

SUSTAINABILITY REPORT

At VICOM Ltd, growing and expanding our business and creating a better, safer and greener world are not conflicting goals. Indeed, firmly entrenched in our psyche is the need to better the welfare of those in need, as well as the desire to protect the environment.

HUMAN SUSTAINABILITY

Helping Our Community

For more than a decade, we have been funding our Care & Share programme with monthly staff and dollar-for-dollar contributions. Our staff also actively volunteer in programmes and activities in aid of the needy and less fortunate.

One of the key beneficiaries of our efforts was the elderly residents of Thye Hua Kwan Moral Society Home located at Indus and Macpherson. Throughout the year, we organised activities such as plant potting and buffet sessions in a bid to bring cheer to their lives.

We also actively reached out to the young. Some 40 children from the Touch Community Club, aged between 6 and 12, were treated to a Christmas party in December 2012, complete with magic shows and balloon sculpting. Earlier in the year, Setsco Services Pte Ltd, led by its Sports and Recreational Committee (SRC), embarked on its first volunteer programme with Grace Orchard School which provides oral communication lessons to children with mild intellectual disability or autism.

Safety First

When it comes to safety at work, the VICOM Group believes in providing a healthy and safe environment. To enhance the safety of our workplace, the Workplace Safety and Health Committee further improved the clarity and visibility of warning signages so that customers are reminded to keep clear of inspection lanes whilst vehicles undergo inspection testing.

To equip our staff for medical emergencies, first-aid courses were conducted. Staff were taught about Cardiopulmonary Resuscitation and how to use the Automated External Defibrillator (AED). In April, five sets of AEDs were installed at all our inspection centres. A fire safety awareness seminar was also organised so that staff are fully equipped to deal with fire emergencies.

In May 2012, SETSCO attained the British Standard Occupational Health and Safety (BS OHSAS) 18001:2007,

widely seen as the internationally recognised occupational health and safety management systems standard.

Five months later, SETSCO achieved the bizSAFE STAR certification, the highest level in a progressive five-step programme under the Workplace Safety Act, governed by the Workplace Safety and Health Council and the Ministry of Manpower (MOM).

TALENT SUSTAINABILITY

VICOM Group's staff strength grew during the year, increasing by almost 4.5% to 881 mainly due to new projects secured by SETSCO.

In our continuous effort to stay relevant to the changing needs of our employees, we further refined our talent management plans and processes by putting staff identified as "High Potentials" in a cross-business unit and off-line mentoring programme launched by ComfortDelGro Group in mid-2012.

Training was also extended beyond the talent pool. As Singapore Quality Class certified organisation, VICOM conducted a new in-house customer service training course for all its vehicle inspectors to better equip them with the knowledge of handling customers.

SETSCO also successfully achieved the People Developer Standard recertification, a strong endorsement of its total approach in managing people. As part of leadership development, senior staff also had their leadership traits identified using the 360-degree feedback instrument. To better equip its staff with skills and knowledge for their career development, SETSCO also increased total training places during the year by about 75%.

To promote healthy lifestyle and build teamwork and bonding amongst staff, the Group organised several recreational and sports activities throughout the year. And for the first time, the SRC organised a basketball tournament, on top of its regular badminton and bowling tournaments. It also introduced weekly yoga classes and arranged two wellness talks on health screening and hypertension for all staff.

In recognition of our continuous support towards Total Defence, both VICOM and SETSCO were presented the Meritorious Defence Partner Award on 2 July 2012.

ENVIRONMENTAL SUSTAINABILITY

In line with the ComfortDelGro Group's Green efforts, VICOM continued to put in place measures to help reduce water, energy and paper consumption.

For a start, water consumption remains closely monitored. Any increase in water consumption was investigated and measures quickly taken to reduce usage. As a result, VICOM successfully reduced water consumption to 435 cu m per million revenue, 16% less than what was consumed in 2011.

We also reduced our energy consumption by installing energy-saving induction lamps, motion detectors and energy-efficient air-conditioning units on our premises. Temperature for air-conditioning units is centrally-controlled and maintained at 25 degrees Celsius at all times. Electrical lighting circuits in our inspection centres have also been modified to save energy. Staff are also constantly reminded to practise energy-saving habits such as switching off lights in the laboratories during lunch hour or when they are not in use.

We also put up Green messages at our road tax payment counters like seeking motorists' cooperation to request for printed receipts only for cash payments. Since implementing this practice in August, we have successfully reduced paper usage by 35 to 40 reams, which is equivalent to about two trees per month.

SETSCO's four-storey building, which was completed in the last quarter of 2011, also uses Green labelled lights, air-conditioning units, water and sanitary systems. As a result of our combined efforts, we managed to contain the year's electricity consumption to just 57,099 kWh per million revenue in 2012.

Besides supporting ComfortDelGro's Eco Action Day, SETSCO has also been providing green labelling testing services for companies planning to attain the Green Label scheme under the Singapore Environment Council (SEC).