

OUR PEOPLE



VICOM has grown from providing just vehicle inspection services to offering a comprehensive range of testing and inspection services. The addition of VICOM Assessment Centre and Setsco Services has brought about an expansion of our pool of specialised staff, from vehicle inspectors and engineers to vehicle assessors, chemists and biologists. Though their job natures vary, these highly specialised staff have one thing in common:

**Their passion.**



Chief Inspector Tan Boon Seng was one of the pioneers at VICOM. He started as an inspector in 1982 when the company was newly set up. Now, he assists in the running of VICOM's Bukit Batok inspection centre. Mr Tan's love for all things mechanical started when he was a little boy. After serving National Service, he joined the then Singapore Bus Services as an apprentice mechanic. Though he enjoyed the work, he was well aware that it would not last. "Buses were getting bigger and so were the engines. I was helping older workers carry engines then and I realised that by the time I reach their age, I too would need help," the 51-year-old said. So, Mr

Tan made the decision to switch from hauling engines to inspecting them. It is a decision he has never regretted.

The Chief Inspector noted that over the years, the challenge of the job has shifted from vehicle inspection to customer service. While the former requires precision and accuracy, the latter hinges on flexibility and tact. "Customers nowadays are better educated and expect quality service," said Mr Tan. "That's why we need to upgrade ourselves." For more than 20 years, he has continuously delivered quality service to his customers and makes sure that his team does the same.

To this end, VICOM has put in place many training and upgrading courses including those conducted by the Institute for Technical Education like Overhauling & Testing an Automotive Transaxle; as well as courses by the Singapore National Employers' Federation on problem solving and creativity.

While Mr Tan deals with machines on the ground, Engineer Charlie Toh works with those that take to the skies. Mr Toh joined Setsco Services in 2000, bringing with him 20 years of aviation engineering experience. His love for aeroplanes saw him through 10 years of

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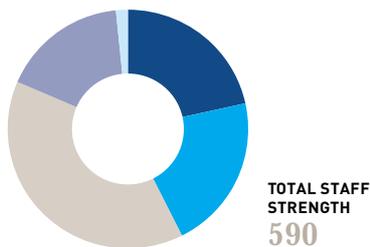
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service with the Singapore Air Force and another 10 with several aircraft component workshops. As the local and regional aviation industry developed, Mr Toh saw an increasing need for non-destructive testing services. He therefore decided to switch from aircraft repair to inspection. Many others have made the switch too and we now have 15 staff in the non-destructive and testing department.

And it's not just heavy machinery that we inspect. Assistant Manager Wong Pik Hung heads a team of dedicated chemists and biologists from the Environmental Testing, Biological and Chemical Technology Division at Setsco. The division's laboratory unit conducts water, air and soil tests to determine the type of chemical and micro-organism content and ensures that they meet stringent standards.

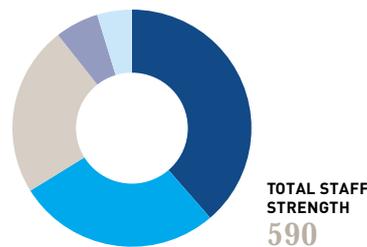
Mr Wong explained that air testing is especially important for biomedical industries and landfills. "The air on and around the premises of biosciences estates is tested for pollutants, as these could affect research work," said the 38-year-old. "Refuse at landfills release toxic gases, which must be checked. Imagine what will happen if the wind carries the toxic gases to a nearby residential estate."

STAFF PROFILE BASED ON ACADEMIC QUALIFICATION



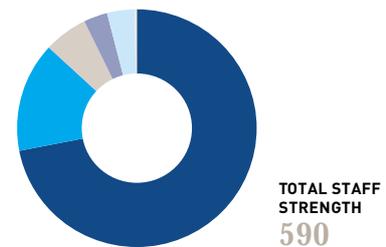
- 21.5% Professional/Degree and
- 21% Diploma
- 38.8% Secondary
- 17% Vocational Certificates
- 1.7% Others

AGE DISTRIBUTION



- 38.7% Less Than 31
- 27.5% 31 - 40
- 23.2% 41 - 50
- 5.9% 51 - 54
- 4.7% 55 and Above

LENGTH OF SERVICE



- 72% Less Than 6
- 14.9% 6 - 10
- 5.9% 11 - 15
- 3.2% 16 - 20
- 3.7% 21 - 25
- 0.3% 26 - 30 and Above