



# DRIVING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY

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## RESOURCE STEWARDSHIP

To ensure the longevity of resources for future generations, good resource management and sustainability planning are of vital importance. We thus seek to minimise our resource consumption through the usage of environmentally conscious alternatives and the implementation of initiatives aimed at resource conservation.

Our efforts centre on emissions reduction, lowering our impact on air quality and decreasing our energy consumption. Simultaneously, we also focus on our water consumption and waste management to drive sustainability across our operations in Singapore through our service offerings.

In 2023, both VICOM and SETSCO received certifications by the Singapore Environment Council ("SEC"), with VICOM obtaining the Eco-Office Champion and SETSCO attaining the Eco-Office Elite awards. Additionally, we also attained the ISO 14001:2015, Environmental Management System in FY2023. This certification details the requirements needed in an organisational environmental management system to enhance and effectively manage overall sustainability progress. With this attainment, we are better able to execute our environmental responsibilities in a systematic manner.

## EMISSIONS & AIR QUALITY

### WHY IS IT MATERIAL?

In line with the Paris Agreement, Singapore aims to achieve net-zero emissions by 2050. Likewise, VICOM resonates with Singapore's national ambitions and thus strives to manage our environmental impact. Given our position as a key vehicle inspection and testing service provider, we recognise the large sphere of influence we have in managing Singapore's emissions and air quality. Thus, VICOM does its best to ensure top quality service in its provision of vehicle emission-limit inspections and air quality testing services. Consequently, VICOM hopes to enhance sustainability within Singapore and beyond through its advocacy of a pollution-free and clean environment.

### HOW DO WE MANAGE THIS?

To reduce the environmental impact caused by emissions, VICOM has various internal management systems, policies, and measures in place to decrease our emission production and pollution. These include, but are not limited to, measures aimed at optimising and regulating energy consumption.

Additionally, VICOM's parent organisation, ComfortDelGro Group, has committed to SBTi-aligned targets. In the same vein, VICOM will actively play its part in achieving the emissions reduction target by optimising its operations and exploring emission reduction technologies which help reduce fuel and electricity usage.

Primarily, VICOM implemented a Green Guidelines Policy to reduce energy consumption and improve energy efficiency across its operations. This serves to lower its Scope 2 GHG emissions. Examples of the 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

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At the same time, SETSCO's Energy Management System is ISO 50001 certified, with SETSCO now labelled as an Energy Efficiency National Partner ("EENP") with the National Environment Agency ("NEA").

To enhance the Group's sustainability efforts, VICOM's Eco-Ambassador Committee oversees the introduction of ESG-related initiatives and programmes, increasing awareness of being "green" and the gathering of feedback for improvement. This includes putting up posters and commemorating Earth Hour to raise awareness on climate-change and resource management.

To decrease its Scope 1 GHG emissions, VICOM acquired 2 EVs. As mentioned above, VICOM also plans to progressively electrify our vehicle fleet to EVs by 2040.

In FY2022, VICOM also screened and established its Scope 3 GHG Inventory, primarily prioritising the most impactful categories. VICOM continues to do the same this year and has undertaken an inventory of our FY2023 Scope 3 emissions for analysis. This is detailed in the following performance section below. In doing so, VICOM hopes to identify areas for improvement across its value chain and beyond its organisation.

## OUR PERFORMANCE<sup>18</sup>

VICOM's Scope 1 GHG emissions are primarily attributed to the use of petrol and diesel across its fleet. VICOM's Scope 2 GHG emissions mainly arise from electricity consumption across our operations. In FY2023, VICOM experienced a 6.6% increase and 21.8% decrease in its Scope 1 and Scope 2 GHG emissions respectively when compared to the newly established baseline year of FY2022. The slight increment in VICOM's Scope 1 emissions is attributed to increased business activity and projects involving

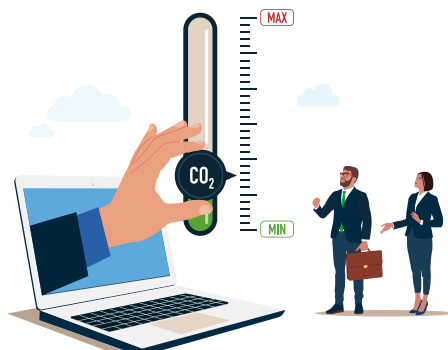
the transport of client's samples. Conversely, VICOM's Scope 2 GHG emissions decreased in comparison to FY2022 due to the reduction in the company's electricity consumption arising as a result of the heat recovery system installed at SETSCO Bukit Batok. A more detailed explanation can be found in the Energy section of this report.

