

UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, OUR COMMUNITIES, AND THE SOCIETY



GOOD CORPORATE CITIZENRY IS DERIVED FROM POSITIVE SOCIAL CONTRIBUTIONS. AS WE ARE A KEY CORPORATE PLAYER WITHIN OUR INDUSTRY, VICOM MANAGES ITS SOCIAL IMPACT BY UPHOLDING ITS HUMAN CAPITAL RESPONSIBILITY, ENSURING PUBLIC HEALTH AND SAFETY, MANAGING CUSTOMER RELATIONSHIPS, ACHIEVING HIGH SERVICE QUALITY, AND ENHANCING INVOLVEMENT IN PHILANTHROPIC ACTIVITIES.

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HUMAN CAPITAL RESPONSIBILITY

Our employees are central and paramount in enabling business success and longevity, whilst aiding in achieving our strategic sustainability ambitions. It is essential to ensure their wellbeing and safety whilst providing ample opportunities for career progression and development. This enables VICOM to attract and retain talents. VICOM aspires to be a leading company with a motivated, engaged, and nurtured workforce, advancing its sustainability goals to support the private sector and national interests.

VICOM manages its human capital and affiliated responsibilities through the ingrained importance of diversity, inclusion and equal opportunities whilst operating within ethical boundaries of human and labour rights.

As we strive to ensure the proper management of our human capital, whilst complying with all relevant regulations, we are able to inadvertently impact other stakeholders such as governmental or regulatory bodies, building certifiers, and other external collaborators, through our positive and sustainable impacts.

OCCUPATIONAL HEALTH & SAFETY

WHY IS IT MATERIAL?

Given the nature of our business, safety and health hazards are a critical consideration in ensuring secure working conditions and the wellbeing of our workforce. VICOM accomplishes its business objectives through thorough and proper management of its internal health and safety systems.

HOW DO WE MANAGE THIS?

We have implemented relevant standard operating procedures ("SOPs") to minimise all dangers and hazards affiliated with our operations, ultimately protecting our employees within the workplace. VICOM is an ISO 45001:2018 (Occupational Health and Safety Management System) certified company and abides by its standard requirements proffered. We conduct an annual internal and external audit to assess the effectiveness of our internal health and safety systems, whilst identifying areas of improvement. Our Occupational

Health and Safety Management System ("OHSMS") primarily entails conducting a hazard identification assessment to delineate all associated hazards and potential incidents resulting from any work activities. Subsequently, we conduct a risk control exercise to reduce the level of risks associated with all work activities through a hierarchy of control responses including, elimination, substitution, engineering, administrative and personal protective equipment. Additionally, we facilitate monthly



VICOM's Occupational Health and Safety Management System is 3rd party attested.

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Workplace Health and Safety ("WSH") Committee Meetings to discuss and evaluate our current protocols and any incidences infringing our management systems, the results of which are discussed during management meetings.

Moreover, we abide by the Ministry of Manpower's WSH Act which is tasked with maximising the health, safety, and welfare of all our employees in the workplace, and stakeholders across our operations. As a result, we have an internally appointed a full time WSH Officer who is registered with the Ministry of Manpower, ensuring the organisation's competency in carrying out all safety related processes.

In the event of a work-related incident or hazard, our employees mandatorily report this to their direct supervisors or WSH Officer. After the creation of an incident report, we will conduct further investigation to identify the root cause of the incident, and establish corrective actions. The findings were then be disseminated across our staff to ensure they remain aware to prevent its recurrence.

Additionally, our Human Resources department is responsible for tracking all occupational health and safety infringements, whilst discerning preventive responses with the WSH Committee.

In addition to our health and safety SOPs in preventing the spread of COVID-19, we provide our staff with Antigen Rapid Tests ("ART") kits once every week. Through this, we have established an early detection process whilst ensuring the wellbeing of our workforce.

At VICOM, we have created a culture of safety for all our employees to embrace and assure their safe return to home every day. We place the health and safety of our employees at the forefront of our concerns as they are key in propelling VICOM's aspirations as a sustainability enabler. As our employees frequently manage vehicle emissions from the inspections conducted, we ensure an annual subsidized health check-up for all our staff to ensure their healthiness.

OUR PERFORMANCE

As a result of our safety management processes, we have been presented accolades from Petrochemical Corporation of Singapore Private Limited for Zero Lost Time Incident and Safety Excellence in FY 2021.



