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Mayor’s Message

Dear stakeholders

Time flies – our 10-year Eco Plan has served us well over the past years. Today, many of our Green Living @ North West programmes continue to strengthen the green living culture in the North West District. Furthermore, we are heartened to see an increasing number of stakeholders actively pitching in to keep our Green Living @ North West programmes sustainable.

Introducing North West Sustainability Plan 2030

The world we live in today is complex and dynamic. Therefore, when we were looking to renew our commitment for sustainability, we sought to adopt a more holistic approach for our North West Sustainability Plan 2030 by referencing the 2015 Sustainable Singapore Blueprint and the 17 Sustainable Development Goals (SDGs) of the 2030 United Nations Agenda for Sustainable Development.

Through aligning our mission and strategic directions with the various goals as well as mapping our existing programmes to them, we eventually narrowed our focus to eight goals. The details of the eight adopted goals as well as how their interpretations are relevant to North West CDC are outlined on pages 10 and 11 of this Sustainability Report.

“With our North West Sustainability Plan 2030, we would not only be able to see the synergy between programmes and sustainability goals, but also effectively track our progress for the set targets.”

Transforming from Green Living @ North West

Essentially, the North West Sustainability Plan 2030 has a scope which extends beyond that of the Green Living @ North West programmes to encompass caring, Healthy Living @ North West and lifelong learning programmes. However, all the familiar and well-loved Green Living @ North West programmes continue to be covered under the North West Sustainability Plan 2030. The level of stakeholder engagement for these programmes also will be sustained.

At the same time, many of our caring, Healthy Living @ North West and lifelong learning programmes included in the North West Sustainability Plan 2030 have also been running for many years. For example, under Healthy Living @ North West, our North West Brisk Walking Club is in its 16th year while our North West Health Qigong Club has just celebrated its 10th year anniversary. Similarly, Club-100 @ North West also celebrated its 10th year anniversary in 2018.
Although North West Sustainability Plan 2030 was newly launched on 10 November 2018, it was not entirely new to North West CDC. These are goals that we have been working towards over the years but we have a more targeted framework now to achieve sustainable development.

Ensuring Purposeful Advance in Our Sustainability Journey
The North West Sustainability Plan 2030 has provided a renewed focus to our sustainability journey. Where we used to chart the progress of our programmes through benchmarking their growth against prior years, we are taking a different approach with North West Sustainability Plan 2030. By making a commitment to the targets we aim to achieve by 2030, we are driven to rally our stakeholders to join us in working towards actualising and exceeding the set targets – listed on pages 54 to 56.

In conjunction with this methodology, you will see in this Sustainability Report that we have organised our chapters to coincide with the eight adopted SDGs. The featured charts and numbers are also reported to reflect their relevance to the 2030 targets and to facilitate easy tracking of performance for subsequent reporting.

Building Upon Our Strong Start for North West Sustainability Plan 2030
Notably, many of our programmes have been successful and sustainable for years. With their inclusion in our North West Sustainability Plan 2030, we would not only be able to see the synergy between these programmes and our sustainability goals, but also effectively track our progress for the set targets.

In addition, the steadfast foundation that we have established over the years with these programmes has provided us a good grounding to grow our numbers. We believe that as long as we continue to engage our stakeholders consistently, we will be in a good position to build on the positive momentum and achieve our targets. Significantly, we also see ourselves staying on course to realising the vision of building a Caring and Healthy North West community.

Dr Teo Ho Pin
Mayor of North West District

* 102-14 Statement from senior decision-maker
ABOUT NORTH WEST COMMUNITY DEVELOPMENT COUNCIL (CDC)

First established under the People’s Association Act (CDC Rules & Regulations 1997) to build a tight-knit, compassionate and self-reliant community in Singapore, nine initial CDCs were re-organised in 2001 to form the present-day Central Singapore CDC, North East CDC, North West CDC, South East CDC and South West CDC.

Working closely with grassroots organisations, government agencies, social service agencies, schools, community and corporate organisations, North West CDC initiates, plans and manages community programmes to promote community bonding and social cohesion in the North West District.

Through various programmes, we encourage the more able to come forward and assist the vulnerable in the society, advancing the culture of self-help and sense of community ownership among residents.

* 102-1 Organisation name, 102-2 Activities, brands, products and services, 102-5 Ownership and legal form

Vision
A Caring and Healthy North West Community

Mission
We strive to align our activities and efforts with our three key strategic thrusts:

Assisting the needy
To help the less fortunate through local assistance schemes

Bonding the people
To bond the community through projects and programmes to bring them closer to one another

Connecting the community
To develop strategic partnerships with corporate and community partners to better serve our residents

Strategic Directions
1. Strengthen Social Infrastructure
2. Build Social Resilience and Social Capital
3. Promote a Culture of Giving Back

Close to 906,000 Residents
Over 269,000 Households

Residents
Households
North West District
The North West District occupies an area of 138 square kilometres (sq km), comprising close to 906,000 residents.

The North West District comprises Holland-Bukit Timah Group Representation Constituency (GRC), Marsiling-Yew Tee GRC, Nee Soon GRC and Sembawang GRC, and Bukit Panjang Single Member Constituency (SMC).1

Holland-Bukit Timah GRC & Bukit Panjang SMC
1. Bukit Timah
2. Cashew
3. Ulu Pandan
4. Zhenghua
5. Bukit Panjang

Marsiling-Yew Tee GRC
1. Limbang
2. Marsiling
3. Woodgrove
4. Yew Tee

Nee Soon GRC
1. Chong Pang
2. Kebun Baru
3. Nee Soon Central
4. Nee Soon East
5. Nee Soon South

Sembawang GRC
1. Admiralty
2. Canberra
3. Gambas
4. Sembawang
5. Woodlands

1 GRC and SMC are two types of electoral divisions in Singapore through which candidates are elected into the Parliament as Members of Parliament (MPs). SMCs are single-seat constituencies while GRCs have between four and six seats in the Parliament. www.eld.gov.sg.

* 102-4 Location of operations, 102-6 Markets served, 102-7 Scale of organisation
Organisation Structure

North West CDC is managed by a Council, which comprises the Mayor and District Councillors. Integral to the organisation structure are six Standing Committees. Each member of the Standing Committees is appointed to serve for a term of three years. They spearhead and align North West CDC’s programmes to key strategic directions.

Corporate Relations Standing Committee
• Formulate strategies to spearhead corporate communications and public relations
• Expand publicity and networking outreach to generate goodwill for the CDC
• Develop Corporate Social Responsibility strategy to engage community and corporate partners to benefit the community

Finance Standing Committee
• Review the financial status for the CDC
• Review allocation of financial resources for the CDC
• Advise on achieving better efficiency and effectiveness in the management of CDC funds

Green Living Standing Committee
• Formulate strategies to promote green and environmental programmes to promote green culture in the district
• Strengthen 3P partnership to promote greater environmental ownership
• Develop programmes to promote social bonding through green causes

Chairman of North West CDC
Mayor of North West District
Dr Teo Ho Pin

Vice Chairmen of North West CDC
Assoc Prof Dr Muhammad Faishal Ibrahim
Dr Lim Wee Kiak
Mr Alex Yam Ziming

Corporate Relations Standing Committee
Co-Chairmen
Dr Michael Lau Hwee Beng and Mr Sim Chuan San

Members
Mr Kenneth Au-Yong Kok Keong, Mr M K Eusuff Ali, Mr Ralph Foong Weng Loong, Mr Alvin Goh Yew Lee, Mdm Kalyani d/o Sinnakkalai Ramasamy, Mr Peter Koh Hock Guan, Ms Hary Soh Hui Bin, Ms Sujatha Selvakumar and Ms Teo Ser Lee

Resource Persons
Dr Ho Ching Lin, Dr Lee Ngak Siang, Mr Ong Han Cheong and Dr Ramaswamy Akhileswaran

Finance Standing Committee
Co-Chairmen
Mr Vincent Chong Shin Leong and Mr Dennis Tan Eng Siong

Members
Mr Roger Chua Boon Wah, Mr Chua Jett Yong, Mr Goh Cheow Khoon, Dr Rachel Lim Pang Yen, Mr Lim Han, Mr Neo Hwee Siang, Mr Mark Ong Kok Leng, and Mr David Sim Yeow Kwee

Resource Persons
Mr Norman Aw and Mr Tan Kian Huay

Green Living Standing Committee
Co-Chairmen
Mr Allen Ang Aik Leng and Mr Dennis Chee Kwang How

Members
Mdm Nancy Goh Ah Mai, Mr Alex Koh Ee Ting, Mr Mohamed Ishak Bin Kasmani, Mdm Norazizah Bte Mohd Tajudin, Mr Ong Wee Heng, Ms Nora Tan Shu Mei and Mr Yap Thiam Chuan

Resource Persons
Mr Chng Siong Soon Tony, Mr Gopala Krishnan, Mr Lim Ang Hock and Mr Shaw Chai Chung Markham

* 102-18 Governance structure, 102-23 Chair of the Highest Governance Body, 102-26 Role of highest governance body in setting purpose, values and strategy
Healthy Living Standing Committee
- Formulate strategies to spearhead healthy living programmes to build a healthy community
- Expand outreach efforts and work with community partners to increase participation and engagement
- Develop programmes to promote social bonding through healthy living

SkillsFuture Standing Committee
- Formulate strategies to promote lifelong learning culture in the community
- Expand publicity and networking outreach to the Small and Medium Enterprises (SMEs) and community partners on embracing skillsfuture movement
- Develop programmes to engage the community to stay relevant through skills mastery and lifelong learning

Social Support Standing Committee
- Formulate strategies to spearhead local assistance programmes to complement national assistance schemes
- Strengthen 3P partnership to provide social support services for residents
- Develop programmes to promote social mobility and encourage self-help in the community

