

UPHOLDING OUR RESPONSIBILITY

TO OUR PEOPLE, COMMUNITIES AND THE SOCIETY

VICOM UNDERSTANDS THE IMPORTANCE OF UPHOLDING GOOD CORPORATE CITIZENRY. AS ONE OF THE KEY PLAYERS WITHIN OUR INDUSTRY, VICOM PLAYS OUR PART IN MANAGING OUR SOCIAL IMPACT BY UNDERTAKING HUMAN CAPITAL RESPONSIBILITY, FOCUSING ON PUBLIC HEALTH AND SAFETY, MAINTAINING CUSTOMER RELATIONSHIPS, PROVIDING HIGH SERVICE QUALITY, AND ENSURING CONTINUED INVOLVEMENT IN PHILANTHROPIC EFFORTS.

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HUMAN CAPITAL RESPONSIBILITY

Our employees are integral to ensuring business success and growth as they play a vital role in the realisation of our sustainability goals. Thus, ensuring employee wellbeing and health are optimal, whilst prioritising the provision of career and skill development opportunities, are at the forefront of VICOM's priorities. This allows us to attract relevant talent whilst ensuring their retention. VICOM also strives to be a leader in the sustainability field, encompassing national and organisational sustainability ambitions alike. As such, in our management of human capital, VICOM places a strong emphasis on diversity, inclusion and equal opportunities whilst upholding ethical human and labour rights. Simultaneously, we ensure compliance with all relevant regulations, and hope to positively impact the people, societies and ecosystems around us.

OCCUPATIONAL HEALTH & SAFETY

WHY IS IT MATERIAL?

As a responsible testing and inspection service provider, VICOM is committed to maintaining high occupational health and safety standards. In securing the wellbeing of our employees and ensuring safe working conditions, it is critical for us to identify, manage and mitigate health and safety and hazards. In doing so, we are able to translate VICOM's business and sustainability ambitions into economic success and positive impacts through the limiting of occupational risks.

HOW DO WE MANAGE THIS?

VICOM manages occupational health and safety risks by implementing stringent risk assessments, strict standard operating procedures ("SOPs") and relevant practices across our operations to ensure the protection of our employees.

Predominantly, VICOM's SOP entails a Safe Working Procedures ("SWP") where mandatory safety orientation training, safety refresher courses and training are conducted for employees. To further enhance safety at our premises, daily, weekly, and monthly safety walkabouts are organised by relevant representatives to identify hazards first hand.

Moreover, SETSCO is ISO 45001:2018 (Occupational Health and Safety Management System) certified and upholds the requirements prescribed within this standard. Annual external and internal audits are also conducted to assess and ensure the efficacy of VICOM's health and safety systems, whilst simultaneously aiding in identifying areas for improvement.

As means of minimising dangers and harm arising from our activities, we have an Occupational Health and Safety Management System ("OHSMS") in place to identify and assess all hazards and potential risks arising within our workplace. Simultaneously, as part of our BizSafe level 3 certification renewal, annual risk control exercises are conducted to mitigate and minimise risks associated with the provision of our services. The control responses effected by VICOM include, but are not limited to, the following:

- Eliminating or substituting dangerous processes with safer methods
- Requiring personal protective equipment and safety gear to be worn as a safety precaution where necessary
- Embedding safety features where possible and necessary (e.g. placing warning signs throughout the premise)



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Additionally, VICOM holds monthly Workplace Health and Safety (“WSH”) Committee Meetings to report on, update and evaluate existing safety protocols. Health and Safety incidents which occurred onsite are also disclosed and discussed during management meetings.

In encouraging health, safety, and welfare, VICOM ensures full compliance with the Ministry of Manpower’s WSH Act and has an internally appointed a full time WSH Officer registered with the Ministry of Manpower. This enhances VICOM’s ability to execute and manage all safety related protocols.

In the event of a work-related incident or hazard, our employees are obligated to report these occurrences to their Department Safety Representatives or our WSH Officer. Alternatively, employees can report incidents via VICOM’s Whistleblowing Channel. Following the incident report creation, further investigations are carried out to locate the root cause and identify corrective actions. Subsequently, the investigative findings are shared with VICOM’s staff to raise their awareness and prevent recurrences.

Furthermore, VICOM’s Human Resource department and WSH Committee work together to ensure all occupational health and safety infringements are tracked and that preventive responses are implemented. VICOM has first aiders onsite to administer immediate care and attention needed in the event of a health and safety infringement.

VICOM also embraces a culture of safety and wellbeing, for all staff to uphold the health of our employees. As our personnel are often immersed in vehicle emissions from the inspections conducted, we collaborated with the Integrated Health Plans (“IHP”) medical service provider

to develop a Workplace Outreach Wellness Program to provide affordable health screening for employees. Similarly, medical insurance and benefits are given to employees, ensuring optimal wellbeing for VICOM’s staff.

OUR PERFORMANCE

In FY 2022, VICOM received accolades from the Petrochemical Corporation of Singapore Private Limited (“PCS”) for Zero Lost Time Incident in 2022 Award for our safety management processes.

We also had five cases of recordable injuries. The main type of work-related injury sustained was injuries caused by moving, fixed or stationary objects.



SETSCO received the "Zero Lost Time Incident Award" from PCS.



Safety Officer conducting training on Workplace Health and Safety.

