

# Sustainability Charter



Transport  
for NSW



## Our Approach to Sustainability

**As a part of one of the largest land transport operators in the world, CDC NSW recognises that our daily activities have the potential to impact social and sustainability outcomes.**

Our parent company – ComfortDelGro Corporation Limited – has repeatedly been included in the Dow Jones Sustainability Index Asia Pacific (DJSI Asia Pacific), cementing its position as one of the world's leading companies for sustainability.

CDC NSW has a long-standing commitment to minimising the environmental impact of our operations here New South Wales, as do other CDC operations throughout Australia.

Across all elements of our business – from the transport services we deliver, through to our procurement practices, recruitment strategies, technology investments, our focus on accessibility and safety management program – we take ownership of the direct impact we have on driving social and sustainable outcomes for our communities.

Our responsibility to care for our economy, environment and society in a sustainable way – and empower our staff to do so – is one we take seriously as part of our We Care ethos.

We acknowledge and pay respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

Artwork: Luke Penrith, Connecting to Country and People, 2022





# WeCare

CDC prides itself on creating strong partnerships and aims to be an Employer of Choice, striving to deliver best-in-class service to our customers. We are committed to improving transport solutions

and helping protect the environment by embracing sustainable practices for the benefit of local communities. Our corporate value "We Care" is at the heart of everything that we do, and we strive to be the Australia's most trusted transport provider.



## We Care VALUES

Integrity



Authentic



Inclusive



Positive



Purposeful



### We Care for our customers

Our customers are always the front and centre of what we do.

We are committed to providing transportation services that are safe, reliable, and efficient. We recognise the existing and future needs of our customers and the communities we serve every day.



### We Care for our partners, suppliers, and stakeholders

We practise win-win partnerships with our partners, suppliers and stakeholders. We recognise the importance of long term, mutually sustainable relationships. As a trusted business partner, we commit to providing high standards of service delivery. With our suppliers, we commit to dealing fairly and ethically.



### We Care for our people

Our people are our greatest asset. The health, safety and well-being of our people is our top priority. We are committed to providing a positive work culture and promoting a safe working environment. We foster diversity and inclusion, dignity, and respect. Our success is achieved through our team of passionate employees with a spirit of teamwork and collaboration, committed to excellent service delivery.



### We Care for our communities and the environment

We respect the people in our communities and promote care for the environment by embracing sustainable practices across our businesses. We foster an environment of trust by engaging the communities we serve and supporting initiatives that provide a broader benefit to society. We are committed to minimising the environmental impact of our operations and promoting sustainable transportation outcomes.



### We Care for our shareholders

We are committed to generating value for our shareholders. We recognise that sustainable long-term value for our shareholders is built through continually recognising and acting on opportunities that have a positive financial impact supported by our internal and external

stakeholders. This is achieved by making life better for our customers and communities, investing in our employees and in strong partnerships with our partners, suppliers, and stakeholders. We also commit to transparency and effective engagement with our shareholders.



## Investing in Reduced Environmental Impacts

**While the use of public transport over private vehicles will lead to a better environment, we understand that the way we manage our operations can have a significant impact on sustainability.**

To achieve the best outcomes, we invest significantly in partnerships and innovation to continuously improve sustainability. This includes long-term partnerships and working groups with regulators, vehicle manufacturers

and suppliers, to implement measures which reduce our overall carbon footprint and waste.

We also collaborate and share knowledge with other ComfortDelGro businesses in Australia and around the world.



## Energy-efficient transport

Green technology and other developments have been a significant focus of ours. Globally, ComfortDelGro has implemented numerous initiatives to halve our greenhouse gas emission intensity by 2030.

In London, ComfortDelGro has since introduced Europe's largest fleet of double deck fully electric buses, which zero tailpipe pollution and near-silent running.

Benefitting from their experiences, we have developed a number of strategies that support the large-scale implementation of zero emissions and low emissions buses including EVs and hybrid vehicles here in New South Wales.

