

0

accidents achieved

Donated

74

units of blood

Partnered

7

charitable organisations

1,500

Safe Driving Booklets distributed

As an industry leader in inspection and testing services, VICOM Ltd takes it upon itself to ensure the sustainability of this generation and the next. In making our contributions to society at large, we are guided by our values and principles.

Environmental

It is VICOM's mission to keep the environment clean and pollution free by ensuring that vehicles are road worthy and within emission limits. Internally, processes have been put in place to ensure that we minimise, to the best of our ability, our carbon footprint.

VICOM and Setsco Services Pte Ltd (SETSCO) continued to drive green initiatives during the year as part of our business sustainability. We reduce, reuse and recycle and ensure minimal wastage of office equipment; paper, obsolete computers, printers and cartridges. (More details of this can be found in the Sustainability Report of our parent company, ComfortDelGro Corporation Limited.)

In line with the Group's Green efforts, energy consumption is closely monitored and energy-saving electrical components and appliances such as energy-saving induction and Light-Emitting Diode (LED) lamps, energy efficient air-conditioning units, motion detectors for electrical equipment and water-saving devices have been installed in our premises. We also zoomed in on high energy consumption equipment to find ways to reduce the consumption. For example, the high bay lights and spot perimeter lights in the Sin Ming and Yishun Inspection Centres were replaced with energy saving LED ones – a move which reduced consumption close to half. Other centres will follow suit. To further reduce consumption, we put all perimeter and flood lighting on timers – ensuring that they are only switched on when needed.

In 2017, we consumed 55,545 kWh per million revenue, an increase of 0.78%, as compared to 55,113 kWh per million revenue in 2016. This slight increase in energy consumption was a result of higher average recorded temperatures in 2017, which in turn translated to more electricity being utilised to keep our very sensitive testing laboratories at an optimum temperature.

Our water consumption for the year also increased slightly from 405CuM to 432CuM per million revenue, due to a large project that our Geotechnical laboratory undertook to wash premix and soil in the laboratory.

As part of the Government's continued effort to further improve Singapore's ambient air quality and safeguard public health, the Ministry of Environment and Water Resources, together with the National Environment Agency (NEA), have rolled out more stringent standards to tackle vehicle emissions to achieve a cleaner and greener vehicle fleet in Singapore.

To this end, VICOM has upgraded its equipment to assist in the testing of new vehicles imported into Singapore to ensure that they meet the new standards. In addition, Euro 4 petrol vehicles will also be subjected to new high idle emission tests which not only measure carbon monoxide levels, but also hydrocarbon emissions.

We regularly hold talks and demonstrations for both local and international delegates as part of our efforts for a greener and safer future. In 2017, delegates from a myriad of countries including Azerbaijan, Bangladesh, Brunei, Djibouti

and Vietnam visited our operations. Locally, we continue to support the NEA's PEEL programme, where local delegates are briefed on VICOM's operations and how the inspections of vehicles are conducted.

We also received 100 students from the Republic Polytechnic at our VICOM Yishun Centre over a four-day period as part of their 'Pollution Control and Monitoring' module. Additionally, 26 students from Sengkang Secondary School visited VICOM Sin Ming in October 2017 to understand the process of vehicle inspection and smoke emission. In total, over 55 hours were spent in these sharing sessions.

Product Responsibility: Safety and Security

In continuously meeting and complying with the Ministry of Manpower and OHSAS (Occupational Health and Safety Assessment Series) 18001 requirements respectively, SETSCO organises regular safety orientation and refresher training for its staff to equip them with the latest skills in first-aid, forklift driving, risk management and work-at-heights safety.

In 2017, SETSCO launched the 'Safety is MY Responsibility campaign' – to drive safety awareness across all staff and beef up emergency response skills of the first responders within the Company. Initiatives during the year included enhancing the emergency response of its Company Emergency Response Team (CERT), where they were trained on emergency stretcher management and new emergency rescue techniques. The CERT team, as well as fire wardens, received training on walkie-talkie call-sign etiquette for better communication during an emergency situation. To further improve the first-aid skills of our staff, first aid assistants were trained in the event designated first aiders are not around. Various company-wide emergency drills simulating gas leaks and fires were also conducted to improve the awareness and emergency response of all SETSCO staff.

