

# Sustainability Disclosure

Environmental Sustainability Disclosure for FY2024

## About this report

This report covers the environmental sustainability initiatives and performance of the National Council of Social Service (NCSS). It contains information for the period from 1 Apr 2024 to 31 Mar 2025. The report is to be read in conjunction with the NCSS' Annual Report and other sustainability-related disclosures on NCSS' corporate website.

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

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## About the National Council of Social Service

NCSS uses research, platforms, enabling resources and engagements to identify gaps and areas needing support, invest in developing key capabilities within the social service sector and rally community and corporates to support crucial causes in the sector. In doing so, NCSS hopes to develop a sustainable and connected ecosystem for a caring and inclusive society.

<b>Name of the Company</b>	National Council of Social Service
<b>Reporting Period</b>	1 Apr 2024 – 31 Mar 2025
<b>Reporting Boundary</b>	NCSS' Office Premises in Ghim Moh Ulu Pandan Community Centre and Tiong Bahru Central Plaza
<b>Reasons for differences from financial reporting boundary, if any</b>	NA

## Board and Senior Management Statement

Singapore is committed to achieve net-zero emissions by 2045 and reduce energy and water consumption and waste generation. In alignment with these objectives, NCSS has embarked on a sustainability journey, which includes our annual sustainability reporting.

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 sharing good practices with our partners and ensuring that the social service ecosystem operates in an environmentally responsible and sustainable manner. By collaborating 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 maintains robust oversight of environmental sustainability matters through systematic monitoring and evaluation processes. We regularly assess our environmental performance against established targets, ensuring that sustainability considerations are embedded within our strategic planning and operational decisions. This structured approach enables us to identify opportunities for improvement whilst fostering an organizational culture that prioritises environmental responsibility. Through consistent monitoring and review, we ensure that environmental factors remain central to our decision-making framework, supporting our commitment to continuous enhancement of our sustainability practices.

For this reporting period, NCSS is pleased to share that we have maintained stable operations with no incidents affecting our organizational performance. This positive outcome demonstrates the robustness of our risk management framework and reflects our continued focus on operational resilience and sustainability excellence. Moving forward, we remain committed to strengthening our monitoring systems and enhancing our practices to support NCSS' long-term sustainability objectives and ensure we continue delivering value to our stakeholders and the communities that we serve.

## 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 our 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.

Group Director 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' 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

NCSS' sustainability report highlights the progress made in assessing target emissions over the past three years 2022-2024.

### i) GHG emissions

Target: Peak emissions (Scopes 1 and 2) by 2025.

Description	2018-2020	2022	2023	2024
<b>Scope 1</b>				
Gross emissions (tonnes CO <sub>2</sub> e)	Not Applicable to NCSS			
Emissions reduction (tonnes CO <sub>2</sub> e)				
Net emissions (tonnes CO <sub>2</sub> e)				
<b>Scope 2</b>				
Gross emissions (tonnes CO <sub>2</sub> e)	487.44	414.29	227.61	335.40
Emissions reduction (tonnes CO <sub>2</sub> e)	0	0	0	0
Net emissions (tonnes CO <sub>2</sub> e)	487.44	414.29	227.61	335.40
<b>Scope 1 &amp; 2</b>				
Gross emissions (tonnes CO <sub>2</sub> e)	487.44	414.29	227.61	335.40
Emissions reduction (tonnes CO <sub>2</sub> e)	0	0	0	0
Net emissions (tonnes CO <sub>2</sub> e)	487.44	414.29	227.61	335.40

Carbon emissions in 2022 were recorded at a period in which many staff had yet to return to the office due to ongoing office renovations and post COVID-19 situation. Consequently, the emissions recorded for 2022 and 2023 might not fully reflect typical operational levels. The carbon emissions in 2024 are more accurate representation of Scope 2 emissions, with a clearer picture of NCSS' carbon footprint. Scope 1 emission is not applicable as NCSS does not own any direct sources of emissions such as vehicles or manufacturing / industrial activities.

NCSS will attain peak emissions in 2025 and will achieve net zero emissions in 2045, aligned with WOG's targets. We expect an increase in Scope 2 emissions in 2025 due to the renovation works at the Social Service Institute's (SSI) office at Tiong Bahru Central Plaza. From 2026, we will use LED lights in SSI's office, explore renewable energy sources (such as solar) and improve energy efficiency to work towards reducing carbon emissions.

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Notes:

1. Scope 1 emissions refer to direct emissions that occur 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	2024
Electricity consumption (kWh)	546,093	798,563	814,071
EUI (kWh/m <sup>2</sup> )	73.92	108.09	110.19

NCSS' electricity consumption primarily supports operational needs, such as staff use and facility maintenance. Our electricity consumption is monitored through meter readings to ensure responsible consumption.

The data recorded in 2022 – 2023, a period during which many staff members had not yet returned to the office due to ongoing office renovations and post COVID-19 situation, provided a preliminary understanding of our electricity consumption patterns under less than normal conditions. With the return of staff to the office in 2024, we have obtained a more accurate representation of our electricity usage.

The increase in EUI in 2024 is 1.94% as compared with 2023.

The minimal increase in EUI showed the results of NCSS' efforts to create a sustainability driven culture, with staff taking ownership to use lights and air-conditioning when there is a need and to diligently switch off these facilities when not in the office, including lunch time. NCSS adopts the practice of maintaining the temperature of air-conditioners at 25 degrees Celsius or higher in office spaces.

To achieve a 10% reduction in EUI in 2030 as compared with 2024, NCSS will strive to achieve a 2% reduction in EUI (107.99 kWh/m<sup>2</sup>) in 2025, by using LED lights in SSI's office, dimming the lights in lift lobbies after office hours, and explore more exercises to simulate electricity and water shortage in the office. We will review the efficacy of these measures and work on other initiatives in 2025 and beyond.