Zero Lost Time Incident Award



Safety Excellence Award

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We have experienced 7 work-related injuries in FY 2021.

TYPE OF WORK-RELATED INJURY	FY 2019	FY 2020	FY 2021
Number of Fatalities as a result of Work-Related Injuries	0	0	0
Number of High-Consequence Work-Related Injuries (excluding fatalities)	0	0	0
Number of Recordable Work-Related Injuries	0	1	7
Total Work-Related Injuries	0	1	7
Number of Hours Worked	2,153,855	2,114,671	1,916,784
Rate of Fatalities as a result of work-related injuries	0	0	0
Rate of High-Consequence Work Related Injuries	0	0	0.10
Rate of Recordable Work-Related Injuries (per 1 million hours)	0	0.47	3.65

LOOKING FORWARD

We strive to achieve zero cases of work-related fatalities in FY 2022.

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EMPLOYEE WELLBEING & WORK LIFE BALANCE

WHY IS IT MATERIAL?

At VICOM, we value our employees and believe that their wellbeing is a top priority. Not only is a work life balance a crucial aspect of a healthy work environment, but it is also critical to the success of a company. Both mental and physical health have become increasingly important due to the pandemic and its impacts. As such, VICOM has focused its efforts in nurturing and promoting employee wellbeing.

HOW DO WE MANAGE THIS?

We continuously work to ensure our employees are in the best physical and mental health. We have established medical plans

in place, which include annual or biennial health check-up benefits for all our eligible employees. VICOM also has employee management programmes to develop and nurture our workforce. We strongly align with the policies and systems that are in place for human capital management to ensure that our employees are productive, happy, and healthy.

OUR PERFORMANCE

Since the pandemic, we have faced difficulties in organising company-wide and large-scale activities. However, we continue to organise ongoing initiatives including early release from work on the eves of Chinese New Year, Hari Raya, and Deepavali to allow our staff of different ethnicity to prepare for the festive celebrations. Moreover, during these difficult times, VICOM encourages its staff to travel back to their hometowns whilst facilitating flexible work arrangements through international mobility. VICOM also adopts flexible working hours for some of our employees to encourage increased work-life balance.

LOOKING FORWARD

We aim to continue our efforts in maintaining a happy and healthy workforce, whilst refining our wellbeing programmes to encourage bonding and team spirit amongst our staff. Moving forward, VICOM aims to continue arranging employee engagement events such as more health talks, either physical or mental, and sporting events. We plan to restart organising selected engagement initiatives on a regular basis in 2022, if the pandemic situation permits.

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HUMAN & LABOUR RIGHTS

WHY IS IT MATERIAL?

Forced and child labour are an extreme violation of human rights, which still poses as a global issue in need of elimination. As human and labour rights are fundamental ethical values, it is imperative to uphold it across all our valued stakeholders and operational chain. At VICOM, we firmly believe that honouring human and labour rights is a key ethical consideration for our business, facilitating a safe, productive, and fair working environment. Moreover, VICOM persistently aims to eliminate any engagement that infringes on human and labour rights, both within our company and in our supply chain.

HOW DO WE MANAGE THIS?

VICOM has a strict zero tolerance policy for any law violation regarding labour rights, and we strictly comply with regulations. We enforce this policy within the company as well as throughout our supply chain. VICOM undertakes an annual internal audits at all our processes, to ensure adherence to labour rights policies guided by the National Transport Workers' Union ("NTWU") and Tripartite Alliance for Fair and Progressive Employment Practices ("TAFEP").

Guided by unions, our company rigorously imposes measures to make certain our employees are fairly treated. We also adhere to the labour policies imposed by the Ministry of Manpower, to ensure our staff are not overworked. We remain transparent and ensure the clear communication of the labour rights policies in our corporate intranet. We continue to safeguard our employees and maintain high standards with regards to human and labour rights. Read more about our Human Rights Policy in Annex A.

OUR PERFORMANCE

In FY2021, we had zero operations with significant risks affiliated with child labour and number of young workers exposed to hazards through work. VICOM continues to report zero cases of law violation and non-compliance with regulations.

