

# NET ZERO

## DRIVING

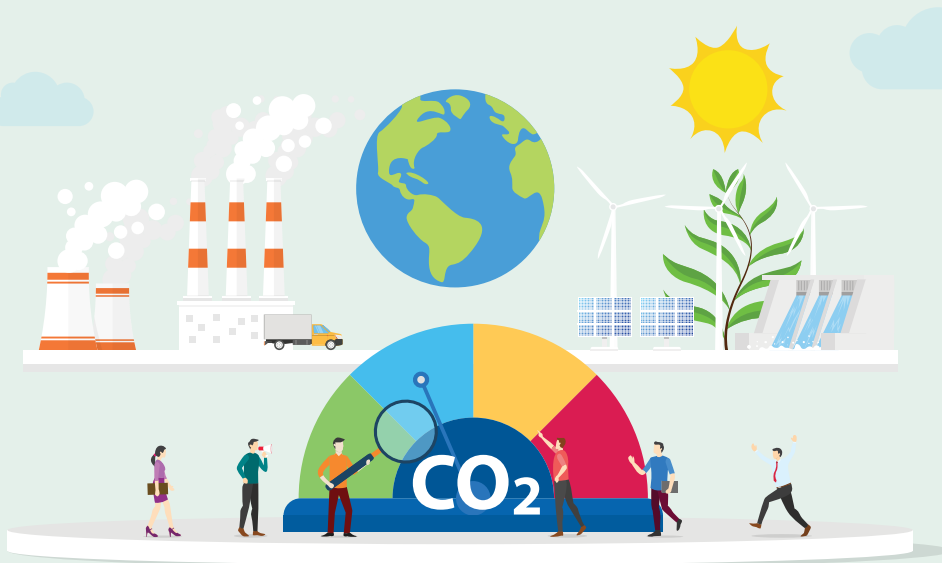
### ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY

#### RESOURCE STEWARDSHIP

VICOM ACKNOWLEDGES THAT RESPONSIBLE RESOURCE MANAGEMENT AND SUSTAINABILITY PLANNING ARE CRUCIAL IN ENSURING THE LONGEVITY OF RESOURCES FOR FUTURE GENERATIONS. THROUGH THE USE OF ENVIRONMENTALLY CONSCIOUS ALTERNATIVES AND THE CONSERVATION OF RESOURCES, WE SEEK TO MINIMISE OUR RESOURCE CONSUMPTION AND WORK TOWARDS ACHIEVING OUR SUSTAINABILITY ASPIRATIONS.



## DRIVING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY



Our efforts are resource management centric as we focus on reducing our emissions and impacts to air quality, whilst striving to reduce our energy consumption. Likewise, we also focus on our water consumption and waste management to enforce our position of an environmentally friendly organisation enabling sustainability in Singapore through our service offerings.

In 2022, both VICOM and SETSCO attained certifications by the Singapore Environment Council ("SEC"), with VICOM obtaining the Eco-Office Champion and SETSCO attaining the Eco-Office Elite awards, respectively. Furthermore, we intend to enhance our progress by attaining the ISO 14001:2015, Environmental Management System by FY 2023. This certification details the requirements needed in an organisational environmental management system to better regulate our environmental responsibilities in a systematic manner.



SETSCO's Bukit Batok building is Green Mark Certified by the Building and Construction Authority (BCA) of Singapore.

### EMISSIONS & AIR QUALITY

#### WHY IS IT MATERIAL?

Singapore has committed to reducing its emissions under the Paris Agreement and aims to achieve net-zero emissions by 2050. As such, VICOM is committed to managing its environmental impact to align with Singapore's national ambitions. We thus strive to ensure that vehicles stay within emission-limits through our inspection services. At the same time, we also provide emission testing services which enable customers to better manage their emissions, ultimately supporting their sustainability aspirations through a grounds-up approach. Consequently, we hope to contribute as enablers of a pollution-free and clean environment through the provision of quality testing services to our customers.