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TYPE OF WORK-RELATED INJURY ³⁸	FY 2019	FY 2021	FY 2022
Number of fatalities as a result of work-related injuries	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	2	0	0
Number of recordable work-related injuries ³⁹	4	8	5
Total work-related injuries	4	8	5
Number of hours worked	2,074,635	2,065,455	2,079,577
Rate of fatalities as a result of work-related injuries	0	0	0
Rate of high consequence work related injuries	0.96	0	0
Rate of recordable work-related injuries (per 1 million hours)	1.93	3.87 ⁴⁰	2.40

GRI 403-8: WORKERS COVERED BY AN OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

	COVERED UNDER OHS SYSTEM	COVERED UNDER INTERNALLY-AUDITED SYSTEM	COVERED UNDER EXTERNALLY-AUDITED SYSTEM
Number of employees	886	886	886
Number of workers who are not employees	0	0	0
Percentage of workers who are not employees but whose work and/or workplace is controlled by the organisation	0	0	0
Potentially excluded worker type and reason	NA	NA	NA

403-10: WORK-RELATED ILL HEALTH

	FOR ALL EMPLOYEES	FOR WORKERS WHO ARE NOT EMPLOYEES BUT WHOSE WORK AND/OR WORKPLACE IS CONTROLLED BY THE ORGANISATION
Number of fatalities from work-related ill health	0	0
Number of recordable work-related ill health	0	0

LOOKING FORWARD

Going forward, VICOM has established the following occupational health and safety targets:

- Ensuring zero cases of work-related high-consequence safety incidents annually for FY23 and beyond
- Maintaining zero cases of fatalities in FY 2023 and beyond
- Lost-time injury rates below the national average

³⁸ Multiplier used to calculate occupational health and safety rates is 1,000,000.

³⁹ Number of work-related injuries has been restated for FY 2021 due to an improvement in our data collection methodology.

⁴⁰ Rate of recordable work-related injuries has been restated due to the same reason above.

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EMPLOYEE WELLBEING & WORK LIFE BALANCE

WHY IS IT MATERIAL?

Promoting the wellbeing of employees is one of VICOM's key objectives. Ensuring work life balance contributes to a healthy work environment and is also crucial for VICOM's success as a leading testing and inspection company. As good health encompasses both mental and physical aspects, VICOM invests in an array of programmes and initiatives aimed at enhancing the physical and mental wellbeing of our employees.

HOW DO WE MANAGE THIS?

Striving to ensure the optimal wellbeing of our employees, we have established medical plans to provide subsidised healthcare and check-up benefits for all eligible employees. VICOM also has employee management programmes to develop and nurture our workforce. In addition, we regularly conduct programs and webinars to bolster the physical and mental health of our employees. An example of a wellbeing program hosted this year was a webinar on "The Psychology of Change and Ways to Embrace it Effectively". Conducted by Claire Ong, someone who holds a Masters of Applied Positive Psychology (MAPP) from the University of Pennsylvania ("UPenn"), the interactive webinar equipped participants with the latest research-based tools and techniques to effectively manage various changes in their lives, including those brought on by the pandemic. At the same time, we strongly abide by the policies and systems relating to human capital management in place to enhance the happiness, health, and productivity of our people.

OUR PERFORMANCE

In FY 2022, we continued with ongoing initiatives such as encouraging early release from work on public holiday evenings such as Chinese New Year, Hari Raya, and Deepavali, affording staff additional rest and time off to prepare for the festivities. Despite the easing of COVID-19

restrictions, VICOM still adopts flexible working hours for some of our employees to encourage increased work-life balance.

Additionally, VICOM organised our annual Dinner & Dance for the first time after two years, fostering a celebratory atmosphere amongst staff. In conjunction with World Hypertension Day on 17 May 2022, VICOM also organised a Walk for Health, with our employees participating in a 2-kilometer walk from SETSCO's premise to Bukit Batok MRT station. Prior to the walk, an educational awareness presentation was provided to educate staff on the causes of hypertension as well as techniques for lowering blood pressure and supporting one's mental health. Events like this help provide our staff with knowledge on common health conditions, emphasising VICOM's commitment to care for our people.



VICOM staff organised a "Walk for Health" in conjunction with World Hypertension Day.

Moreover, to help alleviate some of the inflationary pressures on our staff, VICOM also provided eligible employees with monthly Sheng Siong grocery vouchers worth S\$30, reinforcing our efforts in safeguarding the wellbeing of our staff.

LOOKING FORWARD

VICOM values our staff and strives to maintain a happy and healthy workforce by reviewing, improving, and implementing its wellbeing programmes. Moving forward, VICOM aims to persist in our wellbeing events and initiatives for staff. These include organising events such as webinars, talks and more in-person engagements to enhance team-spirit and social interactions amongst employees.

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HUMAN & LABOUR RIGHTS

WHY IS IT MATERIAL?

VICOM is keenly aware of the severity and necessity of ensuring ethical human rights across our value chain. As a result, we maintain full compliance with all relevant policies and regulations whilst emphasising human and labour rights as key ethical considerations. Additionally, VICOM stands firm in our stance on refusing any human and labour right infringing engagements both internally and externally across our operations and broader supply chain.

HOW DO WE MANAGE THIS?

At VICOM, we implement a stringent zero tolerance policy for any human and labour rights violations and ensure complete compliance with all relevant laws and policies. This is enforced throughout our company, partners, and our supply chain. In line with this, VICOM conducts internal audits across all of our processes annually to impose compliance with local labour rights policies asserted by the Tripartite Alliance for Fair and Progressive Employment Practices ("TAFEP") the National Transport Workers' Union ("NTWU"). Additionally, VICOM adheres to labour policies imposed by the Ministry of Manpower,

ensuring that labour is not exploited. We also implement rigorous processes to ensure the fair treatment of our staff.

VICOM remains committed to exercising due diligence where possible along our value chain. We also adopt the precautionary principle through our Risk Management Framework, allowing our business units to fully understand the complexity of risks involved across our operations. Further details pertaining to our Risk Management Framework can be found on pages 55–60 of our Annual Report for FY 2022.

As means of fostering transparency regarding human and labour rights policies amongst our employees, all related information is readily available on our corporate intranet. For more information on our Human Rights Policy, please refer to Annex A.

OUR PERFORMANCE

In FY2022, VICOM reported zero young workers exposed to hazards through work and zero operations with significant risks affiliated with child labour. VICOM also maintained zero cases of violation and non-compliance with regulations.



Staff are kept up-to-date with VICOM's policies and procedures.