OPERATIONS AND SUPPLIERS CONSIDERED TO HAVE A SIGNIFICANT RISK FOR INCIDENTS OF:	FY 2019	FY 2020	FY 2021
Child labour	0	0	0
Young workers exposed to hazardous work	0	0	0

LOOKING FORWARD

We aim to uphold our strict policies and measures regarding human and labour rights, and to continue to achieve zero incidences of non-compliance relating to violation of rights. At VICOM, we do not hire anyone that fall below the minimum legal age.

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EMPLOYEE TRAINING, UPSKILLING & DEVELOPMENT

WHY IS IT MATERIAL?

Upskilling employees is pertinent in ensuring our workforce remain abreast with the fast-paced global economy and its technological advancements. We consider ourselves accountable for the professional development, motivation and growth of our employees whilst providing opportunities for career progression. At VICOM, we believe upskilling is important in maintaining our competitive edge and promoting the development of our employees.

HOW DO WE MANAGE THIS?

Our organisation invests in various employee training programmes to ensure our employees are armed with relevant technical skills and operational knowledge. At VICOM, all our employees undergo relevant specialised training, on an annual basis, to ensure they remain proficient within their specific areas of expertise.

A prime example of this specialised training is VICOM's vehicle inspectors who undergo the annual Technical Knowledge Examination, evaluating their vehicle testing knowledge, whilst all new vehicle inspectors undergo ITE certification training, as a part of LTA requirements. We also conduct ad-hoc certification training for all our technicians and inspectors to ensure our workforce is proficient with their job scope. VICOM also sponsored vehicle inspectors for Class 4 driving so that they are more versatile in their job deployments. We acknowledge the top performers across our training programmes and recognise their efforts through the provision of awards, handed out by our CEO.

Our employees undergo annual performance appraisals as they aid in assessing areas of development and recognition, ultimately helping to improve our overall level of service quality.

We mandate a self-evaluation for our Executives and above, pegged to the company's established competencies and Key Performance Indicators ("KPIs"). Subsequently, we facilitate a formal one-on-one discussion between the appraisee and their supervisor to derive a consensus on their final performance outcomes and review results.



Recognising our top scorer in the Technical Knowledge Examination.

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OUR PERFORMANCE

In comparison to FY 2019, we experienced a 65% increase in our total number of training hours provided to our employees whilst the number of employees that received regular performance reviews dropped by 12%. Our increase in training hours is attributed to delays that occurred in our training plans in FY 2020 as a result of disruptions from the pandemic, which ultimately were effectuated in FY 2021. Our drop in number of appraisals was due to our employee turnover in FY 2021.

TRAINING AND APPRAISAL	FY 2019			FY 2020			FY 2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total number of training hours provided to employees	7,082	374	7,456	2,990	622	3,612	10,052	2,250	12,302
Average number of training hours per employee	9.50	1.56	7.56	4.10	2.60	3.73	15.63	10.18	14.24
Number of employees receiving regular performance and career development reviews	746	240	986	730	239	969	643	221	864

LOOKING FORWARD

We aim to continue facilitating programmes to upskill our employees and develop their competitive edge within the industry. We target to include two unique trainings per staff, with a target of 50% achievement annually. These will include both internal and external sessions, conducted either through classroom or virtual setting, webinars, seminars/conferences as well as cross functional training.

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DIVERSITY, ANTI-DISCRIMINATION, INCLUSION & EQUAL OPPORTUNITIES

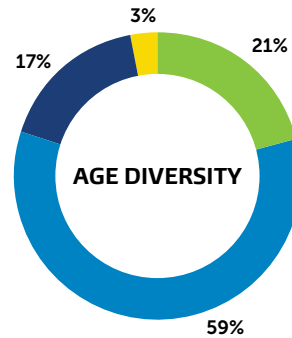
WHY IS IT MATERIAL?

Diversity and inclusion in the workplace is crucial for talent attraction and retention, and fosters innovative ideas, discourses and differing perceptions, enabling a competitive advantage. VICOM promotes inclusion, diversity, and fairness as it results in equality and a diversified workforce. We believe this will create a setting that unifies cultures, backgrounds, and abilities.

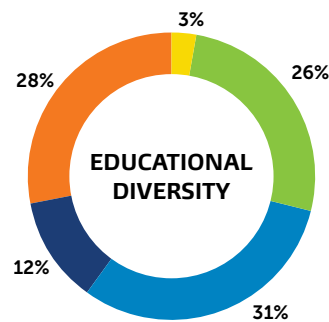
HOW DO WE MANAGE THIS?