2 SMEs are defined as companies with at least 30% local shareholding, and group annual sales turnover of not more than $100 million or group employment size of not more than 200 employees.
NORTH WEST SUSTAINABILITY PLAN 2030 STEERING COMMITTEE

1. Mdm Heng Boey Hong  
   Co-Chairperson  
   Healthy Living Standing Committee

2. Ms Eileen Hoe Joo Choo  
   Co-Chairperson  
   Healthy Living Standing Committee

3. Mr Chai Chon Fah  
   Co-Chairman  
   SkillsFuture Standing Committee

4. Mr Chandra Mohan Rethnam  
   Co-Chairman  
   SkillsFuture Standing Committee

5. Mr Allen Ang Aik Leng  
   Co-Chairman  
   Green Living Standing Committee

6. Mr Dennis Chee Kwang How  
   Co-Chairman  
   Green Living Standing Committee
7. Dr Michael Lau Hwee Beng  
Co-Chairman  
Corporate Relations Standing Committee

8. Mr Sim Chuan San  
Co-Chairman  
Corporate Relations Standing Committee

9. Mr Dennis Tan Eng Siong  
Co-Chairman  
Finance Standing Committee

10. Mr Vincent Chong Shin Leong  
Co-Chairman  
Finance Standing Committee

11. Mr William Choo Tuck Meng  
Co-Chairman  
Social Support Standing Committee

12. Mr Vincent Tan Chor Khoon  
Co-Chairman  
Social Support Standing Committee
**THE SUSTAINABLE DEVELOPMENT GOALS (SDGS)**

1. **Goal 1 – No Poverty**
   End poverty in all its forms everywhere

2. **Goal 2 – Zero Hunger**
   End hunger, achieve food security and improved nutrition and promote sustainable agriculture

3. **Goal 3 – Good Health and Well-Being**
   Ensure healthy lives and promote well-being for all at all ages

4. **Goal 4 – Quality Education**
   Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

5. **Goal 5 – Gender Equality**
   Achieve gender equality and empower all women and girls

6. **Goal 6 – Clean Water and Sanitation**
   Ensure availability and sustainable management of water and sanitation for all

7. **Goal 7 – Affordable and Clean Energy**
   Ensure access to affordable, reliable, sustainable and modern energy for all

8. **Goal 8 – Decent Work and Economic Growth**
   Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

9. **Goal 9 – Industry, Innovation and Infrastructure**
   Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation

10. **Goal 10 – Reduced Inequalities**
    Reduce inequality within and among countries

11. **Goal 11 – Sustainable Cities and Communities**
    Make cities and human settlements inclusive, safe, resilient and sustainable

12. **Goal 12 – Responsible Production and Consumption**
    Ensure sustainable consumption and production patterns

13. **Goal 13 – Climate Action**
    Take urgent action to combat climate change and its impacts

14. **Goal 14 – Life Below Water**
    Conserve and sustainably use the oceans, seas and marine resources for sustainable development

15. **Goal 15 – Life on Land**
    Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification and halt and reverse land degradation and halt biodiversity loss

16. **Goal 16 – Peace, Justice and Strong Institutions**
    Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

17. **Goal 17 – Partnerships for the Goals**
    Strengthen the means of implementation and revitalise the global partnership for sustainable development

---

3 The SDGs are a collection of 17 global goals set by the United Nations (UN) General Assembly in 2015 for the year 2030. They are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.
In 2018, North West CDC announced the adoption of a more holistic approach to promoting sustainability in the North West District. Guided by the Sustainable Singapore Blueprint (SSB) and the Sustainable Development Goals (SDGs), the Green Living @ North West programmes are extended to encompass all environmental and social programmes – providing a strengthened focus for the North West Sustainability Plan 2030. Eight goals are adopted and adapted to reflect the mission and values of North West CDC under the North West Sustainability Plan 2030.

1. No Poverty
   Build self-reliance among needy residents thus reducing poverty

2. Good Health and Well-Being
   Promote healthy living among residents through healthy living and wellness programmes

3. Quality Education
   Provide lifelong learning opportunities for residents of all ages

4. Decent Work and Economic Growth
   Promote capability building of SMEs so as to bolster employment

5. Sustainable Cities and Communities
   Work with relevant government agencies and community partners to provide a safe and liveable environment

6. Responsible Consumption and Production
   Promote responsible and prudent consumption of resources through 3Rs (Reduce, Reuse and Recycle)

7. Climate Action
   Inculcate green living habits and lifestyle

8. Partnerships for the Goals
   Further strengthen partnerships to achieve the Sustainable Development Goals

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4 Launched in November 2014, the Sustainable Singapore Blueprint (SSB) 2015 outlines Singapore’s national vision and plans to create a more liveable and sustainable Singapore. [www.mewr.gov.sg/ssb](http://www.mewr.gov.sg/ssb).
North West CDC considers stakeholders as entities and individuals who are significantly affected by our activities; or whose actions can impact our strategy implementation towards the stated objectives. Through organising meaningful and regular dialogues with our stakeholders, we are committed in our sustainability journey.

In 2018, in tandem with the North West Sustainability Plan 2030 and the eight adopted goals, we maintained our engagement pace and strengthened communication with various stakeholders by actively applying the framework outlined below.

### Residents

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<th>Engagement Goals</th>
<th>Engagement Platforms</th>
<th>How We Respond</th>
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<tbody>
<tr>
<td>• Build self-reliance among needy residents thus reducing poverty</td>
<td>• Grassroots events</td>
<td>• WeCare @ North West – Ready for School provides bursaries to preschoolers from needy families so that they have a good start in primary school education</td>
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<td></td>
<td>• Periodic house visits</td>
<td>• North West Student Wise Enrichment Programme (SWEP) builds up self-confidence, and develops good social and life skills of students from needy families</td>
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<tr>
<td></td>
<td>• Partners’ events</td>
<td>• Local assistance programmes such as North West Food Aid Fund, Emergency Relief Fund, Utilities Assistance Scheme</td>
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<td></td>
<td>• Residents’ dialogue sessions</td>
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</tr>
<tr>
<td></td>
<td>• Delivery and distribution of food aid and other local assistance</td>
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<tr>
<td></td>
<td>• Educational programmes</td>
<td></td>
</tr>
<tr>
<td>• Promote healthy living among residents</td>
<td>• Healthy Living @ North West Clubs</td>
<td>• Under the Healthy Living @ North West initiative, six clubs, including North West Brisk Walking Club, North West Health Qigong Club, North West Dance-Fit Club, North West Aerobics Club, North West SwimSafer Club and North West Tai Chi Club are set up to encourage residents to stay active</td>
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<td>• Thematic Healthy Living @ North West outreach events and gatherings</td>
<td>• North West Healthy Living Champions are appointed to advocate healthy living among residents and promote healthy living activities</td>
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<tr>
<td>• Promote lifelong learning culture in the community and keep residents abreast of government policies</td>
<td>• SkillsFuture Advice @ North West workshops</td>
<td>• SkillsFuture Advice @ North West workshops are organised to help residents embark on their lifelong learning journey</td>
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<tr>
<td></td>
<td>• Grassroots events</td>
<td>• North West Dialogues</td>
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### Residents (continued)

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<tr>
<th>Engagement Goals</th>
<th>Engagement Platforms</th>
<th>How We Respond</th>
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<tr>
<td>Promote responsible and prudent consumption of resources through 3Rs (Reduce, Reuse and Recycle)</td>
<td>Annual Clean and Green Singapore Carnival</td>
<td>Reduce @ North West raises awareness of green practices by encouraging households to sign up for energy and water audit and reduce food waste</td>
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<td></td>
<td>Grassroots events</td>
<td>Recycle @ North West points are added to encourage exchange of active recycling knowledge and facilitate recycling convenience</td>
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<td></td>
<td>Partners’ events</td>
<td>Reuse @ North West – Bukit Panjang Books Exchange encourages residents to donate or exchange their pre-loved books</td>
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<td></td>
<td>Periodic house visits</td>
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<tr>
<td>Inculcate green living habits and lifestyle</td>
<td>Annual Clean and Green Singapore Carnival</td>
<td>Green Homes @ North West encourages residents to embrace Green Living at home through eco-friendly practices, purchase of energy efficient appliances and take part in the green home certification</td>
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<tr>
<td></td>
<td>Grassroots events</td>
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<td></td>
<td>Partners’ events</td>
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<td></td>
<td>Periodic house visits</td>
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### Volunteers

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<th>Engagement Goals</th>
<th>Engagement Platforms</th>
<th>How We Respond</th>
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<tr>
<td>Provide resource support for ground-up programmes</td>
<td>Regular Grassroots meetings</td>
<td>Organise regular training workshops</td>
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<tr>
<td>Provide support for capability building</td>
<td>North West CDC Council Meetings</td>
<td>Annual North West Volunteers’ Awards to recognise efforts of volunteers</td>
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<td>Bi-annual Mayor’s Network @ North West – Citizens’ Consultative Committee (CCC) and Community Club Management Committees (CCMC) Chairmen sessions to foster stronger networks and improve stakeholder engagement in the community</td>
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### Employees

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<tr>
<th>Engagement Goals</th>
<th>Engagement Platforms</th>
<th>How We Respond</th>
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<tr>
<td>Lead by example to build a Caring and Healthy North West community</td>
<td>Human Resource (HR) Forum</td>
<td>Flexible work arrangements</td>
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<tr>
<td>Work towards being a caring employer</td>
<td>Mid-year and year-end appraisals</td>
<td>Work-Life and Work Health programmes</td>
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<td>Offer staff development opportunities</td>
<td>Annual HR surveys</td>
<td>Milestone programmes</td>
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<td>Regular staff meetings</td>
<td>Training roadmap</td>
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5. CCCs plan and lead grassroots activities in a constituency, they oversee community and welfare programmes and they also act as a feedback channel between the government and the people.