LOOKING FORWARD

Going forward, VICOM has established the following human and labour rights related goals:

- Zero incidents of non-compliance relating to violation of rights
- Adhere to existing practices imposed by local manpower regulations
- Zero affiliation with operations with significant risks affiliated with child labour
- Zero affiliation with operations with significant risks of hazardous or forced labour
- Zero cases of underaged employment and labour exploitation

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EMPLOYEE TRAINING, UPSKILLING & DEVELOPMENT

WHY IS IT MATERIAL?

Upskilling employees is an important aspect of human capital responsibility and remains vital to VICOM's success and growth. Thus, we believe in nurturing our employees by supporting their professional and personal growth through the provision of learning and development programs. At the same time, VICOM facilitates training to effectively engage, retain and provide staff with career progression opportunities. This ensures that our employees are well-equipped with business adaptability and efficiency, benefitting the Group collectively and encouraging personal development.

HOW DO WE MANAGE THIS?

Furthering the growth and career progression of our staff, VICOM provides opportunities for employees to attend training programmes, conducts annual performance reviews, and rewards top achievers for their performance.

VICOM sponsors relevant specialised training on an annual basis for staff to maintain their proficiency and upgrade their technical expertise. For example, VICOM's vehicle inspectors undergo the annual Technical Knowledge Examination ("TKE") to reassess their vehicle testing knowledge. Simultaneously, as a part of LTA requirements, new vehicle inspectors are mandated to undergo the ITE certification training and sit the Motor Vehicle Inspection Certificate ("MVIC") exam. VICOM also

sponsors vehicle inspectors for Class 4 driving amongst other classes to enhance their versatility in job deployment. Ad-hoc certification training is also provided for VICOM's employees to advance their skillsets.

Additionally, top performers in the TKE and other training programmes are recognised for their efforts through the provision of awards and prizes. As we assess and identify areas for improvement, annual performance appraisals are conducted for all employees, with formal one-on-one sessions between appraisees and their supervisors. By deriving a consensus on employees' performance outcomes and review results, our staff are able to utilise the feedback for their personal growth, enhancing VICOM's ability to provide top-quality service through a talented workforce. Consequently, VICOM also imposes a mandatory self-evaluation, based on the company's established competencies and Key Performance Indicators ("KPIs"), for Executives and above.

OUR PERFORMANCE⁴¹

In comparison to our baseline years of FY 2019 and FY 2021, we experienced a 37.5% increase and 5.87% decrease in total training hours provided to our employees respectively. As we focussed on reworking our training schedule in 2021 to accommodate an increasing workforce, this resulted in a temporary decrease in training hours. This year, all employees also received regular performance reviews.



Recognising our top scorers in the Technical Knowledge Examination

41 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.

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REGION – SINGAPORE³⁸

TRAINING AND APPRAISAL ^{42, 43}	FY 2019			FY 2021			FY 2022		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
Total number of employees by gender	664	203	867	616	213	829	659	207	866
Total number of training hours provided to employees	7,082	374	7,456	9,355	1,535.5	10,890.5	9,130	1,121	10,251
Number of employees receiving regular performance and career development reviews	664	203	867	616	213	829	659	207	866
Total number of temporary/contract employees by gender	3	2	5	5	6	11	12	8	20
Total number of training hours provided to temporary/contract employees	9	0	9	3	0	3	26	98.5	124.5
Average number of training hours per employee	10.67	1.84	8.60	15.19	7.21	13.14	13.85	5.41	11.84

	MALE	FEMALE
Percentage of total employees who received a regular performance and career development review during the reporting period, by gender, in FY22	100%	100%

GRI 404-1: AVERAGE HOURS OF TRAINING BY EMPLOYEE CATEGORY

EMPLOYEE CATEGORY (BY LEVEL AND FUNCTION)	EXECUTIVES	NON EXECUTIVES
Employee Category (by level and function) Total number of employees by employee category in FY 22	387	479
Total number of training hours provided to employees by Employee Category in FY 22	3,183	7,068
Average hours of training provided to employees by Employee Category in FY 22	8.2	14.8
Percentage of total employees by employee category who received a regular performance and career development review in FY 22	100%	100%

LOOKING FORWARD

Going forward, VICOM has established the following training, upskilling and development goals:

- Achieve 16 training hours annually per employee by 2025 and 20 training hours annually per employee by 2030
- Continue facilitating programmes to upskill our employees and to include non-core training as part of a total professional development plan for staff
- Ensure 100% of staff receive performance appraisals

⁴² All our employees and workforce are in Singapore and employee numbers are reported at the end of the reporting period. All employee numbers are also reported in head count.

⁴³ For FY 2021, the total number of training hours provided to employees, average number of training hours per employee and number of employees receiving regular performance and career development reviews have been revised and restated. This is due to a change in our data collection methodology which now excludes subcontracted staff from the total number of employees.

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THE MAJORITY OF OUR EMPLOYEE, 60.1%, ARE BETWEEN 30 TO 50 YEARS OLD

DIVERSITY, ANTI-DISCRIMINATION, INCLUSION & EQUAL OPPORTUNITIES

WHY IS IT MATERIAL?

VICOM is a strong proponent for diversity and inclusion in the workplace. In addition to ensuring talent attraction and retention for VICOM, differing views, ideas and perceptions offered by staff of diverse backgrounds can provide VICOM with a competitive advantage on the national and international stage. In line with this, VICOM advocates diversity, inclusion, and fairness across our operations, creating an environment celebrating all backgrounds, cultures, and abilities.

