

SUSTAINABILITY REPORT

733
VOLUNTEERED HOURS

632 KG
OF GARBAGE CLEARED
ON THE BEACH

6.6%
REDUCTION IN
WATER CONSUMPTION

3,000
LITTLE RED DOTS SOLD
TO BENEFIT LOCAL CHARITIES

\$4,500
RAISED FOR STAR PALS

Interwoven into the VICOM Group’s psyche and corporate culture is the firm commitment to sustainability.

To us, Corporate Social Responsibility is more than just volunteering hours. It is an overall need to constantly update our business processes and practices to ensure a positive change for a better future. With this engrained mindset, VICOM aims to be a driving force in the bid to make Singapore greener and safer.

Environmental

VICOM and Setsco Services Pte Ltd (SETSCO) have been driving many Green initiatives over the years as

part of business sustainability. Many environmentally friendly measures to reduce, reuse and recycle the limited resources; from utilities like water and electricity, to office equipment and supplies like paper, obsolete computers, printers and cartridges, have been put in place.

In line with the ComfortDelGro Group’s Green efforts, energy consumption was closely monitored and energy-saving electrical components and appliances such as energy-saving induction lamps, energy efficient air-conditioning units, motion detectors and water-saving devices installed at VICOM’s premises.

Staff were constantly reminded to practise energy-saving and water-saving habits. All these have resulted in savings in electricity and water consumption.

One example of measures taken to reduce energy consumption involved the Dustmaster Exhaust Extraction System, a centralised system which used to run nonstop during operating hours. As the system is centrally controlled and covers all inspection lanes, it cannot be switched off “in parts”. This meant energy wastage during lull periods. The Engineering Department devised a Programmable Logic Controller (PLC) unit which automatically switched off the system if it detected that all the inspection lanes were not in use. This resulted in a monthly reduction of 45% in electricity consumption. Significantly, it also reduces the incidence of wear and tear. All VICOM inspection centres will be equipped with the PLC units by the end of the first quarter of 2016.

Water consumption was also closely monitored during the year. Any increase in water consumption was investigated and measures taken to reduce wastage. The Group’s water consumption stood at 369 cu m per million revenue, a reduction of 6.6% as compared to 395m³ per million revenue in 2014.



VICOM Emission Test Laboratory (VETL) continued to work very closely with the Authorities to ensure that changes in the Carbon Emissions-Based Vehicle Scheme were strictly complied with.

VETL also worked with the Land Transport Authority to introduce the e-VETL Report (PDF format) which features digital signatures and a watermark feature for enhanced security. With it, customers are able to receive e-reports and no longer need to drive to the inspection centre to get the physical reports, instead, they can receive their e-reports at the comfort of their office. This not only increased operational efficiency but also greatly reduced the consumption of paper.

VICOM Group continued to support the Earth Hour campaign by encouraging our staff to make a conscientious effort to switch all lights off during the lunch hour for two weeks. Staff at VICOM's Sin Ming office also switched off their air-conditioning units daily during lunch breaks and external meetings.

In June 2015, 22 volunteers from SETSCO participated in the "Eco Action Day Coastal Clean Up" campaign organised by the International Coastal Cleanup Singapore and helped clear 632kg of garbage on the beach at Tanah Merah.

Product Responsibility: Safety and Security

SETSCO organised various safety orientation training and courses for its staff to equip them with skills such as first-aid, forklift driving, risk management and working at heights. Additionally, SETSCO was recertified with the OHSAS ISO 18001 by Certification International after undergoing the annual surveillance audit.

Closed circuit television systems were installed at VICOM's inspection centres and SETSCO's premises to improve security through better surveillance.

Social: Human Rights and Labour Practices

As part of the ComfortDelGro Group, VICOM adopts a rigorous process of recruitment, deployment, talent development, recognition and rewards to ensure that the quality of our workforce is of the highest calibre. For 2015, there was greater emphasis on the engagement and development of the key identified talents through management dialogues, discussion workshops and leadership forums.

Society

VICOM Group is heavily committed to helping the underprivileged and less fortunate. Fifteen years ago, the VICOM Care & Share programme was formed to give back to the community. Through monthly staff donations, which are matched dollar-for-dollar by the Company, the Care & Share Committee and staff are able to reach out to the sick, the elderly and the less fortunate – either by bringing them out on excursions and meals, or by donating to their daily needs. For example, we brought 150 elderly residents of Thye Hwa Kwan @Indus Moral dinner during Chinese New Year and gave them red packets to celebrate. We also brought 220 senior citizens from various beneficiaries to an afternoon concert, "Remembering Teresa Teng", on 1 June 2015 and another group to the "Gardens by the Bay" during the Mid-Autumn Festival.

In support of the "ComfortDelGro Celebrates SG50" Charity Drive, which was held in celebration of Singapore's 50th birthday, more than 3,000 little red dots were sold at our inspection centres. All proceeds were donated to the four beneficiaries adopted by the ComfortDelGro Group, which are the Lions Befrienders Service Association (Singapore), Handicaps Welfare Association, Cerebral Palsy Alliance Singapore and Singapore Association of the Visually Handicapped.

VICOM continued to reach out to Star PALS, a palliative home care service for children and youth with life-threatening or the life-limiting conditions, by donating taxi vouchers for their travel needs. Donation boxes were also placed at our inspection centres to raise funds for the children. In all, a total of \$4,500 was raised during the year.

To end the year, 22 underprivileged children from the Serangoon Moral Family Service Centre were treated to a hearty McDonald's breakfast followed by an educational farm tour at Lim Chu Kang. Separately, another group of 22 children from South Central Community Family Service Centre were gifted with book vouchers.

Additionally, 25 volunteers from SETSCO teamed up with Willing Hearts to prepare and cook meals for the elderly and the underprivileged. To bring the Christmas cheer to the physically-disabled, SETSCO also helped raise funds for the Society for the Physically Disabled through Christmas carolling.

SETSCO continued to hold its bi-annual blood donation drive in partnership with the Singapore Red Cross Society. A total of 109 units of blood were donated by its staff as well as volunteers from other companies – about 50% more than the previous year.

For the year ended 31 December 2015, our staff volunteered a total of 733 hours in our efforts to reach out to the community.