VICOM has zero-tolerance for discrimination of any form. Any complaints or incidences of discrimination are reported to the Management and are subsequently appropriately managed, through an investigation which would result in appropriate disciplinary action.

We believe that increasing diversity in the workforce promotes a variety of skillsets and innovation. As a result, in our hiring process, we do not discriminate on nationality, educational qualification, age, race, gender or religion, and accept candidates purely based on meritocracy, their skills and capabilities in the job. As VICOM is cognisant that the engineering industry is predominantly male-centric, we hope to do our part to advocate for the inclusion of female engineers within the industry and our workforce.



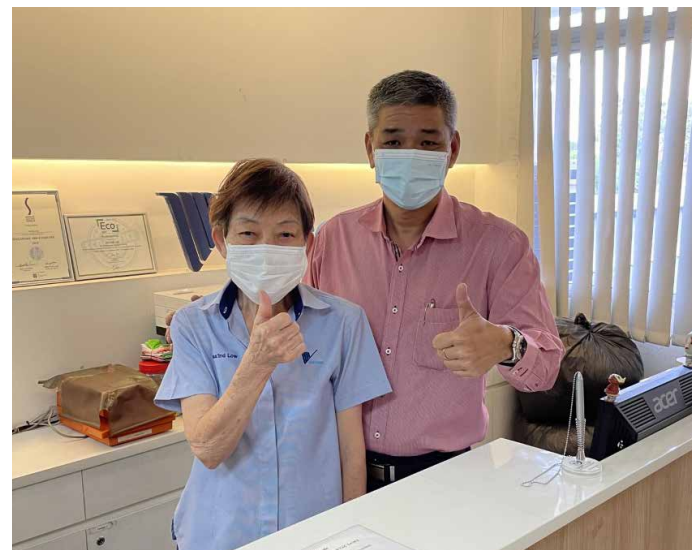
- 29 and below
- 30 to 50
- 51 to 66
- 67 and above



- Master/PHD
- Degree
- Diploma
- NITEC
- Others

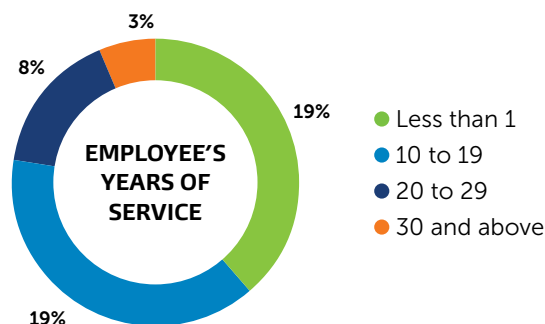
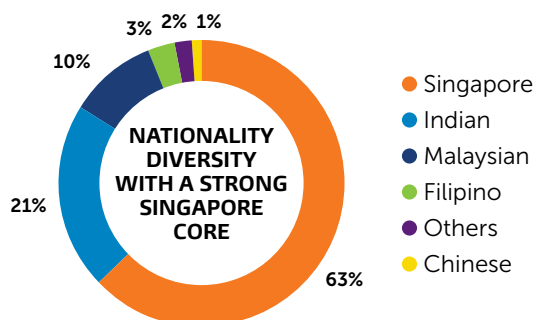


Ms. Jenny Lim receiving the Long Service Award for her 30 years of service from CEO.



CEO bidding farewell to our oldest employee, Mdm Rosalind Low, aged 79, after serving almost 40 years in VICOM.

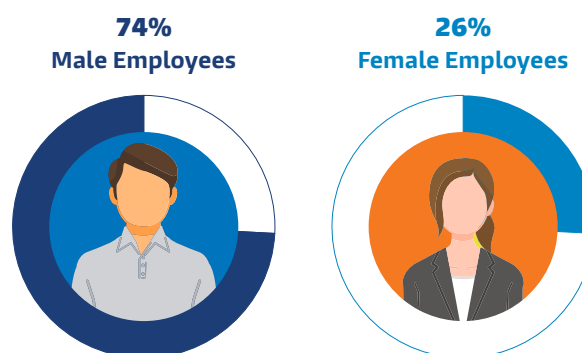
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OUR PERFORMANCE

In FY 2021, 26% of our total workforce comprised of female employees whilst 74% were male employees, due to the nature of our business.