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### 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	2024
Water consumption (liters)	1,531,130	1,693,900	1,779,000
WEI (liters per person per day)	39.26	43.44	37.74

NCSS' water consumption primarily supports operational needs, such as staff and visitors use, as well as facility maintenance. Our water consumption is monitored through meter readings to ensure responsible consumption.

The data recorded in 2022 – 2023, a period during which many staff had not yet returned to the office due to ongoing office renovations and post COVID-19 situation, provided 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 obtained a more accurate assessment of our water usage.

In 2024, water consumption increased by 5%, but the WEI has reduced by 12% as compared with 2023.

The reduction in WEI showed the results of NCSS' efforts with toilets being equipped with sensor taps and the use of dual-flush toilets to be more water efficient.

To attain a 10% reduction in WEI in 2030 as compared with 2024, NCSS will first strive to achieve a 2% decrease in WEI (36.99 liters per person per day) in 2025 by encouraging staff to report water leakage, reduce the flow of water in taps and water-efficient cleaning methods.

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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 × ∑(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

	2023	2024
Waste disposed of (kg)	2296.95	8225.85
WDI (kg per person per day)	0.15	0.17
Plastic recycled (kg)	20.11	105.44
Can recycled (kg)	19.14	90.12
Paper recycled (kg)	380.87	2246.27

NCSS initiated the process of weighing waste as part of our commitment to reduce the WDI in Dec 2023. As this practice commenced in the middle of FY 2023, the data in FY 2024 is used as the baseline for 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.

To attain a 30% reduction in WDI by 2030 as compared with 2024, NCSS will strive to achieve a 6% decrease in WDI (0.16 kg per person per day) in 2025, by encourage staff to recycle waste and to repurpose waste instead of disposing them. NCSS will use and/or upcycle existing office furniture in renovation works to reduce the amount of waste generated. NCSS will progressively remove general waste bins in office spaces to direct staff to use recycling bins conveniently located. NCSS will also donate office furniture and stationery to organisations in need instead of disposal.

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Notes:

- WDI is defined as the total waste disposed of per day divided by the total number of occupants and visitors to the premises.
- 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 × ∑(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

With the full return of staff in 2024, NCSS has established an accurate representation of our electricity and water consumption and waste generation data with our implemented monitoring procedures. This will set the baseline for NCSS for future trend analysis and performance tracking as we continue to ramp up our sustainability initiatives.

The implementation of these measurement systems represents an important milestone in understanding our environmental footprint. As we continue to build on our data collection capabilities, it will enable us to identify improvement opportunities, measure progress against our environmental objectives, and enhance our overall sustainability performance.

While we have seen an increase in our consumption as we establish our baseline, the minimal increment for our electrical consumption and the improvement in our WEI for water consumption are testaments that our sustainability measures are a step in the right direction.

# Sustainability Efforts Within the National Council of Social Service

## Areas of Improvement

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

NCSS is committed to fostering a sustainable culture among its staff by organising more events focusing on environmental conservation, such as beach clean-up activities. We also want to equip staff to report all leaks and faults of our infrastructure immediately by providing a QR code for fault reporting within the toilets and pantries so that NCSS can rectify the faults as soon as possible, thereby preventing unnecessary water wastage. These initiatives are pivotal in our continuous efforts to enhance our sustainability practices and achieve our targets. NCSS aims to cultivate a sense of appreciation and care for the environment among staff, as well as their knowledge and awareness of sustainability. We encourage staff to recognise that sustainability should go beyond the office, and habits should be inculcated in their everyday life.

## Incorporating sustainability into our core business and procurement practices

### Measures 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. Staff are aware and comply with this initiative. We have consistently applied these principles in the organising of events.

NCSS demonstrates a firm commitment to environmental responsibility and sustainable operational practices.

## Building a sustainable culture

### Measures Implemented

Sustainability at NCSS is a combined effort involving our staff. To better build a sustainable culture across staff, NCSS has conducted various events and activities to create awareness and adoption.

- a. In Feb 2025, in line with Exercise SG Ready 2025, NCSS conducted an office crisis simulation exercise when lights and air conditioners were switched off for half a day. Staff were encouraged to open the windows to circulate fresh air.
- b. NCSS began conducting sustainability workshops for staff in FY 2024, kicking off with a Kokedama workshop. The workshop taught staff that plastic pots were not necessary when planting, and they could instead use natural binding or recycled materials for a hanging system. The creative aspect made it more memorable and meaningful to staff, resulting in very positive feedback.
- c. To encourage staff to recycle, we have also removed half of the general waste bins within the NCSS' office spaces. NCSS increased the number of recycling bins at targeted areas – paper recycling bins at all printing hubs, and plastic recycling bins at pantries. This was a response to staff feedback to make recycling more accessible, reinforcing staff commitment to sustainability practices. All NCSS' recycling bins are equipped with clear instructions and illustrations to inculcate proper recycling practices.
- d. NCSS' beverage machines do not dispense disposable cups. NCSS' staff are encouraged to bring their own cups (BYOC movement) for the beverages. For guests who might not have their own cups when they visit NCSS premises, NCSS provides cups for their use at our pantries.
- e. NCSS continues to promote sustainable practices through awareness and educational eDMs. These eDMs also include fun facts about how people across the world are engaging in sustainability as well as films that staff can watch that touch on sustainability.
- f. For the annual NCSS' Day, the organising team set a sustainable tone to all staff. A hotel with Green Mark Gold was used as the event site, tables were allocated water jugs and mugs, with non-disposable cutlery and plates to be used.

In line with GreenGov.SG targets, NCSS is committed to reducing energy and water use by 10% and waste disposal 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.