#### HOW DO WE MANAGE THIS?

As means of reducing our environmental impact caused by emissions, VICOM has implemented various internal management systems, policies, and measures to ensure that resources such as energy are optimised and regulated, ultimately reducing emissions produced and limiting pollution.

Our parent organisation, ComfortDelGro Group, has committed to the Science Based Targets Initiative ("SBTi"). In alignment with this, VICOM will actively play our part in achieving the emissions reduction target, through the optimisation of operations and introduction of emission reduction technologies to reduce our fuel and electricity usage.

Primarily, SETSCO's Energy Management System has been ISO 50001 certified, with SETSCO now also being an Energy Efficiency National Partner ("EENP") with the National Environment Agency ("NEA"). These certification and partnership help to guide

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our management of GHG emissions by assisting VICOM in regulating its use of resources, including electricity and fuel, thereby reducing our carbon footprint and by extension, minimising adverse environmental impact.

Additionally, VICOM has implemented a Green Guidelines Policy to reduce energy consumption and improve energy efficiency across its operations, aimed at lowering Scope 2 GHG emissions. Some eco-friendly guidelines within this policy include, but are not limited to, the following:

- Being mindful to switch off equipment which are not in use (e.g., after office hours)
- Removing screensavers on computers and setting computers to standby mode
- Regularly servicing equipment according to their maintenance schedule to keep them running at maximum efficiency
- Installing motion sensors and using timer switches where possible to help conserve energy

On 30th June this year, VICOM formed an internal Eco-Ambassador Committee to oversee our ESG-related initiatives and programmes, raise awareness of being “green”, gather feedback and enhance the Group’s sustainability efforts. Some initiatives carried out include the recognition of Earth Hour and the installation of 49 energy sub-sensors coupled with an illustrative energy management dashboard across every level on SETSCO’s premises. A heat recovery unit and a water recycling system were also installed at SETSCO, to minimise affiliated emissions through a reliance on recycled resources. All the aforementioned initiatives serve to set us up for success in attaining greater energy savings to ultimately reduce our Scope 2 GHG emissions in the long run.

VICOM also plans to progressively electrify our vehicle fleet to EVs by 2040 to decrease our Scope 1 GHG emissions. We are also pleased to report that VICOM has commenced screening and establishing our Scope 3 GHG Inventory in FY 2022 prioritising our most impactful categories. As we embark on our Scope 3 GHG emissions analysis, VICOM hopes to highlight the responsibility and accountability of our emissions to identify areas for improvement across our value chain and beyond our organisation.

### OUR PERFORMANCE<sup>5</sup>

VICOM’s Scope 1 GHG emissions are primarily attributed to the use of petrol and diesel across our fleet and Scope 2 GHG emissions are a result of electricity consumption across operations. In FY 2022, we experienced a 1.73% and 205.95% increase in our Scope 1 and Scope 2 GHG emissions respectively when compared to our baseline year in FY 2019. In comparison to FY 2021, we experienced a 6.57% decrease in our Scope 1 GHG emissions and 81.38% increase in our Scope 2 GHG emissions. The increments in our GHG emissions are due to the resumption of economic and industrial activities as VICOM’s business picks up and returns to pre-pandemic levels. On the other hand, our decrease in Scope 1 GHG emissions for FY 2022 in comparison to FY 2021 stems from the drop in our diesel usage as explained in the following section on ‘Energy’.

For our Scope 3 emissions, we undertook a preliminary screening exercise to determine which of the categories would be most pertinent to our emissions and operations. We then selected the most pertinent categories and undertook detailed emissions calculations based on the requirements stated by the GHG Protocol. Some Scope 3 categories were not investigated as they are not applicable to VICOM’s operations. The Scope 3 categories that we addressed in FY 2022 include:

