

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. To this end, we embarked on various initiatives and activities in 2020.

ENVIRONMENTAL

CO₂e

GREENHOUSE GAS EMISSIONS INTENSITY
(tonnes CO₂e per \$mil revenue)

GREENHOUSE GAS EMISSIONS

RE-Certified to ISO 50001 for Energy Management System

It is VICOM's mission to keep the environment clean and pollution free by ensuring that vehicles are road worthy and operate 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.

One of the positive side effects of the COVID-19 pandemic has been the overall reduction in greenhouse gas pollution. As more people worked from home, fewer cars were seen on the roads. For our part, 75% of our back-end staff worked remotely during the Circuit Breaker, even as operations continued.

IMPROVING ENERGY AND WATER CONSUMPTION
VICOM and our subsidiary, SETSCO Services Pte Ltd (SETSCO) were able to reduce their energy and water consumption.

ELECTRICITY CONSUMPTION REDUCED BY 7% FROM 5,219,607 KWH

Electrical consumption was down by 7% from 5,219,607kWh due to lower business

activities during the two-month long Circuit Breaker period in 2020. Water consumption also fell by 7% to 34,317 CuM.

SETSCO was successfully re-certified to ISO 50001 for Energy Management System, a testament of its commitment by Management to continually reduce its energy use, and in turn its energy costs and Greenhouse Gas (GHG) emissions.

We proactively put in place by replacing current fluorescent lighting to T5 and T6 LEDs. This helps to increase light efficiency and decrease energy usage and thus, energy cost.

Amongst the fleet of vehicles owned by the Group, more than two-thirds are in compliance to Euro 5 and 6 emissions standards. The Group is committed to switch to even greener vehicles as and when the remaining vehicles are due for replacement.

WATER CONSUMPTION FELL BY 7% TO 34,317 CuM

Paperless vehicle inspection reports, resulting in a

**SAVING OF
2.4 TONNES
WORTH OF
PAPER OR
ABOUT 33
TREES**



PROMOTING A GREEN CULTURE

We continued to drive Green initiatives in 2020, reminding our staff to practise the three 'Rs' – Reduce, Reuse and Recycle. One major initiative that took place in 2020 was the introduction of paperless vehicle inspection reports, resulting in a saving of 2.4 tonnes worth of paper or about 33 trees.

In our effort to go Green, all computers are energy-star certified which means they go into "sleep" mode after 15 minutes of inactivity. This reduces energy consumption, saves costs and helps conserve valuable resources.

VICOM & SETSCO were both awarded 'Professional' Tier for Eco-Office certification from 2019 to 2021. This is the 6th year the Group has been certified since 2016.

VICOM collected a total of 4.6 tonnes of waste for recycling during the year. SETSCO collected more than 2 tonnes of waste in 2019 as well as in 2020.

SOCIAL

SAFETY

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

During the Circuit Breaker period, our businesses continued to operate and we implemented split team work arrangements and telecommuting.

Our Information Technology (IT) Department worked doubly hard to set up the infrastructure to enable about three-quarters of our backend staff to work from home. Frontline and operations staff on site were grouped into separate teams to minimise their contact with one another. They were also put on work shift on alternate days, given staggered working hours and encouraged to travel to and from home to office and vice versa during off-peak hours. Meetings were conducted online via Microsoft Teams as we practised safe distancing.

Posters and notices related to COVID-19 were also prominently displayed to assure our stakeholders, especially our customers, of all the measures that we had taken to comply with safe distancing measures. SafeEntry QR codes were also displayed for contract tracing purposes.

During the year, our Safety Committees walked the ground and promoted workplace safety to create greater awareness among all employees. As a result, SETSCO achieved zero workplace accident and zero loss time injury in 2020. However, VICOM reported one workplace accident in the year as a result of an inspector fell and injured himself during vehicle inspection.

Our vehicle inspectors attended safety and first aid-related courses during the year. In addition, a new Company Emergency Response Team (CERT) was formed to handle fire-related emergencies at our Kaki Bukit inspection centre.



**MEETINGS WERE CONDUCTED ONLINE
VIA MICROSOFT TEAMS AS WE
PRACTISED SAFE DISTANCING.**

SUSTAINABILITY REPORT

To further enhance safety, 10 additional barrier arm systems have been installed at a few of our inspection centres, including Sin Ming, Kaki Bukit, Changi and Pioneer. The aim is to have all our inspection lanes equipped with barrier arm systems by 2021.

