

SUSTAINABILITY REPORT

As a leader in the Testing, Inspection and Certification industry, VICOM Ltd takes great pride in being at the forefront of creating a safer and greener tomorrow. In 2019, we embarked on various initiatives and activities for a safer, greener and more caring society.

We are guided by our values and principles. We are committed to engage various communities, reach out to them, understand the hardships that they face and tailor activities to better improve their living conditions. To us, Corporate Social Responsibility is engrained in our institution.

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. Various internal measures and procedures have also been put in place to ensure that our usage of energy and resources are optimised and regulated.

Improving Energy and Water Efficiency

During the year, energy-saving electrical components and appliances such as energy-saving induction lamps, energy-efficient air-conditioning units, motion detectors and water-saving devices were installed in our premises. Our vehicle inspection centres completed the switch over to more energy-efficient Light Emitting Diodes (LEDs) for all high-bay lights. We were also more selective with our service providers and would require that they use environment friendly and efficient materials for maintenance and replacement work within our premises. These measures proved effective as overall electricity consumption intensity was reduced by 2.1% to 50,392kWh per million revenue, as compared to the 51,470kWh per million revenue in the previous year.

The installation of water-saving devices also paid off with our water consumption intensity reducing significantly from 424CuM per million revenue in 2018 to 359CuM per million revenue in 2019, a decrease of 15.3%.

Promoting A Green Culture

We continued to drive Green initiatives in 2019, reminding our staff to practise the three 'Rs' – Reduce, Reuse and Recycle – for

office equipment such as paper, obsolete computers, printers and cartridges, as well as to practise energy-saving and water-saving habits. We not only continued to support the Earth Hour initiative on 28 March 2019 by switching non-essential lights off, we also switched the lights in our offices located in Sin Ming and Teban Garden Crescent off during lunch every day. The Sin Ming office went one step further by switching the air-conditioning units off during lunch.

To convey the message on Environment, we conducted talks and demonstrations to share our knowledge and expertise on vehicle inspection and emissions standards. In May 2019, we hosted a group of 78 students, who are pursuing Environmental Studies at the Singapore Republic Polytechnic, at one of our vehicle inspection centres. Over the course of three days, totalling over 40 hours, the students had hands-on experience on how vehicle safety inspections and vehicle emission tests were conducted.

SOCIAL

Safety and Security

The safety of our customers and staff is of paramount importance.

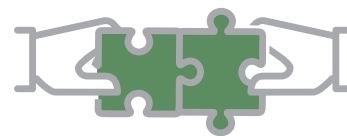
Several upgrades and initiatives were implemented across our vehicle inspection centres in 2019 to enhance customers' safety and security. Both VICOM and SETSCO Safety Committees also worked very hard to walk the ground, improve work safety practices and educate all employees about safety. As a result, VICOM achieved zero workplace accidents and zero loss time injury in 2019. However, SETSCO reported two counts of workplace accidents in 2019. The first injury was due to a traffic accident while the second injury was a result of a staff twisting his ankle as he was walking back to the vehicle.



REACHED OUT TO MORE THAN

600

BENEFICIARIES



MORE THAN

520

VOLUNTEER HOURS

In 2018, arm barriers were installed at our Bukit Batok Inspection Centre to deter unauthorised entries into the inspection lanes. When that proved effective, another 22 arm barriers were installed across all the inspection centres in 2019. More arm barriers will be installed in 2020. Leveraging on technology, a new security system that comes with barriers and remote communication capabilities was installed at the Pioneer Inspection Centre. This enabled remote communication and verification of customers' identities without the need to deploy a security guard physically on site.

We also conducted fire drills and carried out business continuity exercises to ensure that our inspection centres are able to operate continuously should disruptions, such as power failures, were to happen.

Human Rights and Labour Practices

We believe that employees' wellness is important and critical to the success of the Group. To stay ahead of competition and challenges, we continued to leverage on our parent company, the ComfortDelGro Group's talent management programmes to develop and strengthen our talent pipeline. We aligned closely with ComfortDelGro's



SETSCO continued to organise its yearly blood donation drives within its premises with the support of the Singapore Red Cross Society. Having the blood donation drive on its premises makes it more convenient for staff to donate without having to make a trip out of office.