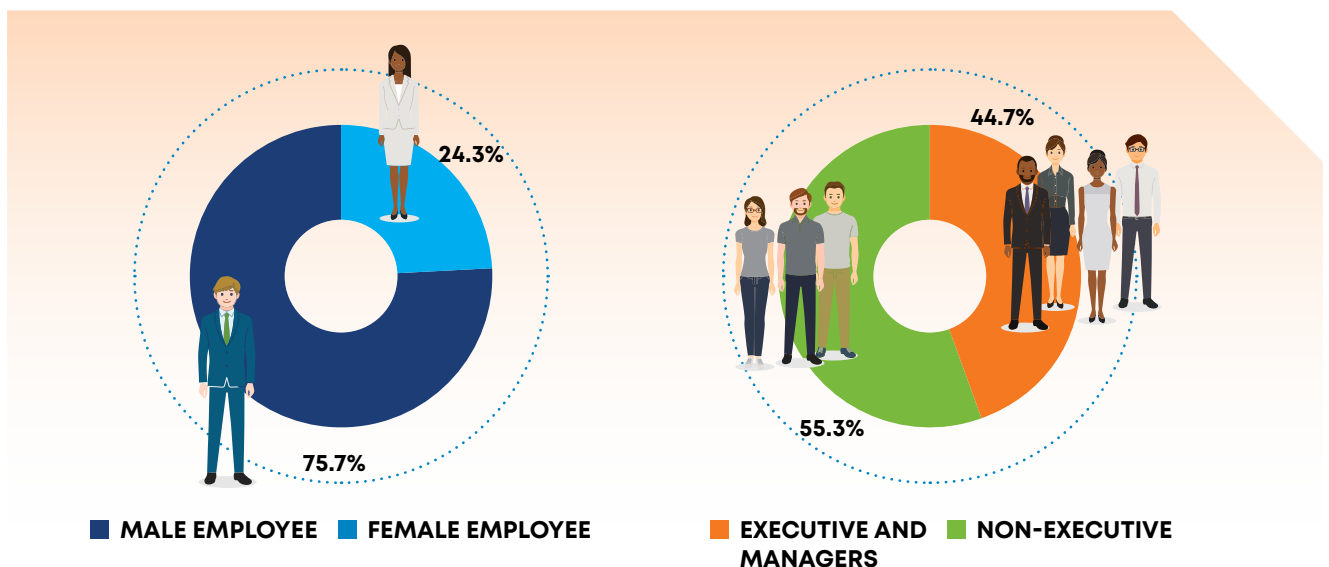
HOW DO WE MANAGE THIS?

We have a zero-tolerance policy for any type of discrimination. Every complaint or incident of discrimination is dealt with through reports to our Management, followed by thorough investigations which will result in appropriate recourse and disciplinary action.

At VICOM, we welcome employees of all nationalities, ages, races, genders, and religions amongst other backgrounds. Solely hiring staff based on merit through an analysis on their skillsets and capabilities, VICOM firmly believes that enhancing diversity in the workplace serves as an asset to the organisation.

OUR PERFORMANCE

As of FY 2022, VICOM's workforce comprises 24.3% of female employees and 75.7% of male employees. This is primarily due to the nature of our business. Furthermore, 44.7% of our permanent workforce are executives and managers with 55.3% comprising of non-executives. Majority of our employees, 60.1%, are between 30 to 50 years old, whilst 18.3% and 21.6% are aged under 30 and over 50, respectively. Additionally, in FY 2022, we are pleased to report that we did not receive any formal complaints of discrimination in 2022.



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GRI 2-7

TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT TYPE IN FY 2022	MALE	FEMALE	TOTAL
Permanent	202	86	288
Temporary	12	8	20
Non-guaranteed hours employees	0	0	0
Full time	659	206	865
Part time	0	1	1
Contract	457	121	578

SASB STANDARDS: SV-PS-000.A

TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT TYPE IN FY 2022	FULL-TIME	PART-TIME
Temporary employees	14	6
Contract	577	1
Permanent employees	288	0

GRI 405-1: DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

TOTAL NUMBER OF EMPLOYEES BY EMPLOYEE CATEGORY IN FY 2022	MALE	FEMALE	TOTAL
Executives and above	292	95	387
Percentage of executives and above by gender	33.72%	10.97%	44.69%
Non-executives	367	112	479
Percentage of non-executives by gender	42.38%	12.93%	55.31%

TOTAL NUMBER OF EMPLOYEES BY AGE GROUP IN FY 2022	<30 YEARS	30-50 YEARS	>50 YEARS
Executives and above	51	245	91
Percentage of executives and above by age group	13.18%	63.31%	23.51%
Non-executives	107	276	96
Percentage of non-executives by age group	22.34%	57.62%	20.04%

GRI 406-1: INCIDENTS OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN

Total number of incidents of discrimination	0
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GRI 2-21: ANNUAL TOTAL COMPENSATION RATIO

Annual total base salary of organisation's highest paid individual	S\$342,600
Median annual total base salary for all employees (excluding the highest-paid individual)	S\$32,308
Ratio of highest paid: median value	10.64
Percentage increase in annual compensation for organisation's highest paid individual	9.39%
Median percentage increase in annual compensation for all employees (excluding the highest-paid individual)	3.31%
Ratio of percentage increase in highest paid: median value	2.84

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GRI 405-2: RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN

	MEN	WOMEN
Executive		
Basic salary	4,305.00	4,227.50
Ratio of the basic salary of women to men	1:0.98 For every \$1 a male earns, a female in the equivalent executive position earns 0.98cents	
Non-Executive		
Basic salary	2170.83	2053.28
Ratio of the basic salary of women to men	1:0.95 For every \$1 a male earns, a female in the equivalent non-executive position earns 95cents	

SASB STANDARDS: SV-PS-330A.1 – WORKFORCE DIVERSITY AND ENGAGEMENT

BREAKDOWN OF PERMANENT STAFF BY NATIONALITY GROUP	EXECUTIVE FY2022 (ABSOLUTE VALUE)	NON-EXECUTIVE FY2022 (ABSOLUTE VALUE)	TOTAL PERCENTAGE
Singaporean & PR	251	241	56.8%
Indian	63	164	26.2%
Malaysian	39	59	11.3%
Filipino	23	1	2.8%
Chinese	1	8	1.0%
Others	10	6	1.9%

SV-PS-330A.3

Employee engagement as a percentage	74.1%
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SASB SV-PS-000.B⁴⁴