6. CCMCs provide recreational activities and learning opportunities through managing and overseeing all the community clubs. CCMCs are made up of volunteers who work with full-time staff to manage the community clubs.
### Corporate Partners

**Engagement Goals**
- Partner in CSR-driven opportunities for better corporate branding
- Manage resource in a transparent and accountable manner

**Engagement Platforms**
- Corporate Meetings
- Outreach sessions
- Public events
- Networking events
- Memorandums of Understanding (MoUs)

**How We Respond**
- Partner corporate organisations to develop joint community programmes
- Present annual appreciation award
- Mayor’s Network @ North West sessions to keep partners informed about the latest developments and new programmes available for participation in the North West District
- North West Care & Repair programme encourages adoption of rental blocks in the district and the initiation of programmes to engage residents staying in these blocks
- Annual WeCare @ North West – Service Weeks see corporate partners undertake home improvement projects and distribute Festive packs to low-income families

### Government Agencies

**Engagement Goals**
- Work together to provide a safe and liveable environment
- Partner in advancing Sustainable Singapore Blueprint 2015 goals
- Facilitate ground-up engagements with the community
- Support Public Sector Taking the Lead in Environmental Sustainability (PSTLES) 7
- Support SkillsFuture Advice initiative

**Engagement Platforms**
- Regular meetings
- Public consultations

**How We Respond**
- Support recycling, energy and water use targets outlined in the Sustainable Singapore Blueprint 2015
- Support all Community Clubs 8 in the North West District to achieve Green Mark Gold accreditation by BCA by year 2020
- Organise SkillsFuture Advice @ North West workshops and annual SkillsFuture Festival @ North West
- Collaborate to set up North West GIRAFFE Fund (“Get Involved, Reach out and Act” Fund For the Environment) to promote environmental and public health in the North West District
- Provide support in administration of national programmes such as WeCare Arts Fund (National Arts Council), Community Integration Fund (National Integration Council)

### SMEs

**Engagement Goals**
- Equip SMEs with capabilities to remain competitive so that they can continue to provide employment for residents

**Engagement Platforms**
- SME Centre @ North West
- Mayor’s Network @ North West – SMEs
- SME Capability Workshop @ North West

**How We Respond**
- Work with Enterprise Singapore (ESG) 9 and Singapore Manufacturing Federation (SMF) to set up SME Centre @ North West to provide SMEs with business advisory on issues such as government schemes and overseas business expansions
- Organise regular Mayor’s Network @ North West – SMEs to create networking opportunities for SMEs
- Enhance SME business owners’ knowledge on Productivity, Human Resource, Branding and Marketing, Digitalisation and Financial Management with workshops organised under SME Capability Workshop @ North West

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7 Under the PSTLES initiative introduced in 2006 and enhanced in 2014, public sector agencies are encouraged to focus attention on sustainability outcomes as well as put in place organisational processes to manage resource use.

8 Community Club (CC) is a common space for people of all races to come together, build friendships and promote social bonding. CC also connects residents and the Government by providing relevant information and gathering feedback on national concerns and policies. [https://www.pa.gov.sg/our-network/community-clubs](https://www.pa.gov.sg/our-network/community-clubs).

9 ESG is a statutory board that supports SMEs’ development, capability upgrading, innovation, transformation and internationalisation.
### Education Institutes

<table>
<thead>
<tr>
<th>Engagement Goals</th>
<th>Engagement Platforms</th>
<th>How We Respond</th>
</tr>
</thead>
</table>
| • Raise awareness of Climate Change, public health and hygiene issues  
• Provide supplementary learning opportunities beyond classrooms | • Assembly Talks  
• Reading sessions  
• Outreach sessions  
• Green workshops  
• Mayor’s Network @ North West – Principals’ Dialogue sessions  
• Green programme launches  
• Memorandums of Understanding (MoUs) | • Bright Spots @ North West encourages ownership of North West District and inculcates anti-littering habits among students  
• Work with schools to educate residents on proper recycling practices via We Care, We Recycle @ North West  
• Reduce @ North West sees students reaching out to residents during house visits to seek their support for the programme  
• Recognise contributions through North West School Partners’ Award  
• Engage students in home improvement projects and food distribution at rental blocks within the North West District during the annual WeCare @ North West – Service Weeks  
• North West Care & Repair programme engages students to come out with programmes for the needy residents in the North West District  
• North West Youth Concert provides a platform for students to showcase their talents while raising funds for students from low-income families  
• Sign MoUs with Institutes of Higher Learning to encourage ground-up initiatives |

### NGOs and Civil Society

<table>
<thead>
<tr>
<th>Engagement Goals</th>
<th>Engagement Platforms</th>
<th>How We Respond</th>
</tr>
</thead>
</table>
| • Reduce negative environmental impact  
• Champion sustainable practices  
• Instil the spirit of self-help | • Meetings  
• Dialogues  
• Joint green events  
• Memorandums of Understanding (MoUs) | • Eco CC @ North West transforms CCs into beacons for Green Living and disseminate Green Living knowledge  
• Publish Cohesion, North West CDC’s bi-monthly magazine, in a digital format to reduce paper use  
• Green Homes @ North West online guide offers green tips to residents  
• Joint effort in organising Recycle @ North West Eco Awareness Workshops  
• Encourage use of reusable bottles at events  
• Club-100 @ North West serves as a platform for corporate and individual members to donate $100 (or more) per month to the North West Food Aid Fund which provides food rations, food vouchers and cooked meal deliveries to needy residents  
• Through SCS Fight Cancer Programme @ North West, awareness is created to encourage more proactive actions in cancer prevention and early intervention  
• North West Social Service Agency (SSA) Partnership Programme maximises resources in the community to benefit more residents |

*102-40 List of Stakeholders, 102-42 Identifying and selecting stakeholders, 102-43 Approach to stakeholder engagement*
Build self-reliance among needy residents thus reducing poverty

SUSTAINABLE DEVELOPMENT GOAL 1 – NO POVERTY

NORTH WEST CARE & REPAIR PROGRAMME

NORTH WEST FOOD AID FUND

NORTH WEST STUDENT SUPPORT FUND
Building a caring North West community is central to North West CDC’s vision. That is why North West CDC is committed to ensure that every resident in the North West District has access to opportunities that empower them to uplift their lives and create a better future for themselves and their family. Through a comprehensive suite of social support programmes tailored to meet the needs of different profiles of needy residents, we seek to go beyond providing short-term financial relief by elevating the capabilities of our residents – so that they can make a sustainable living in the long run.

The social support programmes available at North West CDC are targeted at three primary segments – needy students and/or children, needy families and the silver community. Notably, the social support programmes also focus on three key aspects. They include equipping needy residents with important life skills, providing them means to cope with basic necessities and food expenses, and helping them to stay healthy through access to health checks and appropriate nutrition.

Helping Our Needy Students
Quality education remains a key enabler for needy students to secure good employment, enjoy successful careers and improve their lives in the long run.

“I have always had an interest in drama, but lacked confidence. After attending a public speaking workshop as part of the North West Student Wise Enrichment Programme, I gained the courage to perform on stage. Through my experience, I hope other underprivileged students realise that they too can achieve their dreams, regardless of their backgrounds.”

– Syairrah Binte Mohamad Rozali, Volunteer Performer for North West Youth Concert 2018

Volunteers helped out at the WeCare @ North West – Ready for School event, which has benefitted about 7,000 preschoolers in the North West District to date.
Hence, North West CDC places a strong emphasis on enabling and developing the students’ potential through “Student Assist” and “Student Wise” Programmes, supported by the **North West Student Support Fund**.

While Student Assist Programmes like **WeCare @ North West – Ready for School** help students defray their school expenses such as school pocket money, textbooks and stationery so that the students can better concentrate on learning; the Student Wise Programmes look to instil life skills and good habits which will serve to give the students a strong start when they eventually join the workforce. Topics the Student Wise programmes focus on include public speaking, self-motivation, confidence building and money management.

Since **WeCare @ North West – Ready for School** and **North West Student Wise Enrichment Programme** were started in 2013 and 2014 respectively, 8,656 needy students have benefitted from the programmes.

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**Number of Student Beneficiaries**

<table>
<thead>
<tr>
<th>Year</th>
<th>Student Assist Programmes</th>
<th>Student Wise Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>1,000</td>
<td>1,000</td>
</tr>
<tr>
<td>2014</td>
<td>919</td>
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<td>1,405</td>
<td>308</td>
</tr>
<tr>
<td>2018</td>
<td>1,210</td>
<td>383</td>
</tr>
</tbody>
</table>

* **North West Student Wise Enrichment Programme** was started in 2014.

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“As a single parent with three young children, I am prudent in my spending. However, I also want to ensure that my children do not feel disadvantaged, and this bursary certainly does help.”

– Pauline Toh, Mother of Beneficiary for **WeCare @ North West – Ready for School**

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Sustainable Development Goal 1 – No Poverty
Supporting Our Needy Families

Families are the pillar of our community. Their holistic wellness is not only a key factor in the present well-being of our community, but also a strong link to our community's continued growth and prosperity. Therefore, North West CDC sets out to help needy families in the district meet essential nutritional needs as well as achieve better living conditions.

In helping needy families meet their nutritional needs, North West CDC has set up the North West Food Aid Fund to help an average of 1,000 needy households each month defray their food expenses. While the North West Emergency Food Ration and North West Food Voucher programmes supplement food expenses of needy families, the North West Cooked Meal Delivery initiative delivers cooked meals to residents who are unable to prepare their own meals due to medical, physical, or intellectual disability.

Noting that most needy families do not have the means to upkeep their basic living conditions due to a shortage of resources, North West Home Fix Scheme provides safe and functional homes for the needy residents in the North West District through helping with the repair of faulty items in the household that are essential to the basic safety and functionality of their living environment.

In addition, the set up of a North West Emergency Fund in 2014 helps residents who are struck by a sudden emergency such as a fire or the sudden death of the household's sole breadwinner to tide over their temporary financial needs.