SCOPE 3 CATEGORY	SCREENED OR CALCULATED	TOTAL EMISSIONS (TCO <sub>2</sub> E)
Category 1: Purchased goods & services	Calculated	2,352.10
Category 2: Capital goods	Calculated	1,204.22
Category 3: Fuel- and energy-related activities not included in Scope 1 & Scope 2	Calculated	1,582.91
Category 5: Waste generated in operations	Calculated	5.02
Category 6: Business travel	Screened	34.08
Category 7: Employee commute	Screened	1,281.68
Category 8: Upstream leased assets	Screened	97.11
Category 12: End-of-life treatment of sold products	Calculated	7.15
Category 13: Downstream leased assets	Screened	742.29
Category 15: Investments	Screened	66.72
Total Scope 3 Emissions	–	7,373.28

<sup>5</sup> All data in this section is analysed by comparing our performance in 2022 to our performances in the previous year (2021) and our baseline year of 2019. Additionally, only carbon dioxide is included in all emission calculations and our consolidation approach for emissions stems from an Operational Control perspective.

## DRIVING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY



EMISSIONS (tCO2e)	FY 2019 <sup>6</sup>	FY 2021 <sup>7</sup>	FY 2022
Direct (Scope 1) GHG Emissions <sup>8</sup>	362.01	394.18	368.27
Indirect (Scope 2) GHG Emissions <sup>9</sup>	1,628.60	2,747.02	4,982.65
Scope 3 GHG Emissions <sup>10</sup>	NA <sup>11</sup>	7,436.54	7,373.28
<b>Total emissions</b>	<b>1,990.61</b>	<b>10,577.74</b>	<b>12,724.20</b>

### GRI 305-4: GHG EMISSIONS INTENSITY<sup>12</sup>

EMISSIONS INTENSITY (TCO2E/\$\$M REVENUE)	FY 2019 <sup>13</sup>	FY 2021	FY 2022
Scope 1	3.49	3.91 <sup>14</sup>	3.40
Scope 2	15.70	27.23 <sup>15</sup>	46.01
Scope 3	NA	73.70	68.08
<b>Total (Scope 1, 2 and 3)</b>	<b>19.20</b>	<b>104.83</b>	<b>117.49</b>

### LOOKING FORWARD

VICOM is committed to reducing our operational emissions in line with SBTi commitments as validated by our parent company – ComfortDelGro Group. Going forward, as means of driving sustainability progress, we have established the following emissions targets:

- VICOM will set emissions reduction targets for our Scope 1 and Scope 2 emissions.
- Targets for our Scope 3 emissions will be set once we have comprehensively assessed our Scope 3 emissions.
- Scope 1: From our newly established emissions baseline of 2022 for our next reporting cycle onwards, we are setting interim targets of a 25% reduction by 2030 and 50% reduction by 2040.
- Scope 2: From our newly established emissions baseline of 2022 for our next reporting cycle onwards, we are setting interim targets of a 5% reduction by 2025, 10% reduction by 2030 and 15% reduction by 2040.



Testing emissions from factories for compliance with regulatory requirements.

6 An improvement in our data collection methodologies has resulted in more accurate revised fuel and electricity data. As a result, Scope 1 and 2 GHG emissions for FY 2019 were recalculated using revised figures, leading to a restatement of data.

7 An improvement in our data collection methodologies has resulted in more accurate revised fuel and electricity data. As a result, Scope 1 and 2 GHG emissions for FY 2021 were recalculated using revised figures, leading to a restatement of data.

8 Scope 1 emissions were calculated using DEFRA 2021 emission factors.

9 The electricity emission factor used to calculate the Scope 2 GHG emissions was Singapore's BM emission factor of 0.4057 kg CO<sub>2</sub>/kWh in 2021.

10 Scope 3 emissions were calculated using a combination of DEFRA 2021, EMA 2021 and US EPA 2016 emission factors for various categories.

11 VICOM only started calculating its Scope 3 GHG emissions in 2021.

12 GHG intensities for FY 2019 and FY 2021 have been calculated using VICOM's revenues of \$103.7 million and \$100.9 million for each year respectively.

13 Emission intensities for FY 2019 have been restated due to a revision and restatement of emission figures for reasons mentioned above.

