

# COVID-19

THE PANDEMIC HAS  
CHANGED THE WAY  
WE LIVE AND WORK.  
IT HAS INCONVENIENCED  
NOT JUST OUR CUSTOMERS  
BUT THE WAY WE PERFORM  
OUR DAILY DUTIES.

# SAFEGUARDS AGAINST COVID-19 DURING INSPECTION



Inspectors take  
temperature  
twice daily



Inspectors are  
in masks



Inspectors sanitise  
their hands regularly



Windows of  
vehicles are  
wound down



Hand sanitisers  
are available at all  
contact points



A safe distance  
of 1m is always  
maintained

Reminder: If you are a Diners Club member, you can choose prepayment online for your vehicle inspection via VICOM website at [www.vicom.com.sg](http://www.vicom.com.sg).

Inspection may take longer than usual. We thank you for your patience and understanding.





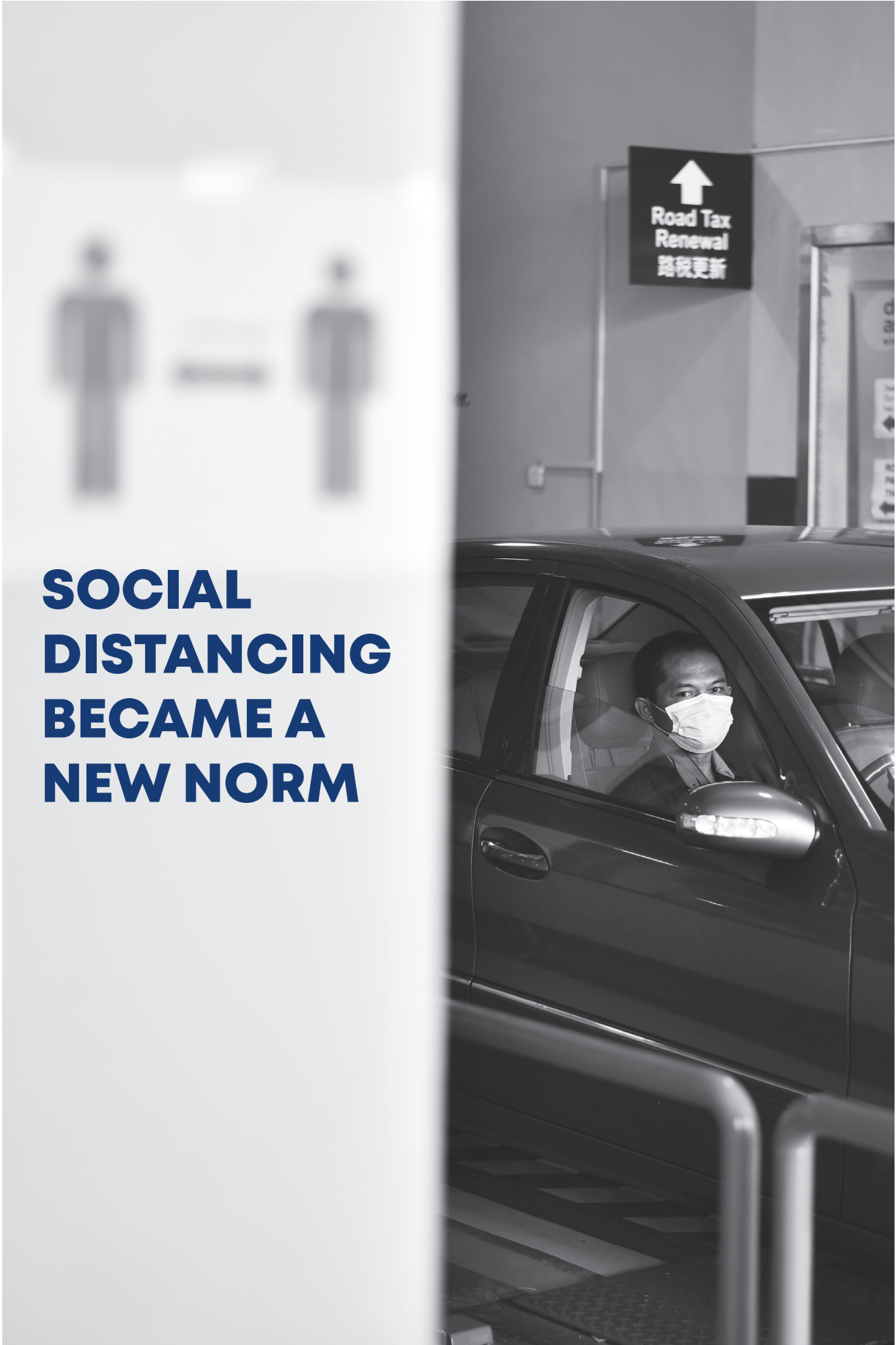


# ACTIVITY LEVELS DROPPED DRASTICALLY



**CENTRES REMAINED EMPTY**

**SOCIAL  
DISTANCING  
BECAME A  
NEW NORM**









**VICOM'S K  
HAS BEEN ON  
EMPLOYEES, C  
OTHER STAKEHO  
THIS UNPRECED  
IN THE SAFEST**

**EY FOCUS  
HELPING OUR  
CUSTOMERS AND  
LEADERS WEATHER  
UNEXPECTED STORMS  
THE WAY POSSIBLE**

# THE SAFETY OF OUR CUSTOMERS IS OUR PRIORITY





**THE WELL-BEING  
OF EMPLOYEES  