Wheelchair bound Mdm Woo, 66, is one of the many North West Food Aid Fund beneficiaries. Her difficulty in moving around has made even the infrequent grocery shopping trips a challenge. However, her 46-year-old mentally challenged son is unable to help relieve Mdm Woo of these chores. He shares, "the North West Cooked Meal Delivery is very good. They prepare ready-cooked dinner for us, as we have difficulty going downstairs to buy groceries or meals."

North West CDC Sustainability Report FY2018

North West Food Aid Fund helps an average of about 10,000 households annually.
Caring for Our Silver Community

Confronting an increasing ageing population in Singapore, North West CDC is promoting a self-sustaining ecosystem of ground-up initiatives to ensure that the North West District’s silver community stays healthy and engaged.

Established ground-up programmes such as Know Your Medicine, Get It Right! @ North West, Project I-care @ North West, and Tri-Generational HomeCare @ North West were started in 2013, 2014 and 2015 respectively to keep the health of the vulnerable seniors in check through eye check-ups and advice on medicine intake and health care. Notably, each of these programmes also engages youth volunteers and community partners in the caring process, fostering stronger bonds between the youths and the silver community and shaping a more connected North West District.

Concurrently, other caring programmes also encourage corporate and community partners to come forward and organise activities for the silver community. One example is the North West Silver Care programme started in 2018. Through engaging schools in the North West District and other community and corporate partners, activities such as educational tours and skills learning sessions are planned for elderly residents staying in studio apartments.

Staying on Track to Our Goal

As the pace of economic transformation in Singapore increases with our growing silver population, North West CDC has to confront two key challenges. On one hand, new programmes have to be designed and spearheaded to cater to the changing needs of our needy residents. On the other, existing programmes have to be reviewed to ensure their continued relevance to our needy residents.

To both ends, North West CDC has been able to achieve a measure of success through the active engagement of our residents, volunteers and corporate and community partners. One programme is Club-100 @ North West which serves as a platform for corporate and individual members to pledge $100 or more per month into the North West Food Aid Fund. Started in 2008 with only 10 founding members, the Club has grown to a size of 795 in 2018. More significantly, Club-100
@ North West had raised a total of $8 million over 10 years and helped uplift the lives of needy households through food assistance. Complementary to Club-100 @ North West, North West Youth Concert, started in 2012, creates a platform for corporations and individual donors to give back to the community by rallying youths to perform and help raise funds for their underprivileged counterparts. The North West Student Support Fund requires $1 million every year to benefit 13,000 students from low income families.

North West Care & Repair programme actively promotes a culture of giving back. The initiative aims to uplift the lives of the families and vulnerable elderly staying at the rental blocks in the North West District by encouraging community and corporate partners to adopt a rental block and organise social activities such as block parties, gatherings at the schools and outings. Since the programme was started in 2015, the number of partners collaborating with North West CDC has remained stable year after year.

^ About 240 youth performers and volunteers helped to put together the North West Youth Concert 2018 to raise funds for their underprivileged peers.

**Club-100 @ North West Membership**

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Members</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
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</tr>
<tr>
<td>2017</td>
<td>690</td>
</tr>
<tr>
<td>2018</td>
<td>795</td>
</tr>
</tbody>
</table>

**North West Care & Repair Programme**

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>9</td>
</tr>
<tr>
<td>2016</td>
<td>11</td>
</tr>
<tr>
<td>2017</td>
<td>13</td>
</tr>
<tr>
<td>2018</td>
<td>11</td>
</tr>
</tbody>
</table>
SUSTAINABLE DEVELOPMENT
GOAL 3 –
GOOD HEALTH AND WELL-BEING

Promote healthy living among residents through healthy living and wellness programmes

NORTH WEST HEALTH QIGONG CLUB
NORTH WEST BRISK WALKING CLUB
NORTH WEST SWIMSFAFER CLUB
NORTH WEST AEROBICS CLUB
NORTH WEST DANCE-FIT CLUB
NORTH WEST TAI CHI CLUB
According to a study\(^\text{10}\) by the Institute for Health Metrics and Evaluation published in October 2018, the average life expectancy in Singapore will be 85.4 years in 2040 – among the highest in the world. With an increasing greying population in the North West District, it is the goal of North West CDC to ensure that our residents enjoy a good quality of life even as they achieve quantity of life with Singapore’s comprehensive national healthcare system.

However, we recognise that our residents come from diverse demographics. Therefore when designing programmes for the community, we proactively ensure that the programmes are inclusive with low barriers for learning and joining, and are beneficial for health. In addition, consistent with our mission of bonding the people, all programmes are held in physical settings which encourage interaction and friendships.

**Healthy Living @ North West**
The **Healthy Living @ North West** initiative is currently made up of six Healthy Living programmes. They are **North West Brisk Walking Club**, **North West Dance-Fit Club**, **North West Health Qigong Club**, **North West Aerobics Club**, **North West SwimSafer Club** and **North West Tai Chi Club**.

The network of clubs under each pillar is sustained by Healthy Living Champions who are passionate about driving their growth. Besides recruitment of members, Healthy Living Champions also organise club activities.

\(^{10}\) Source: http://www.healthdata.org/news-release/how-healthy-will-we-be-2040
North West Brisk Walking Club
Started in 2002, North West Brisk Walking Club has grown to become the largest brisk walking club in Singapore with 148 clubs and over 69,000 members. Apart from joining weekly walks around their residential estates, brisk walking trips are also organised for Club members to various scenic locations in Singapore. In addition, novelty brisk walk events like the North West 15 Km Brisk Walk

“We want to share our passion for healthy living by making it accessible to everyone. Through providing a platform for people to walk together, we hope North West residents will become more engaged and caring towards one another.”

– Louis Tay, North West Brisk Walking Club Champion

Challenge and North West Walk N Shop were organised to engage and sustain the interest of Club members.

North West Dance-Fit Club
North West Dance-Fit Club found its beginnings in 2007, inspired by the popular line dance in the 90s, the graceful movements of social dance and the light, happy steps of folk dance. Among the various benefits, the rhythmic movements help to improve members’ physical strength, stamina and flexibility. In addition, practising dance moves for the various tunes strengthen the memory of members. Currently, there are 3,509 members and 62 clubs in the North West District.

1,200 brisk walkers took part in the North West Eco Walk from Kranji MRT, through the Green Corridor, to the Clean and Green Singapore Carnival 2018 at Yew Tee Point. The event aimed to encourage a car-lite lifestyle and waste reduction with the use of reusable water bottles.

North West Dance-Fit Club formed the largest contingent at Chingay 2019, and put up a magnificent Wave of Colours performance.
North West Health Qigong Club

North West Health Qigong Club came about when North West CDC was exploring a low impact exercise suitable for residents of all ages in 2008. Through working together with Qigong Shi Ba Shi Association, the idea of North West Health Qigong Club took off. In 2011, the Club introduced sit-down health qigong which is suitable for both active and less mobile members. Over the years, members have also come to look forward to the annual gatherings and outings where they get to interact with members from other clubs and share their passion. Today, the Club has 4,621 members in its 51 clubs across the North West District.

North West Aerobics Club

With the goal of encouraging North West residents to lead a healthy lifestyle, foster closer family and community bonding, North West CDC set up North West Aerobics Club in 2008. Characterised by upbeat music and synchronised body movements, members get to burn calories while strengthening their hearts. The 18 clubs presently have a total membership of 740.

“Having practised qigong for almost two decades now, I see that it is an exercise that is suitable for all ages and genders. Although the instructions are mostly in Mandarin, it is easy to learn through regular practice. Then there are also trainers like me who can instruct in other languages.”

– Aisah A. Wahid, North West Health Qigong Club Trainer

Approximately 1,400 North West Health Qigong Club members gathered to celebrate its tenth anniversary in August 2018.
Taking a Holistic Approach to Community Health

As important as the various Healthy Living @ North West pillars are in encouraging a healthy lifestyle among our residents, we have come to see these pillars as opportunities for residents – particularly the seniors – to stay socially active and engaged in the community. We are often encouraged by the stories of improved physical and emotional health and a more purposeful outlook to life. Significantly, the unwavering passion and commitment of our North West Healthy Living Champions also continue to inspire us to keep up with our outreach efforts.

From the beginning, Healthy Living @ North West pillars are designed to be inclusive and not mutually exclusive. In line with this approach, North West CDC proactively encourages our residents to not stop at membership for just one Healthy Living @ North West club. The campaign Brisk Walking Plus One rolled out in 2014 was one such initiative. On an ongoing basis, many of our members joined more than one Healthy Living @ North West clubs.

Our efforts in fostering a healthy North West community extend beyond our six Healthy Living @ North West pillars to include programmes such as Know Your Medicine, Get It Right! @ North West, Project I-Care @ North West and SCS Fight Cancer Programme @ North West. These programmes place a strong emphasis on educating and increasing North West residents’ awareness on various health topics. We believe that by having a better understanding of these topics, our residents will be empowered to adopt a more proactive approach towards health management and ultimately enjoy a better quality of life.

North West SwimSafer Club
Swimming is an important life skill that can save one’s life. In addition, it is a low-impact exercise that trains both upper and lower body muscles. Acknowledging these benefits, North West SwimSafer Club has equipped 1,295 members in the North West District with basic swimming and water survival skills since its launch in 2014. First launched as a club that targets seniors, the club membership was further expanded to welcome residents aged 21 and above in 2018. 1,295 members had gone through the SwimSafer course in the Club.

In August 2016, North West Life Saving Club was introduced to provide an avenue for aspiring lifesavers to further their interest in life-saving and help promote life-saving and water safety in the North West District.

North West Tai Chi Club
The newest Healthy Living @ North West pillar – North West Tai Chi Club traces its beginnings to February 2017. Promoting health maintenance and friendship among members, the membership of North West Tai Chi Clubs more than doubled in 2018 to reach a membership of 926 and 24 clubs in the North West District.

