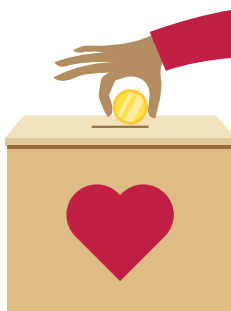


SUSTAINABILITY REPORT



Over 2.1 Million Man Hours
Worked With

**ZERO
ACCIDENTS**



Reached Out To
More Than

**600
Beneficiaries**



More Than

500

**Volunteer
Hours**



Distributed

10,000

**'Drive Safe, Work
Safe' Decals**

As a leader in the Inspection and Testing services industry, VICOM Ltd takes great pride in being at the forefront of creating a safer and greener tomorrow. We embarked on various initiatives and activities in 2018 for a safer, greener and more caring society.

We are guided by our values and principles. It is a wholesome commitment in which strides are taken to engage various communities, reach out to them and understand the hardships that they face and tailor activities to better improve their living conditions. To us, Corporate Social Responsibility (CSR) is engrained in our institution.

Environmental

In keeping with our mission to make the environment greener, VICOM has put in place various internal measures and procedures to ensure our very own usage of energy and resources are in line.

In 2018, VICOM and Setsco Services Pte Ltd (SETSCO) continued to drive numerous green initiatives to promote the three 'Rs' – Reduce, Reuse and Recycle. Staff were reminded to practise the three 'Rs' for office equipment such as paper, obsolete computers, printers and cartridges, as well as to practise energy-saving and water-saving habits.

These measures proved effective with the Group's electricity consumption reduced by 7.34% to 51,470kWh per million revenue, as compared to 55,545kWh per million revenue in the previous year.

During the year, VICOM and SETSCO converted traditional lighting lamps to more energy-efficient Light Emitting Diodes or LEDs. For example, the perimeter and high-bay lights for most of our Inspection Centres are now using LEDs and by 2019, all remaining Centres will switch over.

As a result of our conscious effort to practise the three 'Rs', VICOM's water consumption for the year decreased marginally from 432CuM per million revenue in 2017 to 424CuM per million revenue in 2018, a decrease of 1.8%.

SETSCO also collaborated with the Singapore Environment Council (SEC) for Project 'Rethink Plastic' to promote the three 'Rs' by creating 350 bookmarks made from recycled plastic and sponsoring them as door gifts for the Singapore Environment Achievement Awards 2018.

To spread further the message on Environment, we continued to provide talks and demonstrations to international delegates from countries such as Brunei and Japan. Such talks play a role in sharing knowledge and expertise with these delegates on how they can play a role in ensuring vehicle road worthiness – keeping roads safer and the environment greener. At the local level, we played our role by allowing 100 students pursuing Environmental Studies from the Republic Polytechnic to have a hands-on tour to our Inspection Centre at Yishun as part of their 'Pollution Control and Monitoring' module.

Safety and Security

The safety of our customers is of utmost importance to VICOM, and several upgrades were completed in 2018 across the Inspection Centres.

Arm barriers were installed at the Bukit Batok Inspection Centre to act as a deterrent for unauthorised access into the inspection lanes which could cause potentially severe or fatal injuries. This is part of a pilot project by VICOM, and should it be successful, arm barriers will be implemented across all Inspection Centres progressively.

As terrorism and acts of violence became increasingly prevalent, VICOM increased its surveillance capabilities to provide more comprehensive coverage at our Inspection Centres to ensure secure and precise monitoring of the daily operations or during after-office hours.

We also worked with various partners such as the Workplace Safety and Health Council (WSHC) and Lingjack Engineering Pte Ltd (Lingjack) to bring various safety programmes to the public. VICOM supported WSHC by distributing 10,000 'Drive Safe, Work Safe' car decals to motorists. We also teamed up with Lingjack to organise Singapore's very first vehicle fire training point at the Sin Ming Inspection Centre. Motorists got a chance to learn about the dangers of car fires and try their hand at putting out a real car fire.