Total number of employee hours worked	2,079,577
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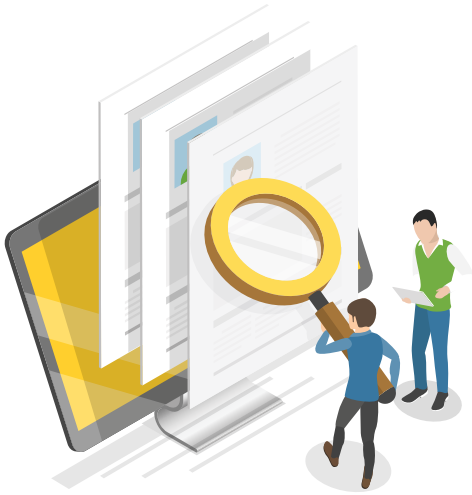
LOOKING FORWARD

For FY 2023 and beyond, VICOM has established the following diversity and inclusion targets:

- Maintain zero incidents of complaints relating to discrimination and equal opportunity
- Ensure an equitable remuneration structure based on work performance without gender bias
- Continue commitment to the United Nations Global Compact (“UNGC”), International Labour Organisation (“ILO”), TAFEP for fair employment practices
- Uphold diversity representation in the workplace in terms of gender, race, ability, and age amongst other backgrounds where possible and applicable

44 Data on percentage billable required under this SASB standard is unlikely to be relevant to VICOM.

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TALENT ATTRACTION, RETENTION & JOB OPPORTUNITY CREATION

WHY IS IT MATERIAL?

VICOM's business success and growth is underpinned by the work of our employees. As such, we understand the importance in attracting and retaining the right talent by cultivating strong morale and loyalty amongst our employees. Through regular employee engagement and various initiatives, VICOM seeks to provide high service quality, expand our growth potential, and serve as a contributor in enabling Singapore's sustainability transition.

HOW DO WE MANAGE THIS?

At VICOM, we implement initiatives and practices to demonstrate our appreciation for our employees and their contributions. Firstly, opportunities for cross-departmental engagement are provided for employees across VICOM's various departments. This facilitates holistic interaction

between our staff and provides our employees with integrated insight into how VICOM operates whilst highlighting the significance of each employee's individual role.

A cohesive and collaborative environment is created for our employees, bolstering their abilities to help VICOM realise our economic and sustainability goals. Additionally, we offer fair remuneration, detailed on pages 37–42 of our Annual Report 2022, and comprehensive staff benefits such as healthcare subsidies to our employees. For our full-time employees and employees on a contract, they are provided with the following benefits:

- Life insurance
- Health care
- Disability and invalidity coverage
- Parental leave
- Basic healthcare screening and check ups

Attractive sign-on bonuses and the conversion of one's variable bonus into one's base salary were used to incentivise potential job seekers and as well as to retain existing staff. VICOM proudly supports the Institute of Technical Education ("ITE") Work Study Diploma Program by providing ITE students the opportunity to gain valuable full-time work experience whilst earning a salary for during their tenure. Through this program, we hope to upskill and attract ITE graduates to stay on at VICOM after finishing their studies. At the same time, we are looking to potentially extend this program to existing employees wishing to upskill and upgrade their knowledge.

In the spirit of celebrating hard work and good performance, recognition awards are presented to employees as well. Examples include our Customer Service Awards and Long Service Awards. VICOM also implemented a Succession Planning Programme for our senior management and key staff to aid in VICOM's talent management.



Recognising our staff for their continuous support over the years through the Long Service Award.



Celebrating with staff from Changi for winning the Best Centre Award.

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OUR PERFORMANCE⁴⁵

In FY 2022, we experienced a 19.8% and 75.6% increase in our total number of new employee hires when compared to FY 2021 and our baseline year in FY 2019 respectively. As operations resumed in FY 2022, there was need to bring on new employees to ramp up our production capacities, thereby resulting in increased employee hires.

We also had a 3.14% and 33.1% increase in overall employee turnover when compared to FY 2021 and our baseline year in FY 2019, respectively. As pandemic travel restrictions eased, many of VICOM's staff left Singapore to return to their home countries, resulting in an increase in turnover in comparison to previous years.

In December 2022, we also conducted an Employee Satisfaction Survey to ascertain areas of improvement, ultimately aimed at retaining our workforce.

GRI 2-7: EMPLOYEES REGION – SINGAPORE⁴⁶

GRI 2-30: COLLECTIVE BARGAINING AGREEMENTS

Percentage of total employees covered by collective bargaining agreements	15.24% (132 out of 866)
Percentage of permanent employees covered by collective bargaining agreements	45.83% (132 out of 288)
For employees not covered by collective bargaining agreements – whether working conditions/employment terms are based on collective bargaining agreements	Yes

Currently, we have approximately 132 employees 15.24% covered by collective bargaining agreements. For employees not covered by collective bargaining agreements, VICOM determines their working conditions and terms of employment based on alignment with industry standards

	FY 2019			FY 2021			FY 2022		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
Number of New employee hires	94	37	131	134	58	192	185	45	230
Rate of New Employee Hires (%) ⁴⁷	10.8	4.3	15.1	16.2	7.0	23.2	21.4	5.2	26.6
Number of Employee Turnover	110	38	148	142	49	191	136	57	193
Employee Turnover Rate (%) ⁴⁸	12.7	4.4	17.1	17.1	5.9	23.0	15.7	6.6	22.3

⁴⁵ 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.

⁴⁶ All our employees and workforce are in Singapore and employee numbers are reported at the end of the reporting period.

⁴⁷ For FY 2019 and FY 2021, the percentages of new employee hires have been revised and restated. This is due to a restatement of our total employee numbers earlier arising from an improvement in our data collection methodology.

⁴⁸ For FY 2019 and FY 2021, the percentages of employee turnover have been revised and restated. This is due to a restatement of our total employee numbers earlier arising from an improvement in our data collection methodology.