IS OUR  
FOCUS TOO**

**TOGETHER WITH DE  
PERSEVERANCE, W  
WE CAN BEAT T**



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## COVID-19

**What started as a sneeze and cough quickly became a lot more sinister in the early months of 2020.**

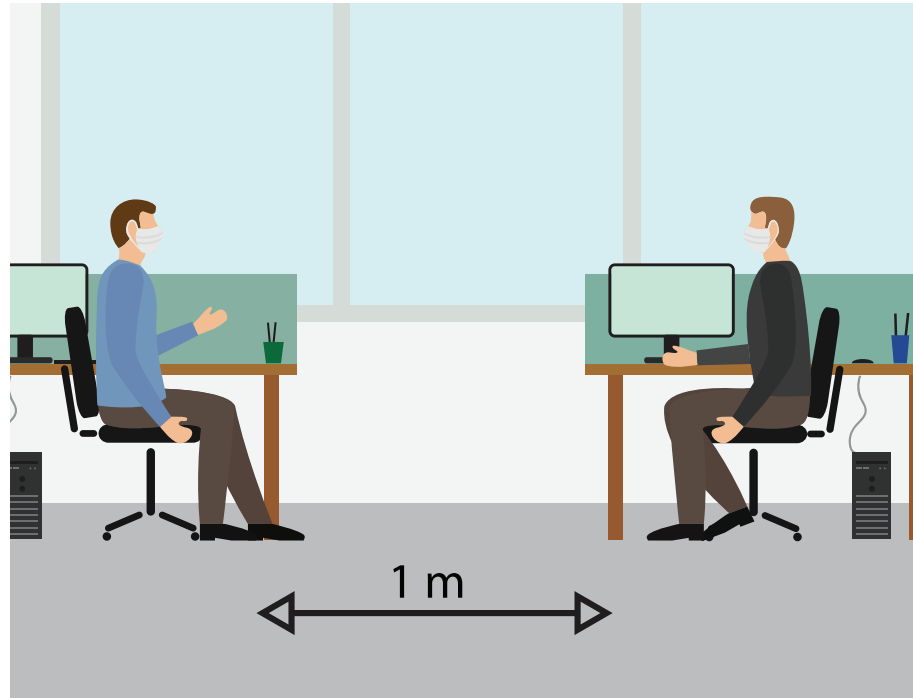
**The world now knows it as COVID-19 and is a virus that needs no introduction. It has changed the way we work and play, the way we interact with one another and certainly, the way VICOM conducted its testing and inspection businesses.**



Singapore's index case was discovered on 23 January 2020. A 66-year-old Chinese national from Wuhan had arrived on 20 January, and was admitted into the Singapore General Hospital where he was tested

positive for the coronavirus.

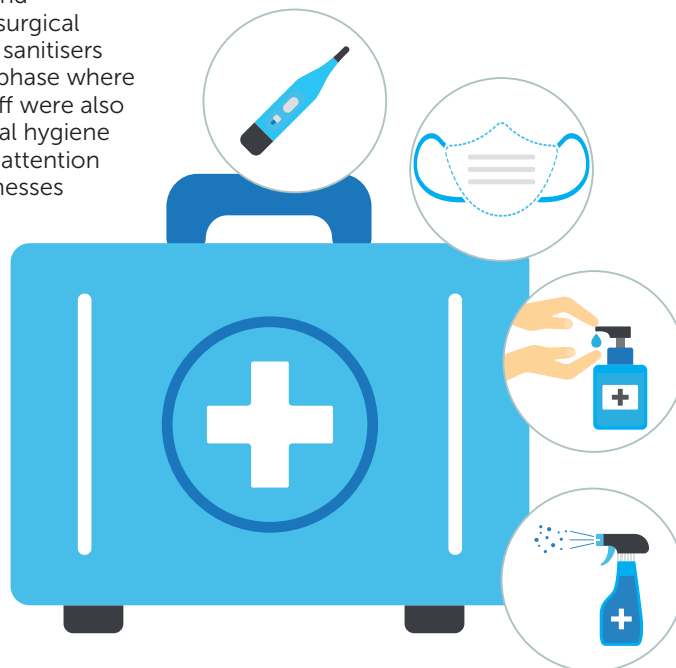
Working closely with our parent company, ComfortDelGro Corporation Limited, we ramped up our business continuity action plans to reduce the risk of COVID-19 transmission in the event of an outbreak in the workplace. We also ensured that we have in place a strong recovery plan to quickly restore business activities when the time was right.