North West SwimSafer Club expanded its membership to welcome residents aged 21 and above to learn basic swimming and water safety skills.

North West SwimSafer Club

1,295
Members

North West Life Saving Club

North West Tai Chi Club

24
Clubs

926
Members

Taking a Holistic Approach to Community Health

As important as the various Healthy Living @ North West pillars are in encouraging a healthy lifestyle among our residents, we have come to see these pillars as opportunities for residents – particularly the seniors – to stay socially active and engaged in the community. We are often encouraged by the stories of improved physical and emotional health and a more purposeful outlook to life. Significantly, the unwavering passion and commitment of our North West Healthy Living Champions also continue to inspire us to keep up with our outreach efforts.

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Healthy Living @ North West Clubs

North West Brisk Walking Clubs  North West Dance-Fit Clubs  North West Health Qigong Clubs
North West Aerobics Clubs  North West SwimSafer Club  North West Tai Chi Clubs*

2014: 139 52 47 15 8 261 Clubs
2015: 139 53 45 12 8 257 Clubs
2016: 145 58 47 13 9 272 Clubs
2017: 147 61 47 14 9 13 291 Clubs
2018: 148 62 51 18 12 24 315 Clubs

Healthy Living @ North West Membership

North West Brisk Walking Clubs^  North West Dance-Fit Clubs  North West Health Qigong Clubs
North West Aerobics Clubs  North West SwimSafer Club  North West Tai Chi Clubs*

2014: 69,000 2,544 4,100 76,513 Members
2015: 69,000 3,222 4,390 77,693 Members
2016: 69,000 3,715 4,651 78,582 Members
2017: 69,000 3,543 4,741 79,157 Members
2018: 69,000 3,509 4,621 80,091 Members

^ Figures are rounded off to the nearest thousand.

* North West Tai Chi Club was only started in 2017.
Provide lifelong learning opportunities for residents of all ages
Against the backdrop of rapid technological advancement and economic transformation, it has become more pivotal than ever for our residents to embrace lifelong learning. Lifelong learning is necessary for our residents to stay relevant in their job roles, take advantage of the convenience new technology brings to everyday life and assure North West District’s continued progress towards becoming an environmentally sustainable community.

Given these distinctive lifelong learning objectives, the lifelong learning opportunities in the North West District are organised primarily around two key thrusts. While the first thrust takes on a more general focus to encourage continuous broad-based learning, the second thrust is targeted at instilling values of green living in students and engaging them to become ambassadors for green living.

SkillsFuture Advice @ North West
The nationwide SkillsFuture initiative was first introduced in 2015. Building on the initial launch initiatives, the programme was made accessible at the community level in 2017. In the North West District, SkillsFuture Advice @ North West was launched in December 2017. SkillsFuture Advice @ North West workshops are also conducted starting from October 2017 in collaboration with community and corporate partners. In addition, events such as SkillsFuture Roadshow @ North West, SkillsFuture Festival @ North West and SkillsFuture dialogue sessions were also held to strengthen awareness of SkillsFuture programmes among residents.

Each SkillsFuture Advice @ North West workshop, which takes about 90 minutes, is structured into three parts. Starting with an introduction that provides participants with an overview of the future economy and future jobs, the session builds up into a personal profiling exercise where they gain a better understanding of their own strengths and identify opportunities to build upon their interests. Finally, the session rounds up with a walk-through of the tools, including MySkillsFuture portal, that are available to participants for putting their training plans into action.

414 sessions of SkillsFuture Advice @ North West workshops were held since its launch, and 15,156 participants had attended the workshop. It was further noted, during a random survey conducted in June 2018 on a sample size of 500 participants, that 40 percent of the respondents have either started or indicated their intention to take up courses to improve their skills.

“I have heard so much about SkillsFuture, but was never fully aware how it is relevant to me. Thanks to this well structured and engaging workshop, I feel all set to explore the MySkillsFuture portal and learn some new skills!”

– Sharmini D/o Pragaran Nair, SkillsFuture Advice @ North West Workshop Participant
Green and Community Education Programmes
At North West CDC, we believe that good habits inculcated at a young age are likely to have a more enduring impact. For that reason, we are committed to giving our youths in the North West District a strong start to a greener lifestyle by exposing them to various hands-on green and community education activities.

Aside from equipping them with knowledge necessary to lead a greener lifestyle through programmes such as Visit to Vertical Farm @ Bukit Panjang and North West Green Learning Journey Showcase, we also encourage students to learn with hands-on programmes like We Care, We Recycle @ North West, Waterways Clean-up @ North West and Bright Spots @ North West.

Taking it a step further, their participation in the Reduce @North West programme also sees them transforming into green living advocates to pass on their green knowledge to other North West residents.

^ Preschoolers got to learn about sustainable production of food supplies at the North West Green Learning Journey Showcase.

We Care, We Recycle @ North West

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Schools</th>
<th>Number of Students</th>
<th>Amount of Recyclables (kg)</th>
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</thead>
<tbody>
<tr>
<td>2014</td>
<td>34</td>
<td>8,000</td>
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<td>2018</td>
<td>49</td>
<td>9,800</td>
<td>206,000</td>
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</table>

^ Figures from 2014 to 2017 are rounded off to the nearest thousand.

Green and Community Education Programmes Student Outreach

<table>
<thead>
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<th>2013</th>
<th>2014</th>
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<td></td>
</tr>
<tr>
<td></td>
<td>2,000</td>
<td>20,445</td>
<td>22,670</td>
<td>24,300</td>
<td>28,360</td>
<td>25,107</td>
<td>125,682</td>
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</tbody>
</table>

Note: The Green and Community Education Programmes that contribute to the student outreach numbers reflected in the chart above comes from Reduce @ North West, We Care, We Recycle @ North West, Waterways Clean-up @ North West, Visit to Vertical Farm @ Bukit Panjang, Bright Spots @ North West, Green Learning @ North West and North West Green Learning Journey Showcase.
Building on Strong Momentum for Lifelong Learning

Our world is changing at an increasing pace and the resultant arising global issues are more complex than before. Naturally, it is critical for our residents to embrace lifelong learning so as to be ready for the future. Thus, we are relentless in our efforts to make lifelong learning opportunities more accessible to our residents by keeping them informed about the latest developments of the SkillsFuture initiative. SkillsFuture Advice @ North West workshops continue to be a key vehicle for North West CDC to build awareness and interest among our residents.

Similarly, in an effort to better prepare our youths for the real world, school curriculum today are increasingly placing emphasis on providing a comprehensive education experience to students. Riding on this momentum, North West CDC actively explores collaboration opportunities with schools in the North West District. Through engaging students in green and community education programmes, North West CDC is able to achieve a greater outreach and positively influence the students’ values.

“I find the programme to be very meaningful. After all, it is not everyday that the concepts on environmental conservation we learnt in classrooms are brought to life. More importantly, Reduce @ North West has also provided an opportunity for us to share our green knowledge with the residents.”

– Gordon Chan, Ngee Ann Polytechnic Student Participating in Reduce @ North West

^ Over 400 SkillsFuture Advice @ North West workshops have been held since its launch in late 2017.
Promote capability building of SMEs so as to bolster employment
Many Small and Medium-sized Enterprises (SMEs) employ North West residents and support North West CDC’s programmes. That is why it is important to help the SMEs stay relevant and competitive for the future economy while encouraging their active engagement in initiatives. Since 2013, North West CDC has engaged with 2,497 SMEs through Mayor’s Network @ North West – SMEs and SME Capability Workshop @ North West.

SME Centre @ North West

SME Centre @ North West was set up in 2013 to provide one-to-one business advisory services to SMEs on issues such as government schemes and overseas business expansions.

SME Centre @ North West had played an instrumental role in the neighbourhood renewal programme which took over 10 months and about $1.8 million to complete. Through active collaboration with other stakeholders including Zhenghua Merchants’ Association and the Holland-Bukit Panjang Town Council, the SME Centre @ North West reached out to the shop and stall owners along Bangkit Art Street to share productivity improvement methodologies as well as available government assistance schemes that could help to defray their upgrading costs.

Tan Jue Tong, Chairman of Zhenghua Merchants’ Association shares the benefits of the programme, “Stall owners are always on the lookout to reduce costs and increase profit margin. This is where the productivity improvement methodologies come in handy. In addition, the assistance schemes enable us to support the upgrading without worrying about having to incur huge expenses.”
SME Capability Workshop @ North West

In an effort to build up SMEs’ business capabilities, capability workshops are organised to enhance SME business owners’ knowledge on productivity, human resource, branding and marketing, digitalisation and financial management. Since the introduction of the SME Capability Workshop @ North West series in 2016, 29 workshops have been organised.

“This is the second time I am attending SME Capability Workshop @ North West and I will recommend other SMEs to join these workshops because the topics are relevant with many great learning points.”

- Darren Ow, Co-Founder of DANDS303 International Pte Ltd, SME Capability Workshop @ North West Participant

SME Capability Workshop @ North West

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Workshops</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>9</td>
</tr>
<tr>
<td>2017</td>
<td>9</td>
</tr>
<tr>
<td>2018</td>
<td>11</td>
</tr>
</tbody>
</table>

*SMA Capability Workshop @ North West* equips SME business owners with knowledge that helps them to stay relevant in today’s dynamic business landscape.
Creating Good Employment Opportunities

Augmenting the efforts of SME Centre @ North West, as part of the overarching Mayor’s Network @ North West programme, North West CDC has also initiated an SME-focused session, named Mayor’s Network @ North West – SMEs. Business advisors from SME Centre @ North West are present to share on the government schemes, funds and initiatives available to them.

Two of such grants touched on during the sessions are:

• The Productivity Solutions Grant (PSG) – supports SMEs in the adoption of pre-scooped IT solutions and equipment that enhance productivity.