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BREAKDOWN OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY AGE GROUP (FY 2022)	NUMBER OF NEW HIRES	RATE OF NEW HIRES	NUMBER OF TURNOVERS	RATE OF TURNOVER
<30 years	86	9.9%	63	7.3%
30-50 years	126	14.6%	101	11.7%
>50 years	18	2.1%	29	3.3%

SV-PS-330A.2

	VOLUNTARY	INVOLUNTARY
Turnover rate for employees	0.201	0.022

GRI 401-3: PARENTAL LEAVE

	2022	
	MALE	FEMALE
Total percentage of employees that were entitled to parental leave	100%	100%
Total number of employees that took parental leave	3	7
Total number of employees that returned to work in the reporting period after parental leave ended	3	7
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	3	5
Return to work rate of employees that took parental leave	100%	100%
Retention rate of employees that took parental leave	100%	100%

LOOKING FORWARD

For FY 2023 and beyond, VICOM has established the following targets:

- Continue to recognise the achievements of our staff through our existing initiatives and practices
- Continue to offer attractive benefits and development programs
- Keep voluntary turnover below 20% by 2025 and 15% by 2030.

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PUBLIC HEALTH & SAFETY

WHY IS IT MATERIAL?

In line with the nature of VICOM's business as a testing and inspection service provider, safeguarding the health and safety of the public is undoubtedly one of our top priorities. As we inspect over half a million vehicles annually and conduct various types of safety testing, ensuring a good track record and a safe environment are of utmost importance. This helps to build VICOM's credibility as a trusted provider whilst allowing us to enhance public health and safety and drive sustainable services.

HOW DO WE MANAGE THIS?

With a focus on optimal public health and safety, VICOM conducts regular reviews and updates to our testing and inspection processes to ensure the services provided are of the highest safety standards. As a means of protecting onsite customers and employees, VICOM has installed several safety features and warning signs throughout our premise to alert people of potential hazards and out-

of-bound areas. Additionally, VICOM remains vigilant of all potential hazards and dangers across our operations and thus has implemented robust risk control and management processes to mitigate these dangers.

Although COVID-19 restrictions in Singapore have eased, VICOM's staff and vehicle inspectors still take the utmost care and caution when performing their services by following the established Safe Management Measures ("SMM") in compliance with the Ministry of Health's latest protocols.

OUR PERFORMANCE

In FY 2022, VICOM achieved zero incidents of non-compliance with regulations regarding public health and safety.

LOOKING FORWARD

For FY 2023 and beyond, VICOM aims to continue to achieve zero incidents of non-compliance to demonstrate our commitment to ensuring public health and safety in the provision of our testing services.



Evaluation of the dry riser landing valve's dimensional consistency and structural integrity.



Evaluation of the extinguisher's functionality under extreme temperatures.

UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, COMMUNITIES AND THE SOCIETY

As a leading testing and inspection service provider in Singapore, VICOM plays a pivotal role in safeguarding public health and safety. We achieve this through our early detection of non-compliance such that we are able to mitigate potential risks before they cause serious harm.

HOW WE ENABLE BROADER SUSTAINABILITY

ROAD SAFETY

Testing and inspection services relating to ensuring road safety are one of VICOM's main responsibilities. As we conduct brake tests and visibility tests amongst other vehicular checks, VICOM is able to significantly reduce the risk of accidents happening on the roads, prioritising public safety. Furthermore, as consumers turn towards alternative modes of transportation such as e-scooters, VICOM plays a role in ensuring public safety by providing Personal Mobility Device ("PMD") inspection services in collaboration with LTA. In FY 2022, we have tested over 1,106 e-scooters, demonstrating our extended commitment towards the protection of public safety.



Checking the vehicle to ensure compliance with regulatory requirements.



Inspecting the undercarriage of a vehicle for safety-related issues.



Verifying the chassis number of a motorcycle before commencing inspection.

UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, COMMUNITIES AND THE SOCIETY

BUILDING MATERIAL TESTING

Likewise, VICOM has a major role in ensuring the safety of building materials. With the increased use of more sustainable building materials such as recyclable materials, it is important for VICOM to test these materials to ensure each building possesses good structural integrity.

In accordance with SS 492:2001, SETSCO conducts impact and robustness tests on partition wall systems to classify the grade of a partition wall into one of four categories - severe duty ("SD"), heavy duty ("HD"), medium duty ("MD") or light duty ("LD"). This assists our clients in selecting the appropriate partition wall grade for their



Impact attenuation test to measure a playground surface's shock absorbing properties to ensure it is within the safety guidelines.



Facade inspection using drone technology to increase productivity.

intended use. Moreover, we have developed a new lightweight structure for impact and robustness tests on wall partitions made of materials such as glass bricks, thereby enhancing the scope of our partition wall system testing services. In doing so, we are able to provide safeguards to advance Singapore's public health and safety.

Similarly, SETSCO has adopted a new test to determine the ease of ignition of surface materials. This test is usually conducted on Ethylene Propylene Diene Monomer ("EDPM") rubber surfaces such as playground floors within Housing and Development Board ("HDB") projects. By determining the response of a material to a particular source of ignition, VICOM is able to promote the use of safer and more durable materials which do not ignite easily. This in turn minimises the risk of fire hazards and serves to enhance public safety.

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



Different enrichment media are used to culture and identify foodborne pathogens that cause food poisoning.

**SINGAPORE FOOD
AGENCY (“SFA”)
AIMS TO DEVELOP
SINGAPORE’S LOCAL
AGRI-FOOD INDUSTRY
TO PRODUCE
30%
BY 2030**

**FOOD, MICROBIOLOGICAL PROPERTIES AND
CHEMICAL TESTING**

Additionally, VICOM’s participation in food, microbiological and chemical testing services attests to our commitment to improve food security within Singapore.

Under their “30 by 30” goal, the Singapore Food Agency (“SFA”) aims to develop the capability and capacity of Singapore’s local agri-food industry to produce 30% of the country’s nutritional needs by 2030. Consequently, this has resulted in the advent of novel food and a surge of plant-based food in the local market.

