

## SUSTAINABILITY REPORT

# THERE CAN BE NO HALF MEASURES WHEN IT COMES TO SUSTAINABILITY.

At VICOM, we embrace our social responsibilities wholeheartedly – whether it is to the environment, the communities we operate in, or the staff who make us who we are.

We know that sustainability is not just about tomorrow. It is about the decisions we make today. This is why we continue to invest in the future regardless of economic circumstances. Indeed, we do so in many ways, from supporting the educational needs of our youths, to developing our staff so that they can achieve more.

### **HUMAN SUSTAINABILITY**

Since 2000, VICOM has been actively involved in community service and extending help to the needy and less fortunate through its Care & Share programme. The programme is funded by monthly staff contributions and is matched dollar for dollar by the Group. In 2009, the Care & Share Committee and staff volunteers organised several activities for the SWAMI Home, Thye Hua Kwan Telok Blangah Home and Bo Tien Temple.

### **TALENT SUSTAINABILITY**

Our employees are key to our continued success. We rely on our people to sustain growth and deliver excellent service to our customers. A holistic and robust human capital management programme is therefore crucial to

attract, develop, train and retain a diverse and highly motivated workforce.

As a member of ComfortDelGro Corporation Limited, we are able to participate in the Group's talent development initiatives to ensure that we are well positioned to generate future growth. A comprehensive ComfortDelGro Succession Management Plan & Process (SMPP) was institutionalised during the year. The SMPP provides guidelines for business units, both local and overseas, to identify and groom their talent pools. Those selected under this programme are put through a series of diagnostic tools, including a personality profile test and a 360-Degree Leadership Development Feedback Instrument, to identify their strengths and weaknesses. With the information derived from the various diagnostic tools, each individual will be committed to a Leadership Development Plan detailing the developmental activities to be undertaken.

Several programmes and initiatives dovetailing with the individual's development goals were rolled out last year, and these included a Core Leadership Programme which reinforces and brings alive learning through group work. Engagement and enrichment sessions have also been organised for Senior Management to share their leadership experiences with the next generation.

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Senior Management have also been assigned to act as mentors to selected individuals to impart leadership skills, expose them to higher management activities and assign challenging tasks to accelerate their mentees' learning and growth.

Staff strength grew by 6.6% in 2009 to 774 due mainly to increased headcount at Setsco.

Our non-vehicle subsidiary received the re-certification for the People Developer Standard. This is in recognition of the efforts the company has made to developing talents. The company was also awarded "Distinguished Defence Partner" for the fourth year running at the 2009 Total Defence Awards.

## ENVIRONMENTAL SUSTAINABILITY

The opening of the VICOM Emission Test Laboratory (VETL) is testimony to our commitment to the Green movement. We also continued to be an active partner in the National Environment Agency's Programme for Environmental Experiential Learning (PEEL), a public education programme in which the Group demonstrates to participants how air pollution is monitored through our day-to-day vehicle inspection operations. Our non-vehicle testing business unit will also play a part by embarking on the testing of products for manufacturers under the Green Labelling Scheme. In our operations, we continued to look at ways to become more energy and water efficient.