At VICOM, a total of 46% of our workforce are executives and above with 54% comprising of non-executives. Our employees are predominantly aged between 30 to 50 years, whilst 19% and 23% are aged under 30 and over 50, respectively.



TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT TYPE IN FY 2021	Male	Female	Total
Permanent employees	643	221	864
Temporary employees	4	4	8

TOTAL NUMBER OF EMPLOYEES BY EMPLOYEE CATEGORY IN FY 2021	Male	Female	Total
Executives and above	298	97	395
Non-Executives	345	124	469

TOTAL NUMBER OF EMPLOYEES BY AGE GROUP IN FY 2021	<30 years	30-50 years	>50 years
Executives and above	45	254	96
Non-Executives	119	248	102

LOOKING FORWARD

We aim to continue achieving zero incidences of complaints about discrimination, whilst promoting diversity in the workplace.

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TALENT ATTRACTION, RETENTION & JOB OPPORTUNITY CREATION

WHY IS IT MATERIAL?

Employee engagement and high staff morale are important enablers in maintaining our service quality and growing our business performance. Our employees are an essential component of our business and we understand it is crucial to ensure a low staff turnover. Attracting the right talent and creating retention opportunities allows our business to expand our growth potential, whilst accommodating for our ability to act as an enabling agent in the transition towards sustainability.

HOW DO WE MANAGE THIS?

At VICOM, we value each employee's contribution to the success of our business. We create job opportunities for employees

across the different areas of our company to engage with each other. This facilitates cross-departmental exposure of our staff and aids in our employees holistic understanding of the manner by which our company operates, and the individual roles they play. This creates a coherent and collaborative environment for our employees, refining their ability to assist in achieving our business and sustainability goals.

VICOM provides fair remuneration, comprehensive staff benefits and recognition rewards to employees to applaud their performance and efforts. VICOM honours its staff by giving out awards including the Customer Service Awards and Long Service Awards, as means of recognition and improving performance morale. Currently, we have a Succession Planning Programme available for all our senior management and key personnel to ensure seamless and smooth management of talent within the organisation.



CEO regular engagement session with staff.



Awards to recognise staff performance.

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Celebrating with staff from Yishun for winning the Best Centre Award

OUR PERFORMANCE

In FY 2021, we experienced a 47% increase in our total new employee hires, and a 29.1% increase in overall employee turnover in comparison to our baseline year in FY 2019. The increase in employee turnover was due to the pandemic situation where some foreign workers decide to return to their home country.

	FY 2019			FY 2020			FY 2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Number of New Employee Hires	94	37	131	133	48	181	134	58	192
New Employee Hires (%)	14%	5%	19%	14%	5%	19%	16%	7%	23%
Number of Employee Turnover	110	38	148	133	41	174	142	49	191
Employee Turnover (%)	15%	5%	20%	15%	5%	20%	16%	6%	22%

LOOKING FORWARD

We aim to conserve the morale of our staff and appreciate the efforts of all our talents. In FY2022, we target to rollout a Succession Plan for our middle management employees and also conduct an Employee Satisfaction Survey to ascertain areas of improvement, ultimately aimed at retaining our workforce.

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PUBLIC HEALTH & SAFETY

WHY IS IT MATERIAL?

Ensuring the health and safety of our employees and customers are paramount to our business. With more than half a million of vehicles and motorists passing through our inspection lanes in 2021, a safe environment and strong safety records are essential to building trust in our inspection services.

The COVID-19 pandemic has casted a spotlight on health and VICOM has actively played its role in ensuring that our environment remains safe.

HOW DO WE MANAGE THIS?

We constantly review our work processes and procedures to ensure that our inspection is done safely at all times. In addition, various safety features and prominent signages are in place throughout the premises to remind motorists the out-of-bound areas such that their safety is assured during their visits.

We remain vigilant in safeguarding health and safety across our service scopes.

To minimise the spread of COVID-19 all our staff and vehicle inspectors abide by our established Safe Management Measures ("SMM") when tending to customers. We conduct regular disinfection across our premises, whilst displaying posters and notices to enforce our SMM and compliance with the Ministry of Health's latest protocols.