Besides ensuring that these products are safe for consumption, SETSCO also provides testing services to determine the nutritional value of all food products and also aids in product labelling. Through our tests, compliance to local and foreign regulatory requirements is assured when food and beverage products are sold domestically or exported. At the same time, testing for components like salt, sugar and fats helps food and beverage companies formulate their ingredients to produce consumables of higher nutritional quality.



Counting the bacterial colonies to determine food safety.



Measuring the amount of protein content in food products.

UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, COMMUNITIES AND THE SOCIETY



Measuring traces of pesticide in vegetables and fruits.

SETSCO also conducts tests for chemical and microbiological contaminants in food spanning from fresh produce to processed food. Examples of potential contaminants include microbial agents, heavy metal contaminants and preservatives. Additionally, over the past year, we have built new testing capabilities and invested in equipment and human resources to screen for residual amounts of pesticides and veterinary drugs. Exemplifying this, we purchased new analytical equipment which enable the identification of over a hundred pesticides and 15 classes of drugs spanning 80 compounds in foods, ranging from meats to vegetables and fruits. On top of microbiological and food chemistry tests, SETSCO is also working on attaining the SS 661 certification which focuses on clean and green urban farming. All of our offerings serve to aid Singapore in enabling security and self-sufficiency in terms of food production.

Moreover, as means of furthering our ambitions of enabling public health and safety, we invest in innovative solutions to identify and create tests



Analysis of heavy metals to ascertain our food and water are safe for public consumption.

which are relevant to the society's ever-changing health and safety needs.

As we delve into all the aforementioned service offerings, VICOM hopes to play its part in safeguarding the health of the public whilst enhancing the pursuit and enablement of sustainability at a national level.

UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, COMMUNITIES AND THE SOCIETY

SERVICE QUALITY & CUSTOMER RELATIONSHIP

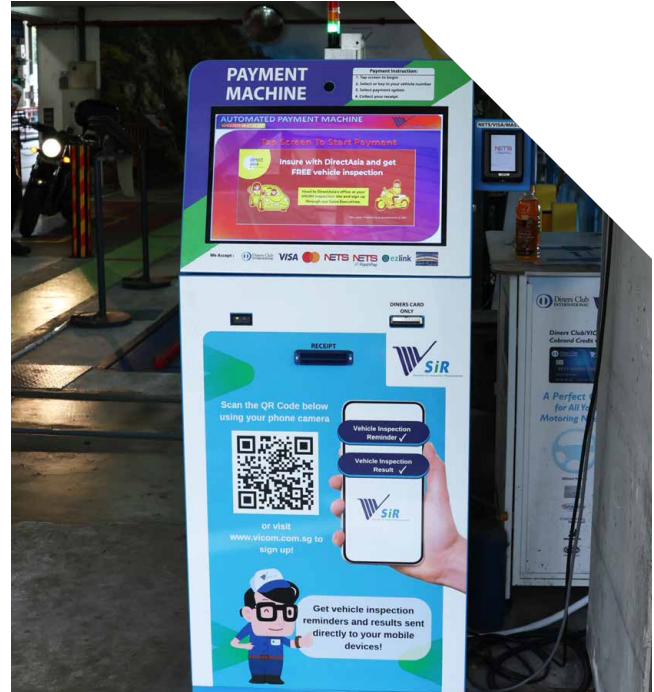
WHY IS IT MATERIAL?

As means of providing top quality service, regular customer engagement and fostering strong relationships with our customers are essential. Thus, at VICOM, we have several customer engagement platforms for us to receive customer feedback, providing us with a deeper understanding of our service quality whilst identifying areas of improvement. Simultaneously, our regular engagements demonstrate how much VICOM values our customers. In doing so, VICOM therefore hopes to develop long-term relationships with our customers whilst ensuring quality of services provided.

HOW DO WE MANAGE THIS?

At VICOM, we are open to customer enquiries via our website's ChatBot, our hotline and email address. On our website, we also provide a list of Frequently Asked Questions ("FAQs") and estimated waiting times for all inspection centres island wide. The FAQs list provides customers with instant answers to common questions, and the chart of waiting times provides flexibility for our customers to plan their schedule accordingly.

As we strive to improve customer service, VICOM has an online booking and pre-payment system in place for vehicle inspections. Text messages are also used to inform motorists of their inspection results as opposed to the use of hardcopy certificates. In addition to reduced paper wastage, this mode of communication allows for more efficient use of a customer's time. Simultaneously, we have also digitised our certification processes to allow for new capabilities such as multiple site requests, virtual workflow approvals and compliance audits, amongst others. In doing so, VICOM's operational efficiency is enhanced, enabling us to better serve our customers.



Deployment of more automated payment machines for customers' convenience.

At the same time, VICOM is open to customer feedback via the feedback form available on our website. All feedback received via the form is channelled to relevant departments for review. In FY 2022, SETSCO also implemented the use of a new Customer Relationship Management software which enabled us to better grasp our customers and their needs. In effect, VICOM is able to discern and analyse our performance in serving customers and subsequently, allowing for development and improvement. To engage our customers, VICOM adopts a mailing list system which sends business updates relating to services for our customers regularly. Through the processes above, VICOM seeks to foster long-term relationships with the community whilst growing and developing its capabilities.

OUR PERFORMANCE

In FY 2022, we had 8,377 compliments and 32 customer complaints. The complaints were attributed to long waiting times. As a remedy, VICOM has recruited more inspectors to meet the increased demands, reducing the wait times for our customers.

LOOKING FORWARD

For FY 2023 and beyond, VICOM hopes to continue to improving our service quality and customer relationship through new and existing initiatives and practices.



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

UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, COMMUNITIES AND THE SOCIETY

LOCAL IMPACT & ECONOMIC CONTRIBUTION

WHY IS IT MATERIAL?

VICOM understands the importance of giving back to the community and being socially responsible as a thriving community is vital to the attainment of our sustainability and business ambitions. In leading by example through our initiatives and activities, we hope to leave a positive impact on local communities whilst inspiring others to do the same.

HOW DO WE MANAGE THIS?