For Scope 3 emissions in FY2023, VICOM has progressed to calculate two previously screened categories i.e business travel and downstream leased assets. In FY2022, VICOM undertook a screening exercise to determine which of the categories would be most pertinent to its emissions and operations. Detailed emissions calculations were made for the most pertinent categories 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 FY2023 include:

SCOPE 3 CATEGORY	SCREENED OR CALCULATED	Methodology	TOTAL EMISSIONS (tCO <sub>2</sub> e) FY2023
<b>Category 1: Purchased goods &amp; services</b>	Calculated	GHG Protocol: Spend-based method	2,472
<b>Category 2: Capital goods</b>	Calculated	GHG Protocol: Spend-based method	2,328
<b>Category 3: Fuel- and energy-related activities not included in Scope 1 &amp; Scope 2</b>	Calculated	GHG Protocol: Average-data method	720
<b>Category 4: Upstream transportation and distribution</b>	Screened	Calculated estimation based on spend-based screening	361
<b>Category 5: Waste generated in operations</b>	Calculated	GHG Protocol: Waste-type specific method	9
<b>Category 6: Business travel</b>	Calculated	GHG Protocol: Distance-based method	69
<b>Category 7: Employee commute</b>	Screened	Calculated estimation based on employee headcount intensity	787
<b>Category 12: End-of-life treatment of sold products</b>	Calculated	GHG Protocol: Waste-type specific method	9
<b>Category 13: Downstream leased assets</b>	Calculated	GHG Protocol: Asset-specific method (buildings) & Lessee-specific method (vehicles)	262
<b>Category 15: Investments</b>	Screened	GHG Protocol: Calculated estimation based on investment value	503
<b>Total Scope 3 emissions</b>	–		7,520

<sup>18</sup> All data in this section is analysed by comparing our performance in FY2023 to our performances in our newly established emissions baseline year of FY2022. As we shifted to a larger premises in FY2022, we have established FY2022 as our new baseline for data comparison to present a more accurate depiction of data movements and trends going forward. Additionally, only carbon dioxide is included in all emission calculations and our consolidation approach for emissions stems from an Operational Control perspective.

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EMISSIONS (tCO <sub>2</sub> e)	FY2019	FY2020	FY2021	FY2022 (BASELINE) <sup>19</sup>	FY2023
Direct (Scope 1) GHG Emissions <sup>20</sup>	362	299	394	368	393
Indirect (Scope 2) GHG Emissions <sup>21</sup>	1,629	3,167	2,747	4,983	3,896
Scope 3 GHG Emissions <sup>22</sup>	NA <sup>23</sup>	NA <sup>24</sup>	7,437	7,373	7,519
<b>Total emissions</b>	<b>1,991</b>	<b>3,466</b>	<b>10,578</b>	<b>12,724</b>	<b>11,808</b>

## GRI 305-4: GHG EMISSIONS INTENSITY<sup>25</sup>

EMISSIONS INTENSITY (tCO <sub>2</sub> e/\$\$M REVENUE)	FY2019	FY2020	FY2021	FY2022 (BASELINE)	FY2023
Scope 1	3.49	3.46	3.91	3.40	3.51
Scope 2	15.70	36.66	27.23	46.01	34.82
Scope 3	NA	NA	73.70	68.08	67.20
<b>Total (Scope 1, 2 and 3)</b>	<b>19.20</b>	<b>40.12</b>	<b>104.83</b>	<b>117.49</b>	<b>105.52</b>