In view of the additional flammable materials stored at Bukit Batok, CERT was also formed at the branch and given the necessary Personal Protective Equipment (PPE). Table top exercises and fire drills were conducted to familiarise the CERT members.

As part of VICOM's mission to promote safer motoring, the Traffic Police set up educational booths at Bukit Batok and Sin Ming Centres to share the importance of safe riding with not only Singaporean motorcyclists, but Malaysian bikers as well.

In April 2017, VICOM helped the Workplace Safety and Health Council distribute 1,500 'Safe Driving' booklets across its centres.

Social: Human Rights and Labour Practices

VICOM Group continues to leverage on ComfortDelGro's talent management programme to groom its talents to sustain its talent pipeline. We also aligned ourselves with ComfortDelGro's rigorous processes of recruitment, deployment, leadership development, recognition and rewards to ensure our pipeline of management staff remains consistent and of high quality.

Health

We believe in taking care of our employees' physical and mental health. Besides ensuring that our workplace remains a safe and healthy place to work, close to 30 events and activities were conducted in 2017, targeting employees' physical, mental and social health. The largest sports event, Get Active SETSCO 2017, was conducted in August 2017 and attended by close to 200 staff from VICOM Group and close business associates. The event was supported by Sports Singapore and achieved the objectives of physical exercise and team building within the Company.

Society

Community engagement forms an integral part of the Group's corporate social responsibility activities. For more than a decade, VICOM's Care and Share committee has conducted activities to give back to various communities. Through monthly contributions from staff, the team has managed to reach out to the elderly, the underprivileged, the sick and the young. For donations made by our Staff, the Company matches these dollar-for-dollar.

During the Lunar New Year, 220 elderly folks from the Thye Hua Kwan @ Indus Moral centre were treated to

a luncheon and received 'red packets' which brought smiles all around.

In March 2017, we learnt that Willing Hearts; a charity run by volunteers to prepare 5,000 meals daily for the needy, was in need of newspapers for the preparation of food. The newspapers were used to line tables to soak up spillage and food debris. We now contribute newspapers to the organisation every month. For 2017, more than 3,750 sets of newspapers were delivered to Willing Hearts.

In July 2017, the Care and Share team spent some quality time with 100 elderly from Thong Kheng Seniors Activity Centre. The day's itinerary included a lunch buffet, games and a sing-along session. Goodie bags which comprised daily necessities including toiletries, hot drinks and canned food were handed out.

In August 2017, VICOM's Care and Share Team collaborated with the SPD (Serving People with Disabilities) and participated in the SPD's Fun Walk at the Chinese Garden.

In December 2017, a Christmas party was organised for some 40 beneficiaries from Star PALS (Paediatric Advanced Life Support), a palliative home care service for children and youth with life-threatening or life-limiting conditions, at HomeTeamNS Bukit Batok. Parents of the patients from Star PALS were invited to join in as well. Besides the hearty buffet and laser tag, each child received \$20 NTUC vouchers sponsored by staff of VICOM as part of a Christmas gift. The party ended with a magic show and lots of sculptured balloons.

Donation boxes are also placed at our seven centres to raise funds for Star PALS. Besides donations, \$2,400 worth of taxi vouchers are donated yearly for their hospital travel needs.

SETSCO continued with the annual blood donation drive in partnership with the Singapore Red Cross Society. We also partnered Social Health Growth, a registered charity with Ministry of Social and Family Development to collect pre-owned clothes to be given to their beneficiaries or sold to raise funds to support their community activities. Social Health Growth's beneficiaries are mainly low-income families or youth at risk, ex-offenders, ex-drug abusers, elderly and single parents.