Pillar	Material Topic	Target	Target Date	Performance
Past FY ESG Performance Highlights				
Economic	Facilitate Energy Security	2021: Meet 0 breaches of EMA Performance Standards	On-going	🟢 0 breaches
		2022: Meet 0 breaches of EMA Performance Standards	On-going	🟢 0 breaches
		2023: Meet 0 breaches of EMA Performance Standards	On-going	🟢 0 breaches
		2024: Meet 0 breaches of EMA Performance Standards	On-going	🟢 0 breaches
		2023: Enhance Energy Security [Participate in development of additional LNG Storage & Regasification facility in Singapore]	On-going	🟢 Designated by Singapore Government to develop and eventually own 2nd LNG terminal
		2024: Enhance Energy Security	On-going	🟢 Development of Singapore's 2nd LNG terminal has advanced to the execution phase
		2023: Establish energy transition/ decarbonization initiatives/ projects	On-going	🟢 SLNG-Sembcorp consortium shortlisted for low or zero-carbon ammonia solution
		2024: Establish energy transition/ decarbonization initiatives/ projects	On-going	🟢 SLNG-Sembcorp consortium shortlisted for low or zero-carbon ammonia solution
		2023: Maintain customers' interest in long-term services	On-going	🟢 Executed TUA, expanded truck loading operation
		2024: Maintain customers' interests in our long-term services	On-going	🟢 Development of a new and permanent truck loading facility to cater to market demands.
		2023: Future-proof our infrastructure to continue providing quality & compliant services	On-going	🟢 Completed retrofit of primary jetty flare successfully
		2024: Future-proof our infrastructure to continue providing quality and compliant services	On-going	🟠 Continued efforts to evaluate the need for additional jetty infrastructure to support the growth of LNG bunkering
		2023: Provide appropriate market and/or decarbonization solutions.	On-going	🟠 Continued efforts on identification and exploration of potential circular economy initiatives or relevant synergistic decarbonisation solutions opportunities
		2024:Develop business case for green or decarbonisation projects in the future	On-going	🟠 Exploration of potential projects is ongoing to assess future synergies and value-added initiatives
	Customer Experience	2021: Continuous Improvement in Stakeholder Engagement Survey	On-going	🟠 80% of stakeholders felt theirs needs were addressed on overall engagement categories
		2022: - Continuous Improvement in Stakeholder Engagement Survey	On-going	🟠 84% favorable response for 2 engagement categories
		2023: - Continuous Improvement in Stakeholder Engagement Survery	On-going	🟠 Improved approach on stakeholder engagement survey
		2024: - Continuous Improvement in Stakeholder Engagement Survery	On-going	🟠 Achieved 89% favourable responses on "Engagement" (2% increase from FY2023) and 91% on :Process Efficiency" (14% increase from FY2023)
		2021: 0 service unavailability for jetty and trucking operations	On-going	🟢 0 jetty unavailability & 0 trucking unavailability
		2022: 0 service unavailability for jetty and trucking operations	On-going	🔴 1 jetty unavailability & 2 trucking unavailability
		2023: 0 service unavailability for jetty and trucking operations	On-going	🔴 0 jetty unavailability & 3 trucking unavailability
		2024: 0 service unavailability for jetty and trucking operations	On-going	🟢 0 jetty unavailability & 0 trucking unavailability
		2021: 0 valid letter of protests	On-going	🟢 0 Valid LOPs
		2022: 0 valid letter of protests	On-going	🟢 0 Valid LOPs
		2023: 0 valid letter of protests	On-going	🔴 1 LOP
		2024: 0 valid letter of protests	On-going	🔴 3 valid LOPs received. These were resolved by SLNG's service recovery and standard operating protocols for reporting, recording and investigation
		2023: Maintain a customer satisfaction score of ≥90%	On-going	🟢 Received a score of 95.84%
		2024: Maintain a customer satisfaction score of ≥90%	On-going	🟢 Received a score of 97.02%
	Technology	2023: Execute SLNG digital roadmap initiatives	On-going	🟢 12 initiatives planned for FY2023 completed
		2024: Execute SLNG digital roadmap initiatives	On-going	🟢 11 initiatives planned for FY2024 completed