• The Enterprise Development Grant (EDG) – supports projects that help companies upgrade business capabilities, innovate or venture overseas.

“As a relatively young business, we are always on the lookout for opportunities – be it to expand our business, tap on useful government schemes to springboard our growth, or ways to engage with the community. We keep an open mind to form meaningful connections.”

– Kapil Chhabra, Founder & CEO, Silverwings Interactive Solutions Pte Ltd, Mayor’s Network @ North West – SMEs Participant

“We are operating in challenging times. As SMEs with limited resources, it is always exciting when we get a chance to acquire skills and tools that can help us increase productivity to produce better results.”

– C.K. Wong, Partner of Databit Pte Ltd, SME Capability Workshop @ North West Participant

^ Mayor’s Network @ North West sessions provide a platform for SMEs to network and learn about government schemes relevant to their business.
Work with relevant government agencies and community partners to provide a safe and liveable environment.
A clean environment is not only closely linked to the health of the community, but also its liveability. Likewise, safety and harmony are equally central to the realisation of a liveable environment. Hence, underpinning our aim to create a community that is inclusive, safe and liveable for our residents, we actively engage with relevant government agencies and our community partners to create a physical environment that is both conducive and harmonious for our residents.

**SG Secure @ North West**

Singapore was ranked as the most religiously diverse nation out of 232 countries surveyed in a 2015 study conducted by the Pew Research Centre. Coupled with the small size of the nation, there are risks which could threaten the harmony in Singapore. Therefore in response to the call from Prime Minister Lee Hsien Loong for CDCs to step up and play a bigger role in supporting the national SGSecure movement in May 2017, North West CDC launched the **SG Secure @ North West** programme in February 2018. Since then, we have reached out to 413 North West residents.

Through the Foundation of Faiths dialogue series featuring 10 major faiths in Singapore, North West CDC wants to encourage tolerance and understanding for different religious groups within the community. We acknowledge that it is only when the community can engage in open conversations about faith in a safe environment, then the community can become more resilient towards malicious religious provocation.

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^ **Common Senses for Common Spaces (CSCS) @ North West Interfaith Dialogue Series** aims to inculcate greater understanding of different faiths in Singapore and nurture a culture of religious harmony in the society.
Towards protecting the physical cleanliness of the North West District, we see that the impact would be most effective when our residents take ownership of the physical spaces that we share. This gave rise to the launch of Bright Spots @ North West in September 2016.

Under the programme, schools in the North West District adopt a precinct and organise regular litter-picking activities as well as spread anti-littering messages in the area. Through this programme, students not only learn good anti-littering habits but also gain a strengthened sense of responsibility towards cleanliness and upkeep of shared spaces.

We have maintained a constant number of 40 Bright Spots @ North West precincts in the North West District in the last two years.
Ngee Ann Polytechnic students organised The Loogacy @ North West, an educational carnival where residents learnt about hygiene practices and good habits in public toilets through interactive games.

Adopting a Collective Approach to Shaping a Liveable Environment
To build a safe and liveable environment is a collective effort. Our community is characterised by diverse demographics. Hence, it is a challenge to rely solely on North West CDC’s resources to realise a safe and liveable living environment for everyone.

However, by working alongside relevant government agencies such as National Environment Agency (NEA)\footnote{A statutory board under the Ministry for Environment and Water Resources (MEWR), National Environment Agency (NEA) is the leading public organisation responsible for improving and sustaining a clean and green environment in Singapore. \texttt{www.nea.gov.sg}} on Clean Toilets @ North West and Lead Everyone Against Dengue (LEAD), we are able to uphold and deliver higher standards of public hygiene in the community. At the same time, we can also leverage the expertise and strengths of our partners to provide better care for our residents.

The ‘Do the Mozzie Wipeout’ campaign rallies residents to learn about dengue prevention and calls for the community to actively check for, and get rid of stagnant water in their homes by practising the 5-step Mozzie Wipeout.
SUSTAINABLE DEVELOPMENT GOAL 12 – RESPONSIBLE CONSUMPTION AND PRODUCTION

Promote responsible and prudent consumption of resources through 3Rs (Reduce, Reuse and Recycle)
Over-consumption and increased waste pose environmental problems and landfill issues in Singapore. At the present rate that Singapore is sending waste to Semakau landfill, it will run out of space by 2035. Therefore, looking to build a sustainable North West community for our residents today as well as future generations, we see the importance of preserving and discouraging wastage of limited resources through responsible and prudent consumption.

Recycle @ North West

Recycle @ North West was launched in 2011 in collaboration with community partner Tzu Chi Foundation, a non-profit organisation that encourages active recycling as a lifestyle, and government agency NEA. Founded on the basis of three pillars – Learn, Act and Help, the programme seeks to educate residents about proper recycling practices, encourage them to practise active recycling and, eventually, volunteer at the Active Recycling Points.

Recycle @ North West

“Over time, I have learnt much about recycling. From not knowing what to do with the huge amount of things we have at home, I now do my part to educate residents on proper ways to sort their recyclables.”

– Kris Chuah, Recycle @ North West Volunteer

<

Many of our green volunteers have picked up invaluable active recycling knowledge and made many like-minded friends through their engagement at our Active Recycling Points.
At the Active Recycling Points, volunteers remove non-recyclable items and separate materials into paper, plastic, aluminium, tin and glass. Glossy and sticker paper, food stained materials, styrofoam and other non-recyclable materials are also accordingly sorted. Meanwhile residents who bring their recyclables to the Active Recycling Points also get to learn about active recycling through sorting out their own recyclables.

Over the years, the 23 Active Recycling Points in the North West District have become avenues for residents to bond as well as acquire new recycling knowledge.

**Reduce @ North West**
First started in 2011, **Reduce @ North West** aims to educate and encourage residents to do their part in fighting climate change by reducing energy consumption. By first equipping participating students with knowledge about energy conservation, they subsequently conduct house visits and encourage North West residents to sign up for a four-month energy audit. Households recording the largest amount of energy reduction during the audit period will win shopping vouchers.

In 2015, **Reduce @ North West** was enhanced. Apart from increasing the energy audit period from four months to six months, a social cause was also included – for every household that signs up for the six-month energy audit, corporate partner, City Developments Limited, donates $10 to help a needy family defray their household utility bill under the **North West Utilities Assistance Scheme**.

In 2017, the programme was further enhanced to spread the message of water conservation and food waste reduction. This enhancement saw Public Utilities Board (PUB)12 joining NEA and City Developments Limited as a **Reduce @ North West** programme partner.

As at the end of 2018, a total of 319,000 house visits have been conducted.

### Recycle @ North West

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount of Sorted Recyclables (kg)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>40,500</td>
</tr>
<tr>
<td>2013</td>
<td>45,000</td>
</tr>
<tr>
<td>2014</td>
<td>78,000</td>
</tr>
<tr>
<td>2015</td>
<td>105,000</td>
</tr>
<tr>
<td>2016</td>
<td>108,000</td>
</tr>
<tr>
<td>2017</td>
<td>87,000</td>
</tr>
<tr>
<td>2018</td>
<td>109,000</td>
</tr>
</tbody>
</table>

### Reduce @ North West Outreach

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Households Visited</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>23,000</td>
</tr>
<tr>
<td>2013</td>
<td>48,000</td>
</tr>
<tr>
<td>2014</td>
<td>42,000</td>
</tr>
<tr>
<td>2015</td>
<td>40,000</td>
</tr>
<tr>
<td>2016</td>
<td>60,000</td>
</tr>
<tr>
<td>2017</td>
<td>55,000</td>
</tr>
<tr>
<td>2018</td>
<td>51,000</td>
</tr>
</tbody>
</table>

^ Figures are rounded off to the nearest thousand.
Reuse @ North West
With the aim of encouraging residents to conserve resources by sharing and reusing pre-loved items to minimise waste generation, Reuse @ North West – Bukit Panjang Books Exchange was opened in May 2018 to enable residents to donate or exchange their storybooks which are still in good condition, at Bukit Panjang CC Level 2.

Advocating Ground-up 3R Initiatives
The sustainability of many Green Living @ North West initiatives is a result of the unwavering support of our North West volunteers and partners. For instance, all 23 Active Recycling Points in the North West District are fully managed by our volunteers and partner Tzu Chi Foundation. Hence we see that it is important to continue growing our pool of dedicated volunteers as we strive to meet our set target for 2030.

Similarly, for the new Reuse @ North West programme, it is the goal of North West CDC to support ground-up initiatives and tap on expertise of like-minded partners to build sustainable Reuse @ North West projects.

12 PUB is a statutory board under the Ministry of the Environment and Water Resources. It is the national water agency that manages Singapore’s water supply, water catchment and used water in an integrated way. www.pub.gov.sg
Inculcate green living habits and lifestyle
The impact of climate change is real and it is affecting the world we live in. In an effort to prevent further adverse impact to our climate, North West CDC has designed outreach programmes to incentivise behavioural change on both personal and household levels. In addition, we lead by example with our **Eco CC @ North West** programme – transforming CCs in the North West District into venues for advocating and reinforcing environmental sustainability messages among staff, grassroots leaders and residents.

**Reduce @ North West**

Sustained efforts by our school partners and participating students since the launch of **Reduce @ North West** in 2011 have reached out to 18,934 North West households to spread awareness on reducing energy and water consumption.

18,934
Households Audited under **Reduce @ North West**

**Reduce @ North West**

*Sustainable efforts by our school partners and participating students since the launch of Reduce @ North West in 2011 have reached out to 18,934 North West households to spread awareness on reducing energy and water consumption.**

^ Figures are rounded off to the nearest hundred.

^ Figures from 2012 to 2017 are rounded off to the nearest hundred.

^ Guests from the 6th Meeting of Governors and Mayors of ASEAN Capitals visited the North West Green Learning Journey Showcase to learn about the green features in Bukit Panjang CC.