OUR PERFORMANCE & LOOKING FORWARD

VICOM achieved zero incidents of non-compliance with regulations regarding public health and safety in 2021. We aim to continue to achieve zero incidents of non-compliance as a demonstration of our commitment to ensuring public health and safety as a result of our testing services. We further aim to explore more opportunities to expand on our existing services in testing products under the public health and safety realm.



HOW WE ENABLE BROADER SUSTAINABILITY

As one of Singapore's leading provider of testing and inspection services, we act as a critical player in ensuring public health and safety. By detecting non-compliance early, we are able to identify and address the potential key risks and thus effectively mitigating them. At VICOM, we continuously innovate to develop new tests as means of adapting to the evolving industry needs relating to public health and safety. With the ongoing requirements for safety measures, as propagated by COVID-19, we have built up face mask testing capabilities and recently commenced offering COVID-19 testing services for wastewater, ultimately to safeguard our community. We also provide wastewater testing services to ensure that discharge by the companies into the public sewers are well within the regulatory limits. In recent times, there have been significant shifts in the building industry including a greater focus on concrete use, increasing the use of recyclable material, reducing carbon footprint, and improving construction productivity. VICOM is cognisant of its responsibility in accurately testing all building materials and its maintenance to ensure the built environment is sustainable and safe for the public. We have also developed our capabilities by extending our services towards ensuring the safe use of personal protective equipment ("PPE"), including safety helmets and footwear, through their respective rigidity testing.

The Singapore Food Agency ("SFA") has articulated a target to improve food security by 2030 through the production of 30% of Singapore's food resources. As a result, Singapore aims to increase its production of food resources through both traditional and innovative food producing techniques which include cultivating protein-derived meats. Through this process, SFA intends to outsource microbiological and food chemistry tests within the next five years. VICOM's contribution to providing food testing services exemplifies our commitment to ensure safe consumption of food.

All our service offerings and projected plans are VICOM's contribution in aiding Singapore's direction towards a sustainable, safe, and healthy future. We hope that in addition to safeguarding the public's interest, and wellbeing, we continue to contribute toward ensuring longevity of lives whilst driving sustainable ambitions on a national scale.

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Sampling the wastewater to ensure responsible discharge to public sewers, protecting our environment.



WE PROVIDE WASTEWATER TESTING SERVICES TO ENSURE THAT DISCHARGE BY THE COMPANIES INTO THE PUBLIC SEWERS ARE WELL WITHIN THE REGULATORY LIMITS.



TESTING OF SAFETY AND EFFICACY OF FACE MASK



WITH THE ONGOING REQUIREMENTS FOR SAFETY MEASURES, AS PROPAGATED BY COVID-19, WE HAVE BUILT UP FACE MASK TESTING CAPABILITIES.



Testing of water quality for a clean and liveable environment.



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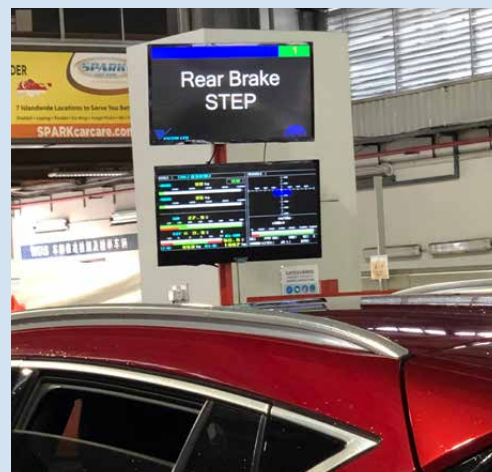
TESTING OF THE RIGIDITY OF SAFETY HELMETS AND FOOTWEAR



WE HAVE DEVELOPED OUR CAPABILITIES BY EXTENDING OUR SERVICES TOWARDS ENSURING THE SAFE USE OF PERSONAL PROTECTIVE EQUIPMENT (“PPE”), INCLUDING SAFETY HELMETS AND FOOTWEAR, THROUGH THEIR RESPECTIVE RIGIDITY TESTING.



BRAKE TEST FOR VEHICLES TO ENSURE ROAD SAFETY



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FOOD TESTING



VICOM'S CONTRIBUTION TO PROVIDING FOOD TESTING SERVICES EXEMPLIFIES OUR COMMITMENT TO ENSURE SAFE CONSUMPTION OF FOOD.



Counting the bacterial colonies to determine how safe the food is.