	Climate Change & Resource Efficiency	2022: Implement 5-Year Carbon Reduction Roadmap	On-going	🟢 Completed initiatives
		2023: Implement 5-Year Carbon Reduction Roadmap	On-going	🟢 Completed initiatives
		2024: Implement 5-Year Carbon Reduction Roadmap	On-going	🟠 Roadmap expires in FY2024 with planned initiatives completed
		2023: Reduce GHG emissions by 0.84% from 2018/2019 baseline	2024	🟠 GHG Emissions reduced by 0.6% from 2018/2019 Baseline
		2024: Reduce GHG emissions by 0.23% from 2018/2019 baseline	2024	🟠 GHG Emissions reduced by 0.23% from 2018/2019 Baseline
		2023: Site specific energy consumption to not exceed 0.0249 kWh/Nm3	On-going	🟢 Achieved 0.0232 kWh/Nm3
		2024: Site specific energy consumption to not exceed 0.0237 kWh/Nm3	On-going	🟢 Achieved 0.0171kWh/Nm3
		2021: Conduct physical climate risk assessment of the Terminal. Next, devise detailed targets and actions plans.	-	○ Just started tracking
		2022: Conduct physical climate risk assessment of the Terminal. Next, devise detailed targets and actions plans.	-	🟢 PCCRA conducted in 2022
		2023: -	-	
		2028: Review physical climate risk assessment	2028	○ Timeframe aligned with publication of IPCC AR7 publication in 2028
		2021: Reduce emissions by 30% by 2030	2030	🟠
		2022: Reduce emissions by 30% by 2030	2030	🟠
		2023: Reduce emissions by 30% by 2030	2030	🟠
		2024: Reduce emissions by 30% between 2030 - 2035	2030 - 2035	🟠
		2023: Achieve Carbon Neutrality (if viable)	2050	🟠
		2024: Achieve Carbon Neutrality (if viable)	2050	🟠

		2021: SLNG will set up a Climate Task Force to identify, monitor and set up a Climate Change Risk Register	On-going	○	Just started tracking
		2022: SLNG will set up a Climate Task Force to identify, monitor and set up a Climate Change Risk Register	2022	●	CCTF established in 2022
	Procurement Practices	2021: Established 3-year Sustainability Procurement implementation Roadmap	-	○	Just started tracking
		2022: Execute Phase 1 of implementation Roadmap	2022	●	ESG Readiness Survey for Tier 1 suppliers conducted
		2023: Implement Phase 2 - ESG screening platform for Tier 1 suppliers	2023	●	Rolled out to all Tier 1 suppliers
		2024: Develop and implement a 5-Year Sustainable Procurement Roadmap	2024	●	● ESG screenings completed on 100% of Tier 1 and Tier 2 suppliers. ● ESG evaluation criteria integrated into Procurement Policy's bid and tender evaluation processes. ● Successful implementation of Fraud Risk Analytics
Social	Employment Experience and Stakeholder Engagement	2021: Improve sustainable employee engagement index to at least 3-5% above previous score	On-going	●	Achieved 89%
		2022: -	On-going	●	Survey is conducted every 2 years
		2023: Achieve 3 points above the Singapore National Norm *(& Singapore HQ Organisation norm)* for the sustainable employee engagement index	On-going	●	Achieved 1% above Singapore National Norm at 85%
		2024: -	On-going	●	Survey is conducted every 2 years
		2023: Review Functional Competency and Learning Roadmap	On-going	●	Work in progress
		2024: Review Functional Competency and Learning Roadmap	2024	●	•Completed review and enhancement of Career Maps and Competency Documents for three business groups •Career maps developed for all Business Groups in SLNG
		2021: Achieve at least 30 hours of training for each employee	On-going	●	100% of employees received 30 hours of training
		2022: Achieve at least 30 hours of training for each employee	On-going	●	100% of employees received 30 hours of training
		2023: Achieve at least 30 hours of training for each employee	On-going	●	100% of employees received 30 hours of training
		2024: Achieve at least 30 hours of training for each employee	On-going	●	63.69% of employees received 30 hours of training. Revamped training hours to only include the formal and certification-based training programmes
		2021: All employees review and update their Individual Development Plan.	On-going	○	Just started tracking
		2022: All employees to attain the goals set in their Individual Development Plan	On-going	●	97% of employees completed IDP