14 Data has been restated due to a revision in figures.

15 Data has been restated due to a revision in figures.



## DRIVING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY

### HOW WE ENABLE BROADER SUSTAINABILITY<sup>16</sup>

VICOM's emissions testing ensures all vehicles remain compliant with the Emissions Standards prescribed by Singapore's National Environment Agency ("NEA"). Under their Vehicular Emissions Scheme ("VES"), pollutants emitted by current and new vehicle models must fall within set limits. New vehicles are thus tested to ensure compliance with national regulations. These emissions tests are performed in accordance with the standards set by international protocols such as New European Driving Cycle ("NEDC") and Japan 2009 standards ("JPN2009"). On top of testing vehicle emissions, we also examine pollutants that impact air quality. These include Particulate Matter ("PM"), Nitrogen Oxides ("NOx") and Sulphur Oxides ("SOx"), as they cause detrimental consequences to both human health and the ozone layer.

Further demonstrating our commitment towards continuous sustainable progress, the VICOM Emission Test Laboratory ("VETL") costed more than S\$3 million in upgrading our testing equipment, slated to be completed in early



New/Imported Used Vehicle Emission Testing

2023. This revamp was undertaken to allow for the adoption of the Worldwide Harmonised Light Vehicles Test Procedure ("WLTP"), a standard harmonising procedure relating to the testing of efficiencies and driving ranges of all types of vehicles, including EVs. Through the WLTP, VICOM is better equipped to support NEA in its enforcement of emissions regulations. Simultaneously, this upgrade ensures that VICOM's services remain aligned and updated with global vehicle fuel measurements and carbon emission standards.

Through the provision of our testing services, we aim to enable widespread sustainability and ensure a safe environment for the public.



Various measurement and analytical instruments used to determine a vehicle's emissions and other pollutants that can adversely affect the environment.

VEHICLE EMISSION TESTING	FY 2019	FY 2021	FY 2022
Number of In-Use Vehicle Emission Tests Conducted	462,718	523,639	534,840
Number of New/Imported Used Vehicle Emission Tests Conducted	608	704	474

\* Vicom Emission Test Laboratory ("VETL") The VETL business is affected as Parallel Importers ("PIs"), importing fewer vehicles when compared to the previous year, thus resulting in the decreased emission test requests for VICOM. This is largely due to lower Certificate of Entitlement ("COE") quotas.

As regulation and sector trends continuously develop and advance, VICOM strives to remain fully compliant to all relevant policies, legislation, and established emissions limits. As such, we maintain regular communication with NEA to report on vehicular emissions and air quality values tested by VICOM. As we endorse and incorporate climate-friendly solutions across our operations, VICOM aims to support the control of vehicle emissions and the monitoring of pollutants within Singapore, thereby providing authorities with insightful data to support their development of relevant national policies around emissions and air quality.

16 All data in this section is analysed by comparing our performance in 2022 to our performances in the previous year (2021) and our baseline year of 2019.

## DRIVING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY

### ENERGY

#### WHY IS IT MATERIAL?

Managing and improving energy efficiency across our operations is crucial in reducing our energy consumption and generation of carbon emissions which result in negative environmental impacts. As a company which relies on electricity to provide our services, VICOM seeks to reduce our energy consumption through the incorporation of various energy management and conservation measures. Our focus on improving our energy consumption practices will improve our environmental performance and reduce the environmental effects resulting from our operations.

#### HOW DO WE MANAGE THIS?

VICOM manages our internal energy consumption through the adoption of several energy reduction initiatives, eco-friendly installations, and constant monitoring of energy consumption patterns. Firstly, VICOM utilises LED lights, which are more energy efficient than regular lighting, across our operations to optimise energy use. We installed motion sensors in our washrooms and stairwells to minimise our electricity consumption. Furthermore, SETSCO's air-conditioning system is time-controlled and pre-set to our business' operating hours, curbing excessive energy consumption, and idling.