In line with our commitment to help the less fortunate and care for the communities in locations where we operate in, we have embarked on several corporate social responsibility ("CSR") initiatives and philanthropic activities over the past year. These efforts centre on helping the elderly and people who are terminally ill. Participating in such community services strongly resonates with VICOM's core values and mission to introduce change within our community. In doing so, we are hopeful that our actions will set an example for others to follow, whilst leaving a positive impact on the people we help.

In addition to volunteering activities, VICOM also seeks to help others fulfil their CSR ambitions. Thus, we participate in several charitable donation drives, sponsorships, and programmes for multiple beneficiaries. This year, we continued with our 'Care & Share' programme which has been running for 22 years. Under this programme, VICOM generously donates the same amount our employees raised as a whole and the total collected sum is subsequently given to VICOM's charities of choice. Simultaneously, our Care & Share committee and volunteers under this programme wholeheartedly persist in aiding those who are less fortunate.

OUR PERFORMANCE

In FY 2022, under our flagship 'Care and Share' initiative, VICOM raised a total of S\$29,664 in donations and yielded over 112 hours spent on volunteering by our employees. Beneficiaries of our Care and Share programme this year include the elderly with dementia at Sunshine Welfare Action Mission ("SWAMI") Home, Willing Hearts, and HCA Hospice Care ("HCA") amongst other organisations. Furthermore, VICOM also provided additional support to HCA under our "2022 Vertical Challenge" by donating \$10,000 and having our employees participate in the



VICOM staff participated in the NTUC FairPrice "Walk For Rice" campaign that supports vulnerable families.

challenge to raise money from the public. Additionally, 33 of VICOM's staff participated in the FairPrice Walk for Rice, a campaign aimed at helping less privileged families. For every 300 metres walked, the FairPriceFoundation donated one bowl of white rice, one bowl of brown rice and one bowl of oatmeal to the underprivileged residents in the South East District of Singapore. Ultimately, our efforts culminated in the contribution of 307 bowls of rice, an amount equivalent to 102 days of meals for the needy. Through our support for these causes, VICOM aims to provide the elderly and vulnerable with the resources and care required to live a happier and more fulfilling life.

VICOM is also a huge advocate of enhancing access to education. This year, VICOM donated \$40,000 to the Lee Kuan Yew Fitzwilliam-NUS PhD Scholarship, a scholarship targeted at providing talented young academics with intellectual exchange opportunities between Singapore and the University of Cambridge. Similarly, we also awarded our longstanding \$300 VICOM Book Prize – an award established in 1990, and \$710 Gold Medal to two students at Nanyang Technological University ("NTU")'s School of Mechanical and Aerospace Engineering, encouraging and recognising them for their education efforts. Through our contributions to the aforementioned causes, VICOM hopes to be an enabler of social change by easing financial burdens relating to education and augmenting educational opportunities.

LOOKING FORWARD

For FY 2023 and beyond, VICOM hopes to maintain our CSR initiatives and partnerships with organisations such as HCA Hospice Care, Willing Hearts, and SWAMI amongst others.

VICOM DONATED \$40,000 TO THE LEE KUAN YEW FITZWILLIAM-NUS PHD SCHOLARSHIP, A SCHOLARSHIP TARGETED AT PROVIDING TALENTED YOUNG ACADEMICS WITH INTELLECTUAL EXCHANGE OPPORTUNITIES BETWEEN SINGAPORE AND THE UNIVERSITY OF CAMBRIDGE.

UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, COMMUNITIES AND THE SOCIETY

OUR LONGSTANDING RELATIONSHIP WITH HCA HOSPICE CARE

VICOM has worked with HCA – an organisation providing care for the elderly and terminally ill, since 2013. By giving back and looking out for Singapore’s most vulnerable people, VICOM hopes to drive positive social change within society whilst



VICOM's Care & Share team spending time with the patients of HCA Hospice.

inspiring others to do the same.

Over the course of FY 2022, VICOM hosted and participated in several activities in conjunction with HCA. Firstly, VICOM's employees visited HCA Kang Le Hospice to distribute goodie bags to the patients, doctors and staff in celebration of the Lunar New Year. VICOM's employees also volunteered their time on a bi-monthly basis to serve food to residents of HCA Kang Le Day Hospice at Marsiling. Simultaneously, they assisted the patients during their physiotherapy sessions and engaged in games with them. To inculcate a sustainable and self-sufficient mentality, VICOM hosted Microgreen workshops to teach the elderly how to grow microgreens at the hospice.

Similarly, at HCA's newest branch – HCA Kang Le @ Oasis located at Outram Hospital, we conducted Baking Workshops on top of Microgreen Workshops. Patients were taught how to bake curry buns and

to commemorate the festive Christmas season; the elderly were also shown how to make Christmas cookies.

Furthermore, to support HCA Star PALS ("Paediatric Advanced Life Support") families, VICOM organised a Christmas celebration with Star PALS patients and families at Home Team Academy Bukit Batok. Activities such as laser games, magic shows and balloon sculpting were amongst the slew of festive activities for participants to enjoy themselves during the event. Keeping in line with the season of giving, Christmas goodie bags and gift vouchers were also given to the Star PALS families.

In addition, VICOM's employees took part in the annual HCA Vertical Challenge which entailed fundraising and physical exercise in the form of achieving a targeted vertical elevation goal (Categories available included 100m, 300m, 600m, 900m or an Open Category). In total, VICOM raised a total of S\$17,115, alongside an attainment of 13,983m in vertical elevation (equivalent to 5314 floors), to support HCA in the provision of free palliative care. Moreover, VICOM also provided free inspection services to HCA's fleet of vans for the second year running whilst further pledging \$10,000 towards the HCA Vertical Challenge Fund Raising Event.

Going forward, we remain committed in our provision of continual support to HCA and aim to conduct visitations and events as often as we can. By doing so, VICOM hopes to spread as much as joy and comfort as possible to patients entering their last lap of life.



VICOM's Care & Share team took part in the HCA Vertical Challenge 2022.