		2023: All employees to review, update and complete at least 1 development goal identified in their Individual Development Plans	On-going	●	100% of employees completed IDP
		2024: All employees to review, update and complete at least 1 development goal identified in their Individual Development Plans	On-going	●	100% of employees completed IDP
		(2020 & 2021 SR): 50% of leadership positions have a ready pipeline of talents by 2025. They are tracked through Annual SLNG Talent Review Session with SMT.		●	
		2023: Enhance succession management for leadership roles for current and future organization	2026	●	In Progress
		2024:Enhance succession management for leadership roles for current and future organisation by 2026	2026	●	Identified high potentials with internal identification framework
	Occupational Health and Safety	2021: Achieve 0 workplace fatality	On-going	●	0 workplace fatality
		2022: Achieve 0 workplace fatality	On-going	●	0 workplace fatality
		2023: Achieve 0 workplace fatality	On-going	●	0 workplace fatality
		2024: Achieve 0 workplace fatality	On-going	●	0 workplace fatality
		2021: Achieve 0 recordable workplace injuries	On-going	●	0 workplace injuries
		2022: Achieve 0 recordable workplace injuries	On-going	●	1 workplace injury
		2023: Achieve 0 recordable workplace injuries	On-going	●	0 workplace injuries
		2024: Achieve 0 recordable workplace injuries	On-going	●	0 workplace injuries
		2021: Achieve 0 work-related ill health fatalities	On-going	●	0 ill health fatality
		2022: Achieve 0 work-related ill health fatalities	On-going	●	0 ill health fatality
		2023: Achieve 0 work-related ill health fatalities	On-going	●	0 ill health fatality
		2024: Achieve 0 work-related ill health fatalities	On-going	●	0 ill health fatality
		2021: Achieve 0 recordable work-related ill health incidents	On-going	●	0 ill health incidents
		2022: Achieve 0 recordable work-related ill health incidents	On-going	●	0 ill health incidents
		2023: Achieve 0 recordable work-related ill health incidents	On-going	●	0 ill health incidents
		2024: Achieve 0 recordable work-related ill health incidents	On-going	●	0 ill health incidents
		2021: Achieve 0 process safety incidents	On-going	○	Just started tracking
		2022: Achieve 0 process safety incidents	On-going	●	0 Tier 1 and 2 process safety incidents
		2023: 0 reportable Tier 1 and Tier 2 process-safety incidents	On-going	●	0 reportable process-safety incidents
		2024: 0 reportable Tier 1 and Tier 2 process-safety incidents	On-going	●	0 reportable process-safety incidents
		2021: Continue to comply and meet all regulatory requirements	On-going	●	Requirements met
		2022: Continue to comply and meet all regulatory requirements	On-going	●	Requirements met
		2023: Continue to comply and meet all regulatory requirements	On-going	●	Requirements met

		2024: Continue to comply and meet all regulatory requirements	On-going	🟢	Requirements met
		2021: Complete Human Factor Gap Analysis in coming years	On-going	⚪	Just started tracking
		2022: Continue working on Human Factors Gap Analysis according to the Human Factors Roadmap	On-going	🟠	
		2023: Continuously strive to improve Workplace Safety and Health (WSH) best practice	On-going	🟢	Implemented Fatigue Risk Management Training Plan for Terminal employees as part of Human Factors Gap Analysis findings
		2024: Continuously strive to improve Workplace Safety and Health (WSH) best practice	On-going	🟢	● Successful completion of compliance and audits: - ISO45001/SS651 surveillance audit - Gas Safety Case audit - Statement of Compliance of a Port Facility (SoCPF)(ISPS CODE) ● Prevention of Pollution of the Sea - Hazardous and Noxious Substances equipment inspection with MPA ● Successful completion of Process Safety Culture Assessment exercise
	Union Relation	2022: Maintain strong relationships with union	On-going	⚪	Just started tracking
		2023: Timely renewal of Collective Agreement with union	On-going	🟢	3-year Collective Agreement renewed
		2024: Timely renewal of Collective Agreement with union	On-going	🟢	3-year Collective Agreement renewed

🟢	Completed / Achieved
⚪	Not Started / Tracking Initiated
🟠	Partially Completed / In Progress
🔴	Not Achieved / Delayed