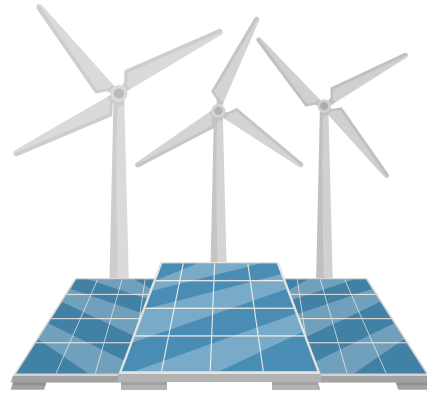
As part of VICOM's energy management system, energy sub-sensors have been installed across our Bukit Batok premise alongside an illustrative energy management dashboard. These features serve to delineate high-energy users within the business and share suitable energy-saving tips for continuous improvement.

As means of furthering our sustainability transition ambition, VICOM is in the midst of installing rooftop solar panels on six of our premises by 2023. This transition to solar energy stands to realise an 82.5% reduction in brown energy consumption for our seven inspection centres, underscoring our commitment to resource stewardship.

With the formation of our Eco-Ambassador Committee, the importance of energy conservation is often communicated to employees via regular channels in the form of emails and intranet dashboard notices.

#### OUR PERFORMANCE<sup>17</sup>

In FY 2022, we experienced a 665.8% and 208.1% increase in our Petrol and Electricity consumption respectively, when compared to our baseline year in FY 2019. Additionally, our diesel use dropped by 5.9% when compared to our baseline year in FY 2019.



In comparison to FY 2021, we experienced a 17.22% and 82.41% increase in our Petrol and Electricity consumption respectively, when compared to FY 2021. Similarly, our diesel usage dropped by 7.91% when compared to FY 2021.

The lower 2021 figures stemmed from our reduced operations during the COVID-19 pandemic. Hence, the subsequent increase in 2022 is attributable to the shift towards normalised operations through the easing of pandemic restrictions in Singapore.

On the other hand, the reason for the decline in our diesel usage in FY 2022 when compared to FY 2021 and FY 2019 is due to more vehicles in our fleet being converted to petrol-driven vehicles.



Installed sub-sensors to enable a more precise monitoring of energy consumption at SETSCO's premise.

<sup>17</sup> All data in this section is analysed by comparing our performance in 2022 to our performances in the previous year (2021) and our baseline year of 2019.

ENERGY CONSUMPTION	FY 2019 <sup>18</sup>	FY 2021 <sup>19</sup>	FY2022
Petrol Consumption (Litres)	1,593	10,407	12,199
Diesel Consumption (Litres)	133,715	136,693	125,882
Electricity Consumption (kWh)	3,986,771	6,732,890	12,281,606
Renewable Electricity Purchased (kWh)	N/A	N/A	N/A
Renewable Electricity Generated (kWh)	N/A	N/A	N/A

ENERGY INTENSITY <sup>20</sup>	FY 2019 <sup>21</sup>	FY 2021 <sup>22</sup>	FY 2022
Total Electricity Intensity (MWh/\$\$M Revenue) <sup>23</sup>	38.44	66.73	113.40
Total Fuel Intensity (Megalitres/\$\$M Revenue) <sup>24</sup>	0.00130	0.00146	0.00127

### LOOKING FORWARD

Going forward, we aim to install solar panels on the rooftops of our operational sites by June 2023 to offset the energy consumed within our business through the reliance on cleaner and renewable sources of energy. With 2022 as the updated baseline for our next reporting cycle onwards, VICOM has also established the following interim energy related targets:

- 5% energy reduction by 2025
- 10% energy reduction by 2030
- 15% energy reduction by 2040
- Continue to explore renewable energy options for adoption in our business



Installed a heat recovery system to reduce SETSCO's energy consumption.

18 All energy consumption data for FY 2019 has been restated due to an improvement in our data collection methodology and the exclusion of tenants' consumption from the calculation.

19 All energy consumption data for FY 2021 has been restated due to an improvement in our data collection methodology and the exclusion of tenants' consumption from the calculation.