A fire drill at Sin Ming inspection centre was conducted in November 2020 during the Phase 2 Re-opening. Apart from that, business continuity exercises related to power outage and data network failure were carried out at Kaki Bukit, Yishun and Pioneer inspection centres to ensure they will be able to operate continuously should there be any such disruption.



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



LOCAL COMMUNITIES

With the belief that no gift is too small to give, VICOM's 'Care & Share' programme entered its 20th year in 2020. Over the last 20 years, 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. As a result, more than 7,000 needy has received aid through the Care & Share programme in the last two decades.

In January 2020, right before COVID-19 reached the shores of Singapore, our Care & Share team celebrated Lunar New Year with 16 patients and staff of HCA Hospice Care (HCA) @Kang Le Day Hospice. *Yusheng* or *lo hei*, a popular must-have Chinese New Year dish meaning 'tossing of good fortune' and auspicious phrases can be heard from everyone cheering for good health and wealth. Patients were also treated to a sumptuous lunch and fresh bakes during tea break. A full one-hour karaoke session kept them entertained during the celebration. A similar programme was planned for the 220 elderly from Thye Hua Kwan but it was put to a halt when all mass gatherings were disallowed following the COVID-19 outbreak in early-February.

But, COVID-19 pandemic did not stop our Care & Share Team from finding other means to reach out to the needy. What they could not do in person, they did so through donations. We made donations to HCA and Star PALS (Paediatric Advanced Life support) – a palliative home care service for children and youth with life-threatening or life-limiting conditions.

Upon being informed of the social distancing guidelines on visitation, we took the opportunity to organise a small Christmas celebration for the patients at Kang Le Day Hospice in early-December. A small group of volunteers visited the hospice and served lunch to the patients in masks and gloves. As singing was prohibited, our staff played Bingo with the patients, with cash vouchers as prizes.

While we were unable to organise our annual Christmas celebration for the underprivileged children from Star PALS, we gifted 30 of them with goodie bags consisting of \$20 grocery vouchers contributed by staff as well as stationery, balloons, art and craft materials.

VICOM made a commitment to donate \$200K towards Fitz William-NUS PhD Scholarships to support and establish a new PhD Scholarship. The scholarship funding will be contributed over a spread of 5 years starting from Year 2018 to 2022. The scholarship recipients will have the opportunities to leverage academic and research resources from the funding and in return, contribute to the global community through education, research and industry.

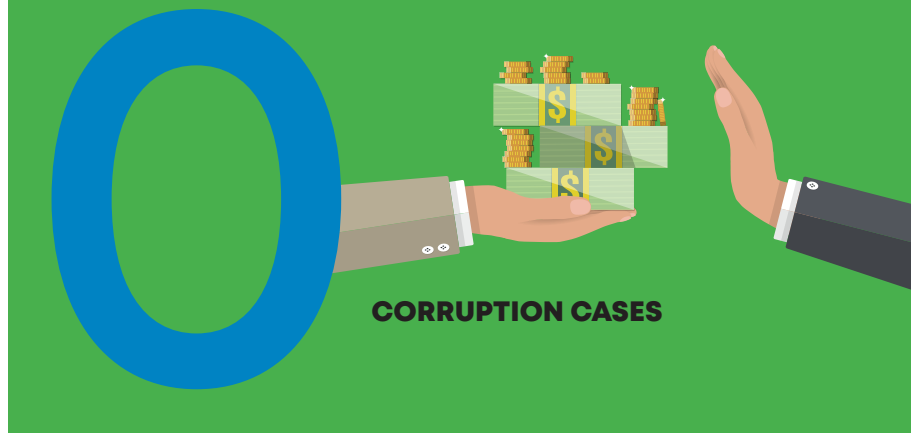
SETSCO, also ran a donation drive to raise funds for the Sunshine Welfare Action Mission (SWAMI) a nursing home located in the North of Singapore and organised its annual blood donation drive in support of Singapore Red Cross. Although the blood donation drive could not be organised on its premises, more than 10 SETSCO staff volunteered to give blood at the Singapore Red Cross blood centres.



VICOM AND SETSCO WAS AWARDED THE DPTM CERTIFICATION IN 2020

GOVERNANCE

As a Group, 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. In 2020, we had zero corruption incidents or any cyber data breach incidents.



CORRUPTION CASES

CUSTOMER PRIVACY

The Data Protection Trustmark (DPTM) Certification was launched 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 was awarded the DPTM certification in 2020 and became the first few companies in Singapore, and the first in the Testing, Inspection and Certification industry to obtain this important Trustmark.

As a bearer of the Trustmark, customers are given the added assurance and trust that we have a certified system to protect their personal data. This will strengthen our reputation and raise our business competitiveness both locally and overseas.