In 2019, the VICOM Group organised a “Walk for Health” event for staff on five different dates at two different locations. Depending on where their office is located, participants were encouraged to either walk from the office at Teban Gardens Crescent to Jurong East MRT Station or from Sin Ming Drive to Bishan Park. For every 200m walked, NTUC Fairprice donated one bowl of brown rice and one bowl of white rice to the needy residents of South East Community Development Council. In all, more than 5,000 bowls of rice were raised for the needy.

GOVERNANCE

In VICOM, we conduct our business with integrity and transparency. We have in place strong processes to provide checks and balances and conduct regular audits on internal practices.

Customer Privacy

The Data Protection Trustmark (DPTM) Certification was announced by the Infocomm Media Development Authority (IMDA) and Personal Data Protection Commission (PDPC) in 2017 as part of several initiatives to ensure that the data protection ecosystem in Singapore stays up-to-date.

VICOM and SETSCO completed a three-day DPTM audit in 2019 and are expecting to be DPTM-certified in 2020. With this certification, we will be amongst the very few companies in Singapore and the first in the Testing, Inspection and Certification industry to obtain this important trustmark. It will give the customers the added assurance and trust that we have a certified system to protect their personal data. SETSCO is also one of the three appointed Assessment Bodies by the IMDA and PDPC for DPTM.

robust processes and policies in human capital, leadership development and rewards, thus ensuring a high quality and sustainable talent pipeline in VICOM Group.

Local Communities

With the belief that no gift is too small to give, VICOM’s ‘Care & Share’ programme entered its 19th year. For the year under review, the VICOM Group staff volunteered a total of 522 hours towards its outreach programmes.

Our Care & Share Committee and volunteers continued to reach out to the needy, elderly and the unprivileged through monthly contributions from staff and ‘dollar-for-dollar’ contributions matched by the Company.

During the Lunar New Year in 2019, 220 seniors from the Thye Hwa Kwan @ Indus Moral Centre were treated with a sit-down eight-course lunch, table games, lucky draws as well as a sing-along session with Dr Lily Neo, Member of Parliament for the Kreta Ayer-Kim Seng constituency within the Jalan Besar Group Representation Constituency. The seniors were also gifted ‘red packets’ from VICOM.

The Care & Share team also celebrated Lunar New Year with the patients and staff of HCA Kang Le Hospice (Marsiling) where they were treated to a sumptuous lunch prepared according to their dietary preference. In May 2019, 16 patients from the same hospice were invited to participate in a cupcake baking session at SASCO Senior Citizens’ Home at Khatib (SASCO@Khatib). There, our staff

volunteers organised a singing session with the patients and assisted them with light exercises before treating them to a healthy lunch buffet. The volunteers then teamed up with the patients to bake and decorate their cupcakes which they got to bring home to share with their loved ones.

In October 2019, VICOM donated \$5,000 towards ‘The Dandelion Ride’, an event organised by the Hospice Care Association, which aims to raise awareness of hospice care so as to encourage and attract volunteers and/or donors.

Along the same vein, the Care & Share team also organised a ‘Bake a Christmas Cake’ workshop at SASCO@Khatib for 40 underprivileged children from Star PALS (Paediatric Advanced Life support) – a palliative home care service for children and youth with life-threatening or life-limiting conditions. Besides treating them to a lunch buffet, each child was gifted \$20 shopping vouchers bought by VICOM staff out of their own pockets. Not only did the children ended up with loads of prizes and goodies such as cakes, ginger bread and candy house cookies, but they brought home with them fond memories as well.

To help the children further, we placed donation boxes at all seven of our inspection centres to help raise funds for Star PALS. A total of \$2,300 was collected to help the children’s families defray their medical expenses. VICOM also donated \$1,200 worth of taxi vouchers to assist them with their trips to and from the hospitals.