20 Energy intensities for FY 2019 and FY 2021 have been calculated using VICOM's revenues of \$103.7 million and \$100.9 million for each year respectively. Additionally, VICOM's energy intensity ratios only use energy consumption within our organisation.

21 All energy intensity data for FY 2019 has been restated due to revisions in our energy consumption data for reasons previously mentioned.

22 All energy intensity data for FY 2021 has been restated due to revisions in our energy consumption data for reasons previously mentioned.

23 Includes electricity purchased, renewable electricity purchased, and renewable electricity generated.

24 Includes all fuel types used.



## DRIVING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY



### WASTE

#### WHY IS IT MATERIAL?

Waste is a pressing concern which requires our attention as it results in various environmental problems such as pollution and scarcity of resources through wastage. If left unaddressed, waste will detrimentally affect our ecosystems and possibly result in irreparable environmental damage. Singapore has underlined the importance of waste management and recycling through national initiatives and plans such as the SGP30. Similarly, VICOM remains cognisant of our waste footprint and we have rolled out initiatives and operational management policies to limit wasteful use of resources, waste generation and improper disposal.

#### HOW DO WE MANAGE THIS?

VICOM implements a Green Guidelines Policy across our operations to reduce the waste generated. Some examples of the guidelines in our policy include, but are not limited to:

- The practice of the 3Rs – Reduce, Reuse, Recycle
- Cutting down on the use of products that fulfil the same business objective
- Minimising usage of disposable cutlery, crockery and cups to reduce waste
- Sharing equipment that is not used frequently (e.g. laminating machine)

VICOM ensures the constant surveillance and reporting of our waste generated and disposal methods. In doing so, we can accurately pinpoint areas of waste generation and implement initiatives to subsequently ensure reduction. As part of our business involves using chemicals for testing, VICOM places the utmost importance on proper waste disposal through the use of NEA licensed waste contractors. Non-hazardous general waste is incinerated, with the remaining ash landfilled. On the other hand, hazardous chemical waste is collected, treated, and disposed of by our external vendors, Aroma Chemical Pte Ltd and Cramoil Singapore Pte Ltd. During the treatment process, organic chemicals are incinerated with a heat

recovery mechanism which recovers up to 70% of energy used in the combustion process. Likewise, inorganics and cyanide chemicals are subjected to chemical treatment which also recycles the water resulting from the treatment.

Similarly, we engage a specialised contractor to dispose of electronic waste such as old screen monitors, keyboards, and laptops. VICOM avoids the improper disposal of hazardous waste, thereby limiting our environmental impact.

VICOM also seeks to convey the importance of a circular economy through recycling. Two paper recycling machines have been installed at our Bukit Batok premise and Changi Inspection centre to encourage recycling through waste segregation, including the use of specialised vendors to transport and recycle the concrete and steel specimens that have been tested for our clients. We also actively encourage double-sided printing whilst digitalising the majority of our administrative processes to reduce paper consumption. In addition, to further limit our waste from operations, we return our ink cartridges to suppliers for recycling.

VICOM liaises with our waste collection vendors on the collection and breakdown of waste generated. This provides us with insight on the source and composition of our waste, thereby facilitating the formulation of our waste reduction strategies.

#### OUR PERFORMANCE<sup>25</sup>

In FY 2022, we generated a total of 235.63 tonnes of waste, with 224 tonnes being general, non-hazardous waste and 11.63 tonnes coming from hazardous waste. This excludes the concrete and steel test specimens from our clients that have been collected and transported for recycling. Our total waste increased by 1231% and 1039% when compared to FY 2021 and our baseline year of 2019 respectively. The increase in our waste data is due to a marked improvement in our collection and measurement methodology, allowing us to capture data more accurately.

<sup>25</sup> All data in this section is analysed by comparing our performance in 2022 to our performances in the previous year (2021) and our baseline year of 2019.



## DRIVING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY

As such, from the second half of 2022, VICOM was able to generate precise tonnage reports on how much general waste was coming from all of our premises, thereby accounting for the large increase in non-hazardous waste generated when compared to previous years. Another reason stems from our resumption of business and operational activities as COVID-19 restrictions in Singapore eased.