## LOOKING FORWARD

VICOM firmly strives to reduce its operational emissions in line with SBTi commitments as validated by its parent company – ComfortDelGro Group. VICOM is aligned with the group's SBTi targets that were set using the absolute contraction approach and sectoral specific decarbonisation pathways in line with 1.5°C trajectories. Going forward, VICOM has established the following short, medium, and long-term emissions and air quality targets:

- Progressively electrify our vehicular fleet to EVs by 2040
- Scope 1: From our emissions baseline in 2022, VICOM is setting interim targets of a 25% reduction by 2030 and 50% reduction by 2040.
- Scope 2: From our emissions baseline in 2022, VICOM is setting interim targets of a 5% reduction by 2025, 10% reduction by 2030 and 15% reduction by 2040.
- VICOM will set emissions reduction targets for its Scope 1 and Scope 2 GHG emissions.
- Targets for Scope 3 GHG emissions will be set once VICOM has comprehensively assessed its Scope 3 GHG emissions.

Additionally, VICOM continues to persist in its journey to reduce its carbon emissions, the company is thus investigating the feasibility of using carbon credits to offset its residual emissions, in line with its parent company ComfortDelGro. Simultaneously, VICOM will align with ComfortDelGro, as they investigate the adoption of an internal carbon price as a means of managing carbon emissions.

<sup>19</sup> We have established FY2022 as our new emissions baseline due to a shift in premises in FY2022.

<sup>20</sup> Scope 1 emissions for each year were calculated using DEFRA emission factors for the applicable year.

<sup>21</sup> Electricity emission factors used to calculate the Scope 2 GHG emissions of each year were Singapore's BM emission factors for the respective applicable years.

<sup>22</sup> Scope 3 emissions were calculated using a combination of DEFRA, EMA and US EPA emission factors for the applicable years for various categories.

<sup>23</sup> VICOM only started calculating its Scope 3 GHG emissions in 2021.

<sup>24</sup> VICOM only started calculating its Scope 3 GHG emissions in 2021.

<sup>25</sup> GHG intensities for FY2019, 2020, 2021, 2022 and 2023 have been calculated using VICOM's revenues of \$103.7 million, \$86.4 million, \$100.9 million, \$108.3 million and \$111.9 million for each year respectively.



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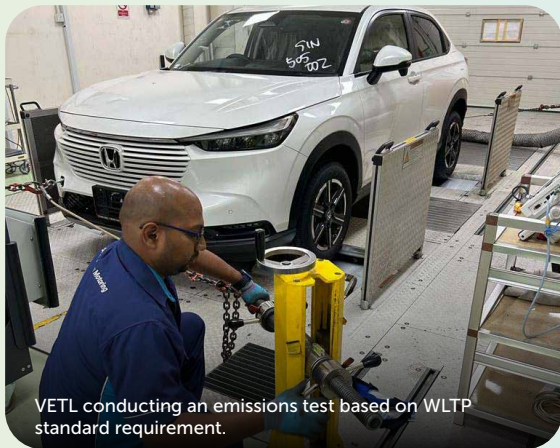
## (CASE STUDY) HOW WE ENABLE BROADER SUSTAINABILITY<sup>26</sup>

VICOM provides emissions testing to ensure that all vehicles remain compliant with the Emissions Standards prescribed by Singapore’s National Environment Agency (“NEA”). Under NEA’s Vehicular Emissions Scheme (“VES”), pollutants emitted by current and new vehicle models must fall within set limits. Accordingly, VICOM provides testing services on new vehicles to ensure compliance with national regulations and augment sustainability within Singapore. These emissions tests are performed based on the standards set by international protocols such as New European Driving Cycle (“NEDC”) and Japan 2009 standards (“JPN2009”). On top of measuring vehicle emissions, we also test for pollutants that impact air quality. These include Particulate Matter (“PM”), Nitrogen Oxides (“NOx”) and Sulphur Oxides (“SOx”), as they are detrimental to human health and the ozone layer.

Additionally, VICOM carries out periodic inspections on current in-use vehicles, tests and monitors factories for stack emissions to enforce regulatory compliance, thereby enhancing public health.

Through the provision of our testing services, we hope to drive environmental longevity and create a safe environment for the public.