Different microbial pathogens require different nutrients. Selecting the right enrichment media to culture and isolate the foodborne pathogens to reduce the risk of food poisoning.



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THE SINGAPORE FOOD AGENCY (“SFA”) HAS ARTICULATED A TARGET TO IMPROVE FOOD SECURITY BY 2030 THROUGH THE PRODUCTION OF 30% OF SINGAPORE’S FOOD RESOURCES.



Identifying mould, fungi and parasites in the food we consume.



Use of automated biochemical system for rapid microbial identification to safeguard food, water and environment in Singapore.



Continuous innovation for better and faster technology in laboratory testing to meet evolving industry needs.

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SERVICE QUALITY & CUSTOMER RELATIONSHIP

WHY IS IT MATERIAL?

At VICOM, we believe that top quality service is crucial in maintaining relationships with our customers. We listen to customers' feedback to achieve a better understanding of the quality of our services and areas of improvement. The needs of our customers are important to us and we strive to meet their requirements. As a service provider, our customers form the crux of our business. VICOM therefore aims to build strong connections with its customers and the community.

HOW DO WE MANAGE THIS?

Customers can reach us easily through our hotline or email. Our staff are always ready to take enquiries or feedback from our patrons. On our website, we have a list of Frequently Asked Questions ("FAQs") and a chart for estimated waiting times at all inspection centres island wide. The FAQs list provides consumers with an immediate response to questions they may have, and the subsequent waiting times allow consumers the flexibility to come into any outlet at a timeslot that works best for them.

Our website also features a feedback form where customers can enquire about various topics, with options such as 'Customer Service Feedback', 'Inspection Services', 'Job Opportunities', etc. Furthermore, through our feedback form, we are able to ascertain our performance in serving customers, assess areas for improvement and identify good performance to boost morale. Through this touchpoint, we are able to build relationships with the community and strive for constant development. VICOM is currently embarking on a new Customer Relationship Management software to know our customers better and hence increase future sales performance.

As means of ensuring customer engagement, we send regular updates about our business and services to our customers through our mailing list.

OUR PERFORMANCE

In FY 2021, we had 7,412 compliments and 38 customer complaints. The complaints were mostly related to long queueing time for vehicle inspection services as a result of some inspectors being taken off duty due to COVID-19, to ensure public health and safety.

Good customer service is considered as an enabler of success in VICOM. As a result, we ensure to award our top individual employees and inspection centres for delivering top quality service. In FY 2021, the Kaki Bukit Centre and an individual employee were awarded the Best Customer Service (Centre) Award and Best Customer Service (Individual) Award respectively, for demonstrating excellent customer service.



Celebrating with staff from Kaki Bukit for winning the Best Customer Service (Centre) Award.



Recognising our Best Customer Service (Individual) awardee.

LOOKING FORWARD

We aim to provide our customers with the best service possible. To assert our commitment to improved customer service, we are adopting digital technologies to assist in online booking and payment services.

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LOCAL IMPACT & ECONOMIC CONTRIBUTION

WHY IS IT MATERIAL?

At VICOM, we place an emphasis on being socially responsible, giving back to society, and lending a helping hand to the less fortunate. We believe that by building a community which cares and commits to giving, we can make a big impact in society, as well as inspire others to do the same. We aim to enhance social welfare by caring for those in need.

HOW DO WE MANAGE THIS?

Although we encourage social responsibility in a variety of ways, VICOM focuses its philanthropic efforts primarily through efforts on assisting terminally ill individuals and the elderly. We believe that by helping these groups, it strongly aligns with VICOM's core values, as well as our overall mission to be a positive social enabler within communities. We hope that with our aid, we can empower these groups to overcome the obstacles they face. Our purpose of enabling others drives us to help a range of beneficiaries, thereby supporting charitable organisations, government bodies and volunteers.

In FY2021, our 'Care & Share' programme has entered its 21st year, in which VICOM matches dollar-for-dollar donations made by employees to selected charitable organisations. Our Care & Share committee and volunteers continue to help out the less fortunate, and the VICOM team supports charitable causes remotely through donations.

OUR PERFORMANCE

In FY2021, VICOM donated close to \$70,000 to 13 causes in Singapore. We align ourselves to our purpose of spearheading responsible and positive social contributions through our support for chosen charitable organisations.