^ Through conducting house visits and sharing green knowledge, our student volunteers improve their communication skills and learn to work together as a team.
Green Homes @ North West was launched in 2013, with the objective of encouraging North West residents to embrace Green Living at home through practising eco-friendly habits and purchasing energy efficient appliances.

The programme was subsequently enhanced in 2015 to include two new criteria and a three-tier ranking awarded to homeowners who fulfil the various criteria of a Green Home. The new criteria calls for homeowners to allow natural ventilation in common living spaces, as well as choosing a television with a five-tick energy efficiency rating. Households which fulfil any three of the seven criteria will be awarded Silver, then Gold for four criteria. Meanwhile those that fulfil all seven criteria will be awarded Platinum.

To help the residents better understand what makes a green home, an online guide containing many useful green tips has also been developed.

To date, there are 683 certified Green Homes @ North West homeowners.

To qualify as a Green Home, the home has to meet at least three of the following criteria:

- air-conditioners with 3-tick energy rating*. This criteria is also fulfilled if no air-conditioner is installed
- refrigerators with 3-tick energy rating*
- washing machines with 3-tick on water efficiency label
- television with 5-tick energy rating
- Instantaneous water heater for all water heaters in the home. This criteria is also fulfilled if no water heater is installed
- recyclable collection corner at home
- natural ventilation in common living space^*

* Appliances with 4-tick energy rating before 1 September 2014 are also eligible
^ No air-conditioner installed in the living and dining room

Green Homes @ North West

Number of Certified Green Homes Cumulatively

<table>
<thead>
<tr>
<th>Year</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>3</td>
<td>43</td>
<td>81</td>
<td>322</td>
<td>545</td>
<td>683</td>
</tr>
</tbody>
</table>

FY

Sustainable Development Goal 13 – Climate Action
Advancing Green Living Habits and Lifestyle in the Community

Great ideas for inculcating green living habits and lifestyle abound. In a bid to capitalise on some of these good ideas to benefit the community, the North West GIRAFFE (Get Involved, Reach out and Act! Fund For the Environment) Fund that was set up in 2009 supports environmental projects organised by schools, youth groups and community organisations in the North West District.

To qualify for the fund, projects have to address environmental issues or promote green causes that contribute to the advancement of the Green Living @ North West movement. Factors including education on sound environmental practices and community engagement levels are also taken into consideration when evaluating projects for fund disbursement.

In addition, as part of the Eco CC @ North West programme launched in 2016, Bukit Panjang CC became the first existing CC in Singapore to achieve BCA Green Mark13 GoldPlus certification. The initiative aims to transform CCs into community touch points for green education and green programmes, advancing the sustainability culture in the North West District.

North West GIRAFFE Fund

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>19</td>
</tr>
<tr>
<td>2016</td>
<td>28</td>
</tr>
<tr>
<td>2017</td>
<td>14</td>
</tr>
<tr>
<td>2018</td>
<td>25</td>
</tr>
</tbody>
</table>

13 BCA Green Mark is the national green building rating system which evaluates a building for its environmental impact and performance. It is regulated by Building and Construction Authority (BCA), a statutory board under the Ministry of National Development for Singapore’s built environment. www.bca.gov.sg.

< North West CDC partnered Ngee Ann Polytechnic School of Film & Media Studies in organising Green Homes @ North West carnival to share about the benefits of a green home.
Further strengthen partnerships to achieve the Sustainable Development Goals
North West CDC has identified eight SDGs that are consistent with our vision and mission. Noting that many of these goals would have been impossible to achieve without the support of our partners and volunteers who contribute their time, resources and effort to make the programmes sustainable, we look to deepen our ties with existing volunteers and partners even as we seek to foster fresh partnerships with new prospective partners.

In 2018, we engaged about 13,000 volunteers and worked with partners on 49 North West CDC programmes, which were organised around the following broad themes:

- Support for needy children and/or students
- Support for needy families
- Care for silver community
- Promoting and integrating community health
- Championing environmental responsibility
- Developing partnership, volunteerism and culture of giving back

Corporate Partners
Our corporate partners play a pivotal role in a number of our flagship programmes such as North West Care & Repair, North West Silver Care and WeCare @ North West – Service Weeks. Often, we see them going beyond the call of corporate social responsibility to uplift the lives of our residents and champion social and/or green causes. Our journey towards sustainability is enriched by their participation.

“Keppel has been a strategic partner of North West CDC’s community outreach programmes since 2016. The programmes are aligned with our commitment to give back to the community, particularly in the areas of education and the environment. Our collaborative outreach efforts have enabled us to increase the impact of our contributions to the community, and build meaningful engagement with volunteers from Keppel to uplift the lives of our beneficiaries.”

– Serena Toh, General Manager, Group Sustainability, Keppel Corporation Limited
School and Community Partners

Similarly, the unwavering support and contributions of our community school partners enables the success and sustainability of our various programmes like We Care, We Recycle @ North West, Reduce @ North West and Know Your Medicine, Get It Right! @ North West. Today, North West CDC also works with students from Institutes of Higher Learning, including National University of Singapore, Republic Polytechnic and Ngee Ann Polytechnic, on a number of our Green Living programmes.

For our community partners, through understanding their diverse objectives and values, we seek to collaborate with them on programmes that are aligned to our common values. For example, Khoo Teck Puat Hospital is instrumental to the success of our Tri-Generational HomeCare @ North West programme while Qigong Shi Ba Shi Association is a driving force to the growth of our North West Health Qigong Club.

Volunteers

Our North West volunteers are a key force in driving the growth and sustainability of our programmes. Some of these programmes where they assume an indelible role are Recycle @ North West, North West Brisk Walking Club, North West Youth Concert. Their passion is an important inspiration for many of our residents to sustain their engagement and commitment.

An Ongoing Priority to Strengthen Partnerships

Positive engagement of our partners and volunteers underpins the continued progress of North West CDC towards achieving set targets for the SDGs, and more significantly realising our goal to build a Caring and Healthy North West community.

"As we know, our built environment is a huge contributor to greenhouse gases. Therefore, our hope is that by getting students to engage in community projects, they can gain first-hand experience in applying the concepts they learnt in classrooms to the real world. Very often, through this process, we see students enhance their understanding of the importance of community activities to advancing sustainability causes."

– Dr Kua Harn Wei, Associate Professor, National University of Singapore, Department of Building, School of Design and Environment

The continued support of our school partners and their students is pivotal to the sustained growth of many North West CDC’s programmes.
Besides appreciating our school partners, North West CDC also gives out accolades to our volunteers and corporate community partners at the annual North West Volunteers’ Awards.

The support of North West volunteers is instrumental to the success and sustainability of many North West CDC programmes.

“Volunteering is a good way to temporarily leave behind your everyday stress and focus your energy on making a positive difference in the lives of others. I often gain fresh perspectives to my challenges after a session of volunteering.”

– Benjamin Huang, North West Volunteer

Besides appreciating our school partners, North West CDC also gives out accolades to our volunteers and corporate community partners at the annual North West Volunteers’ Awards.
NORTH WEST CDC PROGRAMMES – MAPPING TO SDGs

Our Goal
Build self-reliance capabilities among needy residents thus reducing poverty

Programmes
1. Club-100 @ North West
2. North West Care & Repair Programmes
3. North West Student Wise Enrichment Programme (SWEP)
4. WeCare @ North West – Ready for School
5. Community Network for Seniors @ North West
6. Maybank StarSavers @ North West
7. North West Emergency Relief Fund
8. North West Food Aid Fund*
9. North West Heart for Students Scheme
10. North West Home Fix Scheme
11. North West POSB Matched Savings
12. North West SSA Partnership Programme
13. North West Utilities Assistance Scheme
14. North West Youth Concert
15. North West WeCare Fund
16. NTUC-CDC Milk Fund
17. Tri-Generational HomeCare @ North West
18. WeCare Arts @ North West
19. WeCare @ North West – Service Weeks

* Emergency food ration; Cooked meal delivery; Food voucher

Our Goal
To further strengthen partnerships to achieve the Sustainable Development Goals

Programmes
All CDC programmes

Our Goal
Inculcate Green Living habits and lifestyle

Programmes
1. Green Homes @ North West
2. Reduce @ North West
3. Eco CC @ North West
4. North West GIRAFFE Fund

Our Goal
Promote responsible and prudent consumption of resources through 3Rs

Programmes
1. Recycle @ North West
2. Reduce @ North West
3. Reuse @ North West
**Our Goal**

Promote capability building of SMEs so as to bolster employment

**Programmes**

1. SME Capability Workshops @ North West
2. Mayor’s Network @ North West – SMEs

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**Our Goal**

Provide lifelong learning opportunities for residents of all ages

**Programmes**

1. Green Learning @ North West
2. North West Green Learning Journey Showcase
3. SkillsFuture Advice @ North West
4. Visit to Vertical Farm @ Bukit Panjang
5. Waterways Clean-up @ North West
6. We Care, We Recycle @ North West
7. Bright Spots @ North West
8. North West Eco Trails
9. Reduce @ North West

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**Our Goal**

Promote healthy living among residents through healthy living and wellness programmes

**Programmes**

1. North West Aerobics Club
2. North West Brisk Walking Club
3. North West Dance-Fit Club
4. North West Health Qigong Club
5. North West SwimSafer Club*
6. North West Tai Chi Club
7. Know Your Medicine, Get It Right! @ North West
8. Project-i-Care @ North West
9. SCS Fight Cancer Programme @ North West

* includes trained lifesavers

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**Our Goal**

Work with relevant government agencies and community partners to provide a safe and liveable environment

**Programmes**

1. Bright Spots @ North West
2. SG Secure @ North West
3. Clean Toilets @ North West
4. Corporate Social Integration Fund
5. LEAD (Lead Everyone Against Dengue)
6. North West Silver Care