Of all the waste generated, VICOM also recycled 3.55 tonnes of paper waste, 3,122 tonnes of client's concrete test specimens and 191.56 tonnes of client's steel test specimens.

All our waste is handled onsite apart from our client samples which are handled and recycled offsite.

WASTE GENERATED (METRIC TONNES)	FY 2019	FY 2021	FY 2022
Hazardous Waste <sup>26</sup>	17.70	9.81	11.70
Non-Hazardous Waste	NA	8.35	224.00 <sup>27</sup>
E-Waste	NA	1.33	0
<b>Total Waste</b>	<b>17.70</b>	<b>19.49</b>	<b>235.70</b>

WASTE DIVERTED FROM DISPOSAL (METRIC TONNES)	FY 2019	FY 2021	FY 2022
<b>Non-Hazardous Waste</b>			
Paper Recycled	0	8.35	3.55
<b>E-Waste</b>			
Recycled	0	1.33	0
<b>Client Samples</b>			
Concrete Recycled	NA <sup>28</sup>	3,153	3,122
Steel Recycled	NA <sup>29</sup>	181.10	191.56
<b>Overall</b>			
Total Waste Diverted from Disposal	0	3,343.78	3,317.11

WASTE DIRECTED TO DISPOSAL (METRIC TONNES)	FY 2019	FY 2021	FY 2022
<b>Hazardous Waste</b>			
Landfill	0	0	0
Compost, Deep-well Injection, Recovery, Onsite Storage	17.70	9.81	11.70
<b>Non-Hazardous Waste</b>			
Landfill	0	0	0
Incineration (partial energy recovery)	0	0	220.45 <sup>30</sup>
<b>Total Waste Directed to Disposal</b>	<b>17.70</b>	<b>9.81</b>	<b>232.15</b>

### LOOKING FORWARD<sup>31</sup>

Going forward, VICOM will continue to implement our waste reduction initiatives to minimise our output of waste. We will also continue to commit to recycling or reusing our waste wherever possible within our value chain.

<sup>26</sup> VICOM's chemical waste data is collected in litres. However, as the chemical waste collected consists of numerous chemical substances of varying densities, we thus assume the density of the chemical waste to be 1g/litre to facilitate conversion of the reported amount into tonnes.

<sup>27</sup> Previously, estimations were used for our waste data. Our waste collection and measurement methodology has since improved and is thus more accurate. As such, from the second half of 2022, VICOM was able to generate precise tonnage reports on how much general waste was coming from all our premises, thereby accounting for the large increase in non-hazardous waste generated when compared to previous years.

<sup>28</sup> VICOM had not started collecting these samples in 2019. Thus, no data is available.

<sup>29</sup> VICOM had not started collecting these samples in 2019. Thus, no data is available.

<sup>30</sup> Previously, estimations were used for our waste data. Our waste collection and measurement methodology has since improved and is thus more accurate. As such, from the second half of 2022, VICOM was able to generate precise tonnage reports on how much general waste was coming from all our premises, thereby accounting for the large increase in non-hazardous waste generated when compared to previous years.

<sup>31</sup> VICOM is not a large producer of waste due to the nature of our business. Additionally, with our recent relocation to a new premises, waste was deprioritised against other topics. Thus, no quantitative waste target has been set.

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### WATER

#### WHY IS IT MATERIAL?

Water is essential for humans and eco-systems to thrive. Given that it is a scarce natural resource and access to potable water is limited, it is imperative for us to practice responsible water management and consumption. Effecting good and efficient water management is paramount to VICOM.