As VICOM believes in enabling the youth to reach their full potential through numerous ventures including academics, sports, or hobbies, we continue to involve ourselves in affiliated charitable causes. We supported the Lee Kuan Yew Fitzwilliam – National University of Singapore PhD Scholarship, a cause that we have been associated with for the past four years alongside our parent company, ComfortDelGro, and its affiliated subsidiaries. With the contribution of S\$200,000 to the scholarship from VICOM, recipients will be able to tap into both the academic and research resources, and in turn, contribute to the global community. VICOM also donated S\$15,000 to Singapore Olympic Foundation's Singapore Water Polo funds, a cause that support youths who aspire to represent our country in global competition. Through these efforts, we hope to recognise and grow talents among our community.

As a company which strives to empower the most vulnerable groups, we continue to support the underprivileged elderly community in Singapore. In FY2021, VICOM supported Thong Kheng Senior's activity centre, a charity which organises activities to look after the welfare of seniors. We contributed by distributing groceries to 120 elderly. In addition, VICOM continued its annual support of Willing Hearts in FY2021. We donated used newspaper for their food preparation which goes to underprivileged elderly and children, as well as the bedridden and handicapped. Furthermore, VICOM continued with conducting annual donations to Sunshine Welfare Action Mission ("SWAMI") Homes, an establishment that provides nursing home care and services to the elderly. We hope that by supporting these causes, the elderly can have access to the resources and care they need, enabling them to lead a happier and healthier life.

LOOKING FORWARD

We aim to continue helping the local community and hope to ramp up our efforts when COVID-19 restrictions ease.

UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, OUR COMMUNITIES, AND THE SOCIETY

OUR LONGSTANDING RELATIONSHIP WITH HCA HOSPICE CARE

Since 2013, VICOM has worked with HCA Hospice Care (HCA), which cares for the elderly and terminally ill. Our strong partnership with HCA encompasses our vision of being drivers of positive social change within society, by caring for our community's most vulnerable groups of people, which motivates us to keep contributing to their cause. VICOM worked with HCA to organise and host activities with their patients. However, COVID restrictions have made it challenging for us to continue with such events. Despite this, our efforts to contribute to the local community carry on.



Ann Tan, the Chairperson of VICOM's Care & Share, was featured on HCA's 12 Days of Giving as one of the long-serving active volunteers at HCA. Our Care & Share team focuses on supporting HCA's Star PALS families and patients, previously by organising outings and bonding activities. In further support of HCA and StarPALS, VICOM provided CDG Taxi vouchers for children with life threatening conditions, to defray their transportation cost, free vehicle inspection to HCA fleet of vans and installed StarPALS donations boxes to raise funds at all seven inspection centres.

In first quarter of 2021, our staff volunteers visited HCA Kang Le Hospice Day to celebrate Lunar New Year with the patients together with HCA staff. The team distributed a total of 25 bottles of CNY goodies and red packets to the patients. Our staff volunteers visited KCA Kang Le Day Hospice again in April spending lunch and a tea break, whilst facilitating games with the patients. In December, VICOM sent Christmas goodie bags and grocery vouchers to 30 StarPALS (Paediatric Advanced Life Support) families, and our volunteer staff celebrated festivities with the patients virtually. In addition, VICOM sent two teams, comprising of 18 staff volunteers, to participate in HCA's Vertical Challenge. The Vertical Challenge is a physical endeavour that entails a component of fundraising and exercise as it encourages volunteers to embark on achieving a target of vertical elevation. Volunteers submit their achievements after embarking one of the five categories (100m, 300m, 600m, 900m or Open Category raised by HCA). In addition to facilitating team bonding, VICOM contributed a total of S\$10,000 to the cause and encouraged our staff to bring in others to join the challenge. Team VICOM raised S\$28,277, which is part of the S\$400,000 raised by HCA to fund 1,333 free home visits to terminally ill patients.

We continue to volunteer actively with HCA, and contribute whenever possible. We strive to conduct visitations as often as we can, and in accordance with social distancing guidelines, to accompany patients and celebrate festivities together. Our goal is for patients to be as comfortable as possible during their last lap of life.



OUR INTENTION AS VOLUNTEERS IS TO MAKE THEM AS COMFORTABLE AND AS HAPPY AS WE CAN IN THEIR LAST LAP OF LIFE



ANN TAN
HCA VOLUNTEER
(VICOM CARE & SHARE)