The Safety Committees in VICOM and SETSCO worked very hard to walk the ground, improve safe work practices and educate all our employees. As a result, we achieved zero accidents and zero loss time injury over 2.1 million man hours worked in 2018.

Health

We believe that employees' wellness is important and critical to the success of the Group. In addition to ensuring a safe and conducive workplace for our employees to work in, we participated in ComforDelGro's Cross-Country Run at MacRitchie Reservoir. We also partnered with the Health Promotion Board to organise Yoga, Bokwa, Zumba and Piloxing classes to not only build a healthy mind and body but to foster strong camaraderie amongst staff.

Social: Human Rights and Labour Practices

VICOM Group continued to leverage on ComfortDelGro's talent management programmes to develop and strengthen the talent pipeline. We aligned closely with ComfortDelGro's robust processes and policies in human capital, leadership development and rewards, thus ensuring a high quality and sustainable talent pipeline in VICOM Group.

Society

For more than a decade, the word 'Care & Share' has always been embedded in the hearts of VICOM's volunteers. During the year, the Committee and volunteers reached out to many more elderly and the underprivileged, thanks to the monthly contributions from staff and 'dollar for dollar' contributions matched by the Company.

During the Lunar New Year, 220 elderly folks from the Thye Hwa Kwan @ Indus Moral Centre were treated to a sit-down eight course lunch, song performances, table games, lucky draws as well as a sing-along session with Dr Lily Neo, Member of Parliament representing the Kreta Ayer-Kim Seng Constituency of the Jalan Besar Group Representation Constituency. The elderly also received 'red packets' from VICOM. Another outing was organised in October 2018, where 30 elderly enjoyed an evening walk at the Gardens by the Bay after a sumptuous buffet dinner. The walk ended beautifully with good weather and healthier hearts.

In July 2018, the Care & Share team invited 13 HCA (Hospice Care) patients from the Kang Le Care (Marsiling) to join us for a day of Baking & Painting session at SASCO Senior Citizens' Home (SASCO), Khatib. Lunch was prepared directly from the SASCO kitchen and patients got to bake and sample their hard work during tea. Besides the freshly baked bread, patients

got to keep their paintings at the end of the day. They enjoyed the event so much that they had requested the Care & Share team to continue its support on a monthly basis. The team has since been arranging afternoon teas and more sing-along Karaoke sessions with the patients, bringing much cheer to them.

To cap the year, VICOM organised a Christmas Party for the children of Star PALS (Paediatric Advanced Life Support) – a palliative home care service for children and youth with life-threatening or life-limiting conditions. Parents of the children and youths were also invited to join in. Together with our volunteers, they had a wonderful time participating in a fun-filled mini laser quest competition. Besides being treated to a hearty buffet, each child was gifted with a \$20 NTUC voucher sponsored by staff of VICOM as part of the Christmas goodie bag. The party ended with a magic show, a sculptured balloon session and fond memories for all.

To expand the reach of our CSR activities to the public, donation boxes have been placed at all seven Inspection Centres to help raise funds for Star PALS. VICOM also continued to donate taxi vouchers to help patients defray the costs of their commute to their medical appointments.

Besides taking care of the less privileged, VICOM sponsored under the auspice of the SPOT Pocket Opera Theatre, a non-profit organisation formed by a group of young musicians to promote opera in Singapore.

VICOM also pledged to contribute to the Lee Kuan Yew Fitzwilliam-National University of Singapore (NUS) PhD Scholarship so that recipients will have the opportunity to leverage and grow the academic and research collaborations between Cambridge and NUS.

SETSCO, on the other hand, spent a day distributing daily necessities and cash donations to the beneficiaries of the Sunshine Welfare Action Mission (SWAMI) home – a shelter providing nursing care and rehabilitative services to the needy aged, aged sick and the handicapped.

SETSCO also continued with the yearly blood donation drive jointly held with the Singapore Red Cross Society. The blood collected will go a long way to save lives in times of emergencies and to sustain the lives of patients who have undergone major surgeries or those with medical conditions like leukaemia, thalassaemia and bleeding disorders. A total of 42 units of blood were collected from SETSCO staff in 2018.