#### HOW DO WE MANAGE THIS?

VICOM aims to control our water consumption and reduce our environmental footprint through the internally established Green Guidelines Policy and water-saving initiatives. Some examples of the guidelines in our policy include, but are not limited to:

- Ensuring taps are not left running
- Mandatory reporting of leaks or faulty taps
- Reducing the consumption of bottled water

We also manage our water consumption intensity by installing water-saving fittings at our Bukit Batok premise and incorporating water recycling mechanisms across our testing laboratories where possible. Likewise, VICOM's

Eco-Ambassador Committee ensures that employees are reminded of the importance of water conservation through frequent communication and events such as our commemoration of World Water Day. Additionally, a water recycling system for SETSCO's chilling plant has been installed, enhancing VICOM's water-savings in the long-run.

Equally conscious of our effluent discharge, VICOM ensures that all hazardous chemical toxic waste and discharge are collected and treated by our vendor, Aroma Chemical Pte Ltd. Further details regarding this treatment process can be found in our "Waste" material topic section above. Most importantly, VICOM remains dedicated in tracking our water consumption, reviewing the assessments, and subsequently revamping the water-curbing initiatives across operations.

#### OUR PERFORMANCE<sup>32</sup>

We experienced a 142.3% and 52.8% increase in our overall water consumption in comparison to our baseline in FY 2019 and 2021 respectively. This is attributed primarily to our return towards normalised operations through the easing of pandemic restrictions in Singapore and relocation to a larger premise.

TOTAL WATER WITHDRAWN BY SOURCE <sup>33</sup> (MEGA LITRES)	FY 2019	FY 2021	FY 2022
Utilities (Municipal)	25.31	40.14	61.33

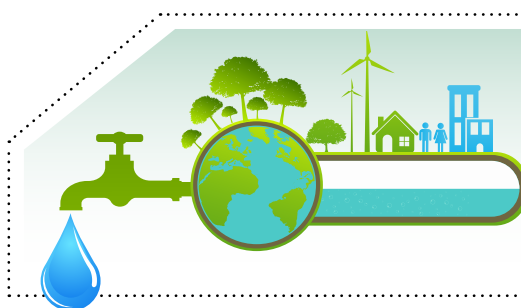
WATER INTENSITY <sup>34, 35</sup>	FY 2019	FY 2021	FY 2022
Total Water Intensity (Mega Litres/S\$M Revenue)	0.244	0.398	0.566

#### GRI 303-4: WATER DISCHARGE

TOTAL WATER DISCHARGE BY SOURCE (MEGALITRES) <sup>36</sup>	FY 2019	FY 2021	FY 2022
Utilities (Municipal)	24.77	40.10	61.29
Utilities (SG:NEWater)	0.54	0.04	0.04
<b>Total</b>	<b>25.31</b>	<b>40.14</b>	<b>61.33</b>

#### LOOKING FORWARD<sup>37</sup>

Going forward, Vicom will continue to implement our water reduction initiatives and also continue to commit to recycling or reusing our water wherever possible within our value chain.



#### HOW WE ENABLE BROADER SUSTAINABILITY

In accordance with Singapore's national water wastage reduction programme and the Water Efficiency Labelling Scheme ("WELS"), VICOM tests water usage from various products such as mixers, taps and sanitaryware to grade and classify the amount of water used. In doing so, we are able to identify water-efficient products for purchase, paving the way for Singaporeans to make more sustainable choices.

32 All data in this section is analysed by comparing our performance in 2022 to our performances in the previous year (2021) and our baseline year of 2019.  
 33 All data on water withdrawn in 2019 and 2021 have been restated due to improvements in data methodology and exclusion of tenants' consumption. Additionally, VICOM consumes all the water it withdraws, thus VICOM's water consumption amount is the same as the water withdrawn.  
 34 All data on water intensity for 2019 and 2021 have been restated due to revisions in data on water withdrawn for reasons mentioned above.  
 35 Water intensities for FY 2019 and FY 2021 have been calculated using VICOM's revenues of \$103.7 million and \$100.9 million for each year respectively.  
 36 Due to VICOM's nature of business, VICOM's water discharge is thus approximately the same amount as our water withdrawn and consumed.  
 37 VICOM is not a large consumer of water waste due to the nature of our business. Additionally, with our recent relocation to a new premises, water was deprioritised against other topics. Thus, no quantitative water target has been set this year.