

# MESSAGE FROM THE CHAIRMAN AND CEO



**VICOM's commitment to sustainability remains constant and unwavering. Recognising the large extent of the company's influence, VICOM stands firm in its dedication to generating long-term sustainable value for its stakeholders, including its customers, employees, partners, and shareholders.**

**Over the past year, VICOM has embraced a holistic approach to advance internal and societal progress towards sustainability transition, including climate adaptation and mitigation.**

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## **ADOPTING SUSTAINABLE TECHNOLOGY**

To reduce the environmental footprint across the company's operations, VICOM focused on the adoption and implementation of sustainability-related technology. This includes, but is not limited to, the following:

- a. VICOM installed two Electric Vehicle ("EV") charging stations at our SETSCO premises and acquired two EV vans as part of our long-term goal to progressively electrify our vehicle fleet; with the ultimate goal of electrifying half of our fleet by 2030 and the entire fleet by 2040.
- b. VICOM installed 2,946 solar panels across five of its seven inspection centers and SETSCO premise as a first step to incorporate renewable energy in its energy mix – amounting to 1.62 MWp in solar capacity. Since its commissioning in August of 2023, the solar panels have generated over 424,369 kwh of electricity across the group – equivalent to 95 four-room flats yearly electricity consumption.

- c. On the SETSCO premises, the heat recovery and water recycling system installed for chiller plants have respectively resulted in a 22.7% reduction in electricity consumption and 18.9% reduction in water consumption in VICOM Group when compared to the previous year's figures.

## **ENABLING THE TRANSITION TOWARDS SUSTAINABILITY**

To facilitate sustainability transition within Singapore, VICOM works closely with the Land Transport Authority ("LTA") to incorporate specific inspection requirements for EVs to ensure their safety and to train the company's technicians in providing inspection services for EVs. VICOM also works closely with the National Environment Agency ("NEA") to upgrade its test facilities to the "Worldwide Harmonised Light Vehicles Test Procedure" ("WLTP") global testing standard which supports the enforcement of emission regulations. To date, 238 commercial vehicles have been tested under this more stringent standard that is reflective of real-world conditions.

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VICOM will continue to explore providing testing and certification services in areas like sustainable farming, sustainable building materials and solar panels. Similarly, VICOM will also commence its engagement with a partner in the area of hybrid and EV battery testing and health-checking.

Additionally, VICOM's Eco-Ambassador committee did well in their roll out and implementation of sustainability strategies and initiatives. Eco-friendly initiatives undertaken this year include raising awareness among staff through the dissemination of electronically delivered messages and posters, as well as the placement of blue recycling bins across VICOM's premises.

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

Ensuring the actualisation of VICOM's sustainability ambitions is contingent on the people and communities around us. Thus, VICOM remains committed to the enhancement of our staff well-being and quality of life through our human capital policies. We focus on integrating ethical treatment as a part of our organisational culture and have implemented a zero-tolerance policy for discrimination and human rights violations across our value chain as stated in VICOM's Diversity, Equity, and Inclusion policy. At the same time, VICOM provides a variety of staff benefits including

upskilling and training opportunities to enhance the capabilities and well-being of staff.

To uplift the communities beyond our organisation, in 2023, VICOM generated a total of S\$74,514 in donations and over 397 volunteer hours contributed to various beneficiaries. Through VICOM's flagship "Care and Share" programme and VICOM's ongoing partnership with HCA Hospice Care ("HCA"), VICOM donated \$10,408 to HCA's Walkaton fund-raising event, as well as \$40,000 yearly donation from 2023 to 2025 to purchase a new van for HCA.

Safeguarding public and workplace safety and health were also a key priority for VICOM. Through our provision of inspection and certification services, VICOM was able to assure the public that they are utilising safe vehicles, products, buildings, and are using consumables, including food and water, that are safe for consumption and free from pesticides, microbiological and chemical contaminants. Staying at the forefront of the latest Workplace Safety and Health ("WSH") best practices, VICOM has also joined the Workplace Safety and Health ("WSH") Advocate Programme, reaffirming our commitment to ensuring the highest level of employee safety while gaining the opportunity to exchange industry's best practices in WSH.

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## **FORTIFYING STRONG GOVERNANCE AND ETHICAL BUSINESS IN OUR JOURNEY TOWARDS SUSTAINABLE ECONOMIC GROWTH AND INNOVATION**

At VICOM, it is crucial to uphold the highest standards of integrity across the company's operations. Accordingly, VICOM enforces a strict zero-tolerance policy for breaches pertaining to unethical practices such as corruption, bribery, and unlawful actions among others. The company upholds its testing integrity by conducting regular internal audits. At the same time, VICOM has also attained a new certification, ISO 37001 (2016): Anti-Bribery Management System.

As enabler of sustainability in the area of cybersecurity, SETSCO acquired AN Security in 2023, enabling it to provide a holistic cybersecurity testing and evaluation for IT products, such as consumer and industrial smart devices.

Similarly, in alignment with the requirements of Cyber Security Agency of Singapore ("CSA")'s Cyber Trust Mark Certification program, SETSCO's auditors are qualified to conduct assessments of cyber security procedures and safeguards. The certification is aimed at organisations with more established digitalisation processes and with our attainment of it, VICOM can better play an enabling role in the cybersecurity landscape.

Overall, VICOM comprehends the importance of embedding Environmental, Social and Governance considerations across its operations to drive holistic business success and foster sustainable development within Singapore. The company welcomes its stakeholders to join VICOM in advancing sustainable development.

### **TAN KIM SIEW**

CHAIRMAN

### **SIM WING YEOW**

CHIEF EXECUTIVE OFFICER