emissions (Scope 1 and 2) by 2025

Description	Baseline	2022	2023
Scope 1			
Gross emissions (tonnes CO ₂ e)	Not Applicable to NCSS		
Emissions reduction (tonnes CO ₂ e)			
Net emissions (tonnes CO ₂ e)			
Scope 2			
Gross emissions (tonnes CO ₂ e)	487.44	414.29	227.61
Emissions reduction (tonnes CO ₂ e)	0	0	0
Net emissions (tonnes CO ₂ e)	487.44	414.29	227.61
Scope 1 & 2			
Gross emissions (tonnes CO ₂ e)	487.44	414.2913	227.61
Emissions reduction (tonnes CO ₂ e)	0	0	0
Net emissions (tonnes CO ₂ e)	487.44	414.2913	227.61

NCSS's sustainability report highlights the progress made in assessing target emissions over the past three years. Baseline for carbon emissions in 2022 was a period which many staff had yet returned to the office due to ongoing office renovations and post COVID-19 situation. Consequently, the emissions recorded for 2022 and 2023 may not fully reflect typical operational levels. However, in 2024, there should be a more accurate representation of scope 2 emissions, providing a clearer picture of the company's carbon footprint. The data in 2024 will serve as a foundation for achieving the emission reduction targets set by NCSS.

Notes:

1. Scope 1 emissions refer to direct emissions occurs from sources that are owned or controlled by NCSS.
2. Scope 2 emissions refer to indirect emissions that result from the use of purchased electricity, heat and steam.
3. The emission factors for Scope 1 emissions were obtained from the 2006 Intergovernmental Panel on Climate Change (IPCC) Guidelines Volume 2 Chapters 2 and 3 except for town gas where a

country-specific emission factor was used. Net Calorific Values (“NCVs”) were derived based on the GHG Protocol’s Emissions Factor for Cross-Sector Tools.

4. To calculate Scope 2 GHG emissions, the latest grid emission factor data was obtained from the Energy Market Authority’s website.

ii) Electricity consumption

Target: 10% reduction in Energy Utilisation Index (EUI) by 2030, compared to 2024

	2022	2023
Electricity consumption (kWh)	546,093	798,563
EUI (kWh/m ²)	73.92	108.09

The data in 2022, a period during which many staff members had not yet returned to the office due to ongoing office renovations and post COVID-19 situation, provides a preliminary understanding of our electricity consumption patterns under less than normal conditions. With the return of staff to the office in 2024, we will obtain a more accurate representation of our electricity usage. The data will enable us to work diligently towards achieving the electricity consumption target set by NCSS, ensuring a more precise and effective approach to managing our energy utilisation.

Notes:

1. EUI is defined as the total purchased electricity consumed by a facility in one year divided by its total gross floor area (GFA).
2. The formula used to calculate the EUI is as follows:
National Council of Social Service EUI in Year N
= (Total amount of electricity consumed for all National Council of Social Service premises in Year N) / (Total GFA for all National Council of Social Service premises in Year N)

Baseline EUI

= (Total amount of electricity consumed for all National Council of Social Service premises from baseline) / (Total GFA for all National Council of Social Service premises from baseline)

3. For the calculation of the baseline and 2030 performance: GFA is taken to be 7388.

iii) Water consumption

Target: 10% reduction in Water Efficiency Index (WEI) by 2030, compared to 2024

	2022	2023
Water consumption (liters)	1,531,130	1,693,900
WEI (liters per person per day)	39.26	43.44

The data in 2022, a period during which many staff had not yet returned to the office due to ongoing office renovations and post COVID-19 situation, provides a preliminary understanding of our water consumption patterns under less than normal conditions. In 2024, with a more stable and representative occupancy rate of our office spaces, we will be able to obtain a more accurate assessment of our water usage. This enhanced understanding will enable us to effectively work towards achieving the water efficiency targets that NCSS has set forth, ensuring a more sustainable and responsible use of water resources.

Notes:

1. WEI is defined as the water consumption per day divided by the total number of occupants and visitors to the premises.
2. The formula used to calculate WEI is as follows:

Agency WEI in Year N

= [Total amount of water consumed, in litres, for all National Council of Social Service premises in Year N] / [Average number of operational days in Year N for all National Council of Social Service premises × (Average number of occupants per day for all National Council of Social Service premises + (0.25 × Average number of visitors per day for all National Council of Social Service premises))]

Baseline WEI

= [Total amount of water consumed, in litres, for all National Council of Social Service premises from baseline] / [Average number of operational days for all National Council of Social Service premises × Σ(Average number of occupants per day for all National Council of Social Service premises + (0.25 × Average number of visitors per day for all National Council of Social Service premises) from baseline)]

iv) Waste generation

Target: 30% reduction in Waste Disposal Index (WDI) by 2030, compared to 2024 levels

	2023
Waste disposed of (kg)	2296.95
WDI (kg per person per day)	0.15
Plastic recycled (kg)	20.11
Can recycled (kg)	19.14
Paper recycled (kg)	380.87

NCSS has initiated the process of weighing waste as part of our commitment to the Waste Disposal Index (WDI) target in Dec 2023. As this practice commenced in the middle of FY23, we will use FY24 as the baseline year of our assessment. This foundational phase is crucial for establishing accurate and comprehensive data, which will inform our future strategies and actions aimed at reducing waste disposal. The establishment of this baseline is a significant step towards achieving our long-term sustainability goals.