## Sustainability at depots

In our NSW operations, CDC has proactively implemented multiple strategies to reduce depot reliance on fossil fuel-based energy sources and reduce waste.

Examples include:

- The introduction of solar power across multiple depot locations
- Implementation of an organisation-wide program to replace traditional incandescent lights with LEDs
- Research and development to extend the useful life of our bus-washing water, from three months to six months, using Bromide additives.

## Fuel use reduction

Fuel consumption is an area of significant interest in transport and environmental circles, and CDC has introduced behavioural initiatives to address this, including:

- Monitoring buses in real time with our telematics system, to detect and prevent excessive idling
- Using telematics data to educate drivers on how to drive more efficiently
- Funding a Sydney University research project to determine the most fuel-efficient tyre pressure for buses

## Recycling partnerships

CDC has invested in a number of specialist partnerships to ensure safe disposal or recycling of any hazardous products.

This includes the industrial-scale recycling of oils, oil filters and oil rags, with the oil reused for other applications.

We also have a partnership with a major tyre distributor to ensure our tyres are well-maintained, to maximise their lifespan. Tyres at the end of their life are recycled for transformation into asphalt, playground soft fall, and other useful by-products.

## Promoting Public Transport

Promoting the benefits of public transport can help to remove cars from the road, which reduces congestion and improves productivity and the health and wellbeing of our communities.



## Balanced and Fair Recruitment

**CDC aims to be an employer of choice, for all people in the community.**

We recognise that we can make a valuable contribution to the communities we serve by providing decent work for all people, regardless of gender, background or requirement for accessible conditions.

### Female-friendly

Workforce gender equality contributes to increased benefits for our community and our economy. Therefore, we are committed to ongoing improvement of opportunities for women to work and develop their careers at our organisation.

We actively seek feedback from our female staff to learn how to make our workplace work better for them. We are also committed

to an equitable remuneration structure based on work performance, without gender bias, along with flexible work initiatives, leadership training programs, network development activities to assist in the development of career opportunities for women. We also employ proactive recruitment methods, traineeships and mentoring programs for women in leadership, women's networking forums and training to develop functional skills.

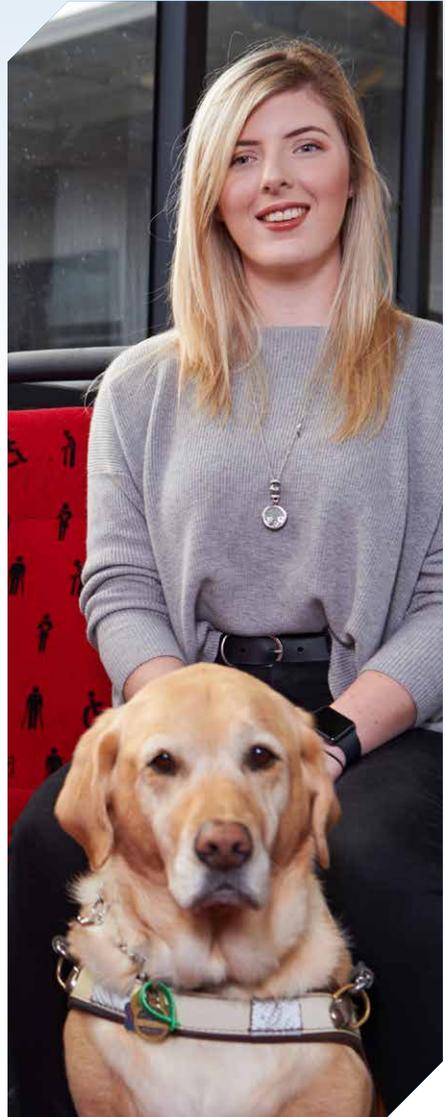
## Accessible Employment and Transport

To make the workplace approachable for all people, we employ strategies to assist people with disabilities using workplace adjustment methods to facilitate specific needs, including alternate technologies, flexible working arrangements and regular surveys of staff disability profiles. We work with a range of disability employment agencies to proactively provide opportunities.