When the DORSCON level was declared Orange on 7 February 2020, we made sure there was sufficient stockpile of essentials like face masks, thermometers, disinfectants and

sanitisers. A reliable supply of surgical masks, disinfectants and hand sanitisers was secured during the initial phase where supplies were very limited. Staff were also reminded to adhere to personal hygiene practices and to seek medical attention when exhibiting respiratory illnesses

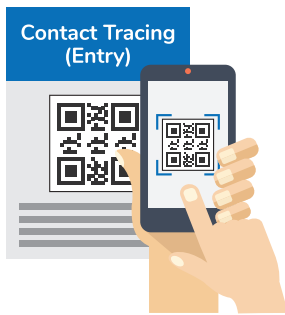
symptoms. Workplace arrangements were reviewed to enable social distancing amongst staff.





## COVID-19

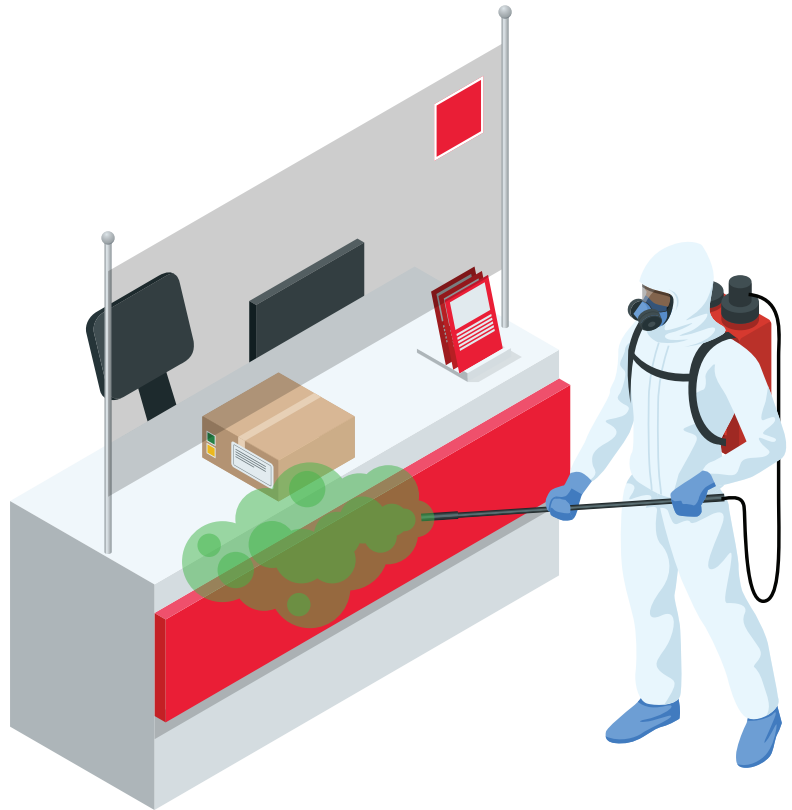
As more infections surfaced in Singapore, we stepped up our preventive measures, including carrying out regular disinfection of our premises. All staff were issued with personal PPE (Personal Protection Equipment) such as thermometers and surgical masks for their personal protection. Their temperature was monitored at least twice daily to ensure that any risk of a COVID-19 transmission could be mitigated in time.



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 contact tracing purposes.

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.

When the Malaysian Government announced its first Movement Control Order (MCO) on 18 March 2020, we managed to secure temporary hotel accommodation for 92 Malaysians in our workforce so that they would not be left stranded in Singapore without a roof over their heads, or be forced to go back to Malaysia with no immediate option of returning to work.

Meanwhile, another 97 of our staff who were staying in two Purpose Built Dormitories (PBDs) were placed under strict lockdown when the local dormitories were hit by a COVID-19 outbreak. These staff are from SETSCO's Construction, Marine and Process business and the lockdown affected delivery of these services. In all, 12 of our staff from the dormitories contracted COVID-19. Fortunately, they exhibited mild or no symptoms and have since recovered fully and returned to work. To reduce the risks of further disruptions to



manpower, we have moved about 40% of our dormitory-housed workers to private residential properties. We have also taken the added precaution of staggering the off days of our staff and making sure that they were provided with dedicated transportation between work sites and dormitories to minimise any possible exposure.

In the face of challenges, there are often opportunities. The COVID-19 pandemic presented SETSCO with a new business – that of conducting surgical mask testing capabilities, making it one of the first in Singapore that can do this. The testing facility, which took SETSCO just three months to set up, is able to conduct five tests in accordance to the ASTM standards, an international

standard used in the testing of personal protective equipment, including face masks and medical gowns. These included the Bacterial Filtration Efficiency (BFE) Test, which measures the filtration efficiency of a mask using live bacteria as well as the Particulate Filtration Efficiency (PFE) Test which evaluates how well the mask protects against particles.

Although the Singapore Government had successfully contained the community spread of COVID-19 cases and more activities were allowed in Phase 3 Re-opening, the VICOM Group is not letting its guard down and will stay vigilant in our continuous effort to safeguard the health and safety of all our stakeholders.