Notes:

1. WDI is defined as the total waste disposed of per day divided by the total number of occupants and visitors to the premises.
2. The formula used to calculate WDI is as follows:
National Council of Social Service WDI in Year N
= [Total amount of waste disposed of for all National Council of Social Service premises in Year N]
/ [Average number of operational days in Year N for all National Council of Social Service premises
× (Average number of occupants per day for all National Council of Social Service premises + (0.25
× Average number of visitors per day for all National Council of Social Service premises))]

Baseline WDI

= [Total amount of waste disposed of for all National Council of Social Service premises from baseline] / [Average number of operational days for all National Council of Social Service premises
× Σ(Average number of occupants per day for all National Council of Social Service premises + (0.25
× Average number of visitors per day for all National Council of Social Service premises) between baseline)]

Overall assessment

As NCSS has only recently implemented procedures to measure our consumption and waste, we currently lack trend data for comparative analysis. This initial phase marks a significant step towards establishing a comprehensive understanding of our environmental impact. Moving forward, we are committed to systematically collect and analyse data to inform our sustainability strategies and track our progress over time.

Sustainability Efforts Within National Council of Social Service

Measures implemented to-date to achieve our targets

Measure implemented

NCSS has undertaken several measures to achieve its sustainability targets. The installation of a centralised air conditioning controller, LED lightings and motion sensors has helped energy consumption and maintenance costs.

NCSS also implemented recycling bins throughout its office spaces and conducts regular educational sessions on proper recycling practices. Furthermore, NCSS has raised staff awareness and knowledge on green procurement and the utilisation of green venues, reinforcing its commitment to sustainable practices.

These initiatives collectively contribute to NCSS's goal of enhancing environmental sustainability.

Areas of improvement

NCSS is focusing on transitioning to a wireless infrastructure, which will eliminate the necessity for a dedicated server room, thereby contributing to our sustainability goals.

NCSS is committed to fostering a sustainable culture among its staff by organising more events aimed at environmental conservation, such as beach clean-up activities. These initiatives are pivotal in our continuous efforts to enhance our sustainability practices and achieve our targets.

Incorporating sustainability into our core business and procurement practices

Measure implemented

NCSS has successfully integrated sustainability into its core business areas and procurement practices by educating staff on green procurement and the utilisation of green venues. This initiative has been met with compliance from the staff, and we have consistently applied these principles in the organising of events. Through these efforts, NCSS demonstrates a firm commitment to environmental responsibility and sustainable operational practices.

Building a sustainable culture

Measure implemented

NCSS has initiated a series of engaging events and activities aimed at fostering a sustainable culture among its staff.

NCSS implemented several initiatives to address material ESG factors. We have introduced recycling bins and begun measuring the waste and recyclables output. Timers have been set on air-conditioners to ensure they are switched off automatically during lunch hours and at the close of the day. To further reduce waste, NCSS has transitioned to digital business cards. Staff are also regularly educated on the:

- a) importance of turning off office lights when not in use;
- b) eliminating use of disposables for events; and
- c) green procurement practices.

Earlier this year, in line with Total Defence 40th Anniversary, NCSS conducted a series of activities to create awareness and education; and to foster a sustainable culture.

- a) Conducted an office crisis simulation where lights and air conditioners were turned off, and pantry snacks were removed.
- b) Guided tours to PUB's NEWater plant and Marina Barrage's sustainability gallery were organised offering insightful experiences into water sustainability and environmental conservation.
- c) Regularly disseminates newsletters that share valuable recycling tips on various sustainability topics, ensuring that staff are aware and equipped to adopt eco-friendly practices in their daily routines.

In line with GreenGov.SG targets, NCSS is committed to reducing energy and water use by 10% and waste disposed of by 30% by 2030. This commitment underscores our dedication to sustainable practices and environmental stewardship. By aligning our goals with these targets, we aim to contribute meaningfully to the broader efforts of mitigating environmental impact and promoting resource efficiency. Our strategic initiatives will focus on optimising resource utilisation and minimising waste generation, ensuring that we uphold our responsibility towards a sustainable future.