At CDC we believe that accessible public transport is integral to people's lives. We recognise and respect the rights of all customers travelling with us and wish to contribute to their mobility and wellbeing as effectively as possible.

Our mission is to understand the ongoing needs of all our customers and take the right steps to alleviate any barriers for people with special access requirements. Our commitment to provide accessible transport is based on understanding and managing the following elements:

- Accommodating Customers' Needs
- An Accessible Fleet and Proactive Scheduling
- Better Bus Stops
- Mobility Aids and Assistance Animals
- Accessible Workplaces and Hiring Practices
- Compliance with all Federal and New South Wales legislation covering transport accessibility.





## Improved Safety and Wellbeing

**Since our customers are at the centre of everything we do, we focus on our people so they can give better, safer customer service.**

Preventing traffic accidents is a major focus for CDC. Our ongoing investment in research and development has delivered, and continues to deliver, industry-leading preventative solutions.

These solutions include both technologies and driver training activities which have delivered measurable benefits to road safety.

Our safety technologies include:

- Our telematics system, which helps drivers to improve the safety of their driving
- Mobileye, which helps warn drivers of road hazards as they drive
- Our advanced system to prevent accidental bus rollaways
- Our driver microsleep detection system, which links to our driver health management system to address root causes of microsleeps





## Ethical Procurement Practices

**We understand that what we buy and who we buy it from can have environmental, social and economic impacts, and that we have the ability to influence sustainability outcomes through our procurement decisions.**

We aim to achieve good, sustainable procurement outcomes by:

- Improving productivity via efficient and effective operations
- Assessing value and performance via a value for money matrix and social sustainability
- Encouraging innovation via the delivery of sustainable outcomes along the whole supply chain.

By employing these values in our procurement methods, we are serving the interests of our

customers and the communities we serve by being able to deliver safe, efficient and high-quality bus services.

As part of our commitment to removing forced labour from our supply chain, we follow a strict ethics policy. It reflects the importance of:

- Behaving ethically and with integrity, in all our business relationships
- Implementing and enforcing effective systems and controls, to ensure slavery and human trafficking is not taking place anywhere in our supply chains.



## Enhancing Our Communities

### Partnering with Essential Service Providers

At CDC NSW we're always looking for ways to keep you and all members of the community safe.

An important part of this is our partnership with emergency services workers, who need to know the safety features of our buses in the event of something going wrong.

We regularly invite emergency workers to visit our depots so they can learn about the safety

systems of our single and double-deck bus fleets, simulating emergency lifts and practising for difficult situations.

We'd like to thank them for their dedication to the community.



## Aboriginal and Torres Strait Islander Reconciliation

CDC NSW is committed to contributing to a more equitable society for all, including for Aboriginal and Torres Strait Islander peoples.

Our policies and plans are geared to employ more people and work with more suppliers from Aboriginal communities. We also believe in teaching our people the true version of Australian history, which accounts for the plight of Aboriginal and Torres Strait Islander peoples and recognises the civilisation and culture that existed prior to European settlement.

We proudly support our partner Kinchela Boys Home Aboriginal Corporation, which works tirelessly to support Stolen Generation Survivors and their descendants, and share their stories with audiences across New South Wales with their Mobile Education Centre Bus.





# How to contact us

**For all enquiries, feedback or to share with us your experience, please:**

Call **131 500** or  
Email [customer.service@cdcbus.com.au](mailto:customer.service@cdcbus.com.au)

A full list of our depots can be found on our website [cdcbus.com.au](http://cdcbus.com.au)

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## Other contact information

For trip planning, maps and ticket info visit  
[transportnsw.info](http://transportnsw.info) or call **131500**.