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**Legend**

Programmes with set targets

North West CDC Sustainability Report FY2018
## TARGETS FOR SDGs

### Goal 1 – No Poverty
*Build self-reliance among needy residents thus reducing poverty*

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target Indicators</th>
<th>Status in FY2018</th>
<th>Target in 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Club-100 @ North West</strong></td>
<td>Number of Club-100 @ North West members</td>
<td>795 members in the year</td>
<td>1,000 members in the year</td>
</tr>
<tr>
<td><strong>North West Care &amp; Repair Programme</strong></td>
<td>Number of partners collaborated with</td>
<td>11 North West Care &amp; Repair partners in the year</td>
<td>50 North West Care &amp; Repair partners in the year</td>
</tr>
<tr>
<td><strong>North West Student Wise Enrichment Programme (SWEP)</strong></td>
<td>Number of student beneficiaries</td>
<td>8,656 needy students cumulatively</td>
<td>15,000 needy students cumulatively</td>
</tr>
<tr>
<td><strong>WeCare @ North West – Ready for School</strong></td>
<td>Number of student beneficiaries</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Goal 3 – Good Health and Well-Being
*Promote healthy living among residents through healthy living and wellness programmes*

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target Indicators</th>
<th>Status in FY2018</th>
<th>Target in 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Healthy Living @ North West</strong></td>
<td>1. Number of clubs</td>
<td>1. 315 Healthy Living @ North West clubs</td>
<td>1. 400 Healthy Living @ North West clubs</td>
</tr>
<tr>
<td>• North West Aerobics Club</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• North West Brisk Walking Club</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• North West Dance-Fit Club</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• North West Qigong Club</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• North West SwimSafer Club</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(includes North West Life Saving Club)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• North West Tai Chi Club</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• North West SwimSafer Club</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Number of members</td>
<td>2. 80,091 members</td>
<td></td>
<td>2. 100,000 members</td>
</tr>
</tbody>
</table>

*Note: Club-100 @ North West includes North West Life Saving Club.*
## Goal 4 – Quality Education

*Provide lifelong learning opportunities for residents of all ages*

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target Indicators</th>
<th>Status in FY2018</th>
<th>Target in 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>SkillsFuture Advice @ North West</em></td>
<td>Number of participants</td>
<td>15,156 participants cumulatively</td>
<td>50,000 participants cumulatively</td>
</tr>
<tr>
<td>Green and Community Education Programmes</td>
<td>Number of students outreached to</td>
<td>125,682 students cumulatively</td>
<td>200,000 students cumulatively</td>
</tr>
<tr>
<td>- <em>Bright Spots @ North West</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- <em>Green Learning @ North West</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- <em>North West Green Learning Journey Showcase</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- <em>Reduce @ North West</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- <em>Visit to Vertical Farm @ Bukit Panjang</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- <em>Waterways Clean-up @ North West</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- <em>We Care, We Recycle @ North West</em></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

## Goal 8 – Decent Work and Economic Growth

*Promote capability building of SMEs so as to bolster employment*

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target Indicators</th>
<th>Status in FY2018</th>
<th>Target in 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Mayor’s Network @ North West – SMEs</em></td>
<td>Number of SMEs engaged</td>
<td>2,497 SMEs cumulatively</td>
<td>5,000 SMEs cumulatively</td>
</tr>
<tr>
<td><em>SME Capability Workshops @ North West</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>SME Capability Workshops @ North West</em></td>
<td>Number of workshops organised for SMEs</td>
<td>29 workshops cumulatively</td>
<td>150 workshops cumulatively</td>
</tr>
</tbody>
</table>

## Goal 11 – Sustainable Cities and Communities

*Work with relevant government agencies and community partners to provide a safe and liveable environment*

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target Indicators</th>
<th>Status in FY2018</th>
<th>Target in 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Bright Spots @ North West</em></td>
<td>Number of precincts adopted under <em>Bright Spots @ North West</em></td>
<td>40 Bright Spots @ North West precincts in the year</td>
<td>80 Bright Spots @ North West precincts in the year</td>
</tr>
<tr>
<td><em>SG Secure @ North West</em></td>
<td>Number of residents outreached to on religious harmony and community resilience</td>
<td>413 residents cumulatively</td>
<td>5,000 residents cumulatively</td>
</tr>
</tbody>
</table>
### Goal 12 – Responsible Consumption and Production

*Promote responsible and prudent consumption of resources through 3Rs*

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target Indicators</th>
<th>Status in FY2018</th>
<th>Target in 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycle @ North West</td>
<td>Number of Active Recycling Points</td>
<td>23 Active Recycling Points in the year</td>
<td>50 Active Recycling Points in the year</td>
</tr>
<tr>
<td>Reduce @ North West</td>
<td>Number of households outreached to</td>
<td>319,000 households cumulatively</td>
<td>600,000 households cumulatively</td>
</tr>
<tr>
<td>Reuse @ North West</td>
<td>Number of ongoing ground-up initiatives promoting reuse</td>
<td>1 ongoing initiative</td>
<td>20 ongoing initiatives</td>
</tr>
</tbody>
</table>

### Goal 13 – Climate Action

*Inculcate Green Living habits and lifestyle*

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target Indicators</th>
<th>Status in FY2018</th>
<th>Target in 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Homes @ North West</td>
<td>Number of certified Green Homes cumulatively</td>
<td>683 certified Green Homes cumulatively</td>
<td>2,500 certified Green Homes cumulatively</td>
</tr>
<tr>
<td>Reduce @ North West</td>
<td>Number of households audited on energy and water</td>
<td>18,934 households cumulatively</td>
<td>40,000 households cumulatively</td>
</tr>
</tbody>
</table>

### Goal 17 – Partnerships for the Goals

*To further strengthen partnerships to achieve the Sustainable Development Goals*

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target Indicators</th>
<th>Status in FY2018</th>
<th>Target in 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>North West CDC Programmes with Partnership</td>
<td>1. Number of ongoing partnership programmes</td>
<td>1. 49 ongoing partnership programmes for the year</td>
<td>1. 50 ongoing partnership programmes for the year</td>
</tr>
<tr>
<td></td>
<td>2. Number of volunteers</td>
<td>2. 13,000 volunteers for the year</td>
<td>2. 30,000 volunteers for the year</td>
</tr>
</tbody>
</table>
KEY HIGHLIGHTS FOR 2018

Celebrated **Club-100 @ North West**
10th Year Anniversary
Launched on 24 May 2008

Celebrated **North West Health Qigong Club**
10th Year Anniversary
Launched in May 2008

Launched the **North West Green Learning Journey**
on 11 October 2018

Celebrated **Project I-Care @ North West**
15th Year Anniversary
Launched on 19 October 2003

Unveiled **North West Sustainability Plan 2030**
on 10 November 2018

Celebrated **SkillsFuture Advice @ North West**
1st Year Anniversary
Launched on 10 December 2017

**North West Dance-Fit Club**
formed the largest Chingay 2019 contingent
and received the Best Team Award

**Clean & Green Singapore**
Won **Clean and Green Singapore Best Community Achievement Award**
for the 5th time and the 4th consecutive year

**Cities of Love**
Won **Cities of Love Award**
for the 2nd consecutive year
ABOUT THIS REPORT

Reporting Period and Content
This is the third Sustainability Report published by North West CDC. It provides an overview of the key achievements and updates on various sustainability efforts undertaken by North West CDC. It is our long-term commitment to track and communicate our sustainability efforts to stakeholders. Hence, we will continue to do sustainability reporting on an annual basis.

The data presented in this Report draws from the full financial year of 01 April 2018 to 31 March 2019, unless specified otherwise. Where appropriate, we have also presented historical data across a period, for comparison over time. There is a change in reporting period in this publication as compared to the two earlier reports, which span from 01 January to 31 December of the prior year. Unless otherwise stated, no restatements of information are made in the Report.

Exact figures and numbers are used in the report, unless otherwise stated.

The scope of activities covered in this Report are organised by North West CDC in Singapore – its main geography of operations.

* 102-48 Restatement of information, 102-49 Changes in reporting, 102-50 Reporting period, 102-51 Date of most recent report, 102-52 Reporting cycle

GRI-Referenced Service
Consistent with the inaugural report in 2016, this report has been prepared with reference to global reporting Initiative (GRI) standards, adopting the “GRI-referenced” claim. For the GRI-Referenced Service, GRI Services reviewed that the report clearly references all GRI Standards and disclosures used.

This report has been submitted for the GRI-Referenced Service and adheres to the specific wording of a GRI-referenced claim.


This report also references the Sustainable Singapore Blueprint (SSB) 2015 and the United Nations (UN) Sustainable Development Goals with special emphasis placed on the eight SDGs that North West CDC has adopted for its North West Sustainability Plan 2030. The eight SDGs adopted by North West CDC are SDG 1: No Poverty, SDG 3: Good Health and Well-Being, SDG 4: Quality Education, SDG 8: Decent Work and Economic Growth, SDG 11: Sustainable Cities and Communities, SDG 12: Responsible Consumption and Production, SDG 13: Climate Action, and SDG 17: Partnerships for the Goals

Assurance
Beyond this Report, North West CDC is committed to continually improve our reporting practices to be in line with GRI’s reporting principles. There are plans to embark on assurance of report data in the future.

* 102-56 External Assurance

Accessibility
North West CDC has printed only limited copies of this Report as part of our environmental conservation efforts. Electronic versions of the report can be viewed and downloaded at www.cdc.org.sg/northwest/sustainabilityreport.

Enquiries and Feedback
We welcome stakeholder enquiries and feedback for clarification and improvement. Kindly direct your feedback to our Sustainability Manager at northwest_cdc@pa.gov.sg

* 102-53 Contact point for questions regarding the report
# GRI DISCLOSURES SUMMARY

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<td>back cover</td>
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<td>102-4 Location of operations</td>
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