Further demonstrating our commitment towards continuous sustainable progress, the VICOM Emission Test Laboratory (“VETL”) undergone a multi-million dollar upgrade to our testing equipment and this was completed in early 2023. As a result, this allowed VICOM to adopt 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. This enhanced our ability to support NEA in its enforcement of emissions regulations. Simultaneously, this upgrade also ensures that VICOM’s services are up to date with global vehicle fuel measurements and carbon emission standards.



VEHICLE EMISSION TESTING	FY2019	FY2020	FY2021	FY2022	FY2023
Number of In-Use Vehicle Emission Tests Conducted	462,663	493,145	522,694	533,179	517,506
Number of New/Imported Used Vehicle Emission Tests Conducted	674	604	704	473	515
No. of EVs Inspected	55	320	577	1,661	3,389

In light of the ever-evolving regulatory landscape, VICOM strives to remain fully compliant to all relevant policies, legislation, and established emissions limits. As such, we maintain regular contact with NEA to share and report on VICOM’s emissions and air quality values. In effect, VICOM seeks provide authorities with insightful data to support their development of national policies around emissions and air quality. At the same time, we hope to aid in the control of vehicle emissions and the monitoring of pollutants within Singapore.

<sup>26</sup> All data in this section is analysed by comparing our performance in 2023 to our performances in.

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## ENERGY

### WHY IS IT MATERIAL?

To reduce emissions, it is pivotal for VICOM to manage and improve our energy efficiency across our operations. As we rely on electricity to provide our services, VICOM comprehends the importance of reducing our energy consumption and endeavours to do so through various energy management and conservation initiatives. With emphasis on energy consumption practices, we aim to reduce the environmental effects resulting from our operations.

### HOW DO WE MANAGE THIS?

VICOM implements a number of energy reduction initiatives and eco-friendly installations across our operations, whilst tracking our energy consumption patterns at the same time. Firstly, VICOM optimises energy consumption through the usage of LED lights, which are more energy efficient than regular lighting. We also install motion sensors in our washrooms and stairwells to minimise our electricity consumption when the facilities are not in use.

Under our building management system, SETSCO also installed energy sub-sensors across our Bukit Batok premise, alongside an illustrative energy management dashboard. These features serve to highlight energy consumption hotspots within our



SETSCO's heat recovery unit has resulted in an average of 25% reduction in energy consumption.

business whilst delineating energy-saving tips for improvement.

In a similar vein, SETSCO also has time-controlled air-conditioning systems installed and these are pre-set based on our business' operating hours, thus curbing excessive energy consumption. The heat recovery system installed for the chiller plant at SETSCO's Bukit Batok premise in Q1 2023 has also resulted in greater energy efficiency, resulting in a 22.7% reduction in VICOM Group's electricity consumption as compared to the previous year's consumption. This translates to average monthly savings of 232,299 kwh which is equivalent to the monthly energy consumption of over 644 four-room flats.

Furthermore, in 2023, VICOM installed 2,946 rooftop solar panels on six of

our premises, reducing VICOM's brown energy consumption and underscoring our commitment to resource stewardship. Since its commissioning in Q3 2023, the solar panels have generated over 424,369 kwh of electricity across VICOM and SETSCO – the equivalent of over 100 four-room flats yearly electricity consumption.

Under the guidance of our Eco-Ambassador Committee, the importance of energy conservation is continuously highlighted to employees via regular communication channels such as emails and intranet dashboard notices, underlining our commitment to long-term sustainability.

### OUR PERFORMANCE<sup>27</sup>

In FY2023, we experienced a 22.7% decrease in electricity consumption when compared to our new baseline year of FY2022. However, our diesel and petrol use increased by 4.06% and 49.0% respectively when compared to our baseline year of FY2022.

The reduction in electricity consumption is largely attributable to the heat recovery system installed at SETSCO Bukit Batok. This translates to a notable decrease in electricity consumption for the group as the electricity consumption from SETSCO's premise makes up the larger share of VICOM Group's electricity consumption. On the other hand, the increase in diesel and petrol use was due to an increase in business activity and projects in 2023 that involved the transport of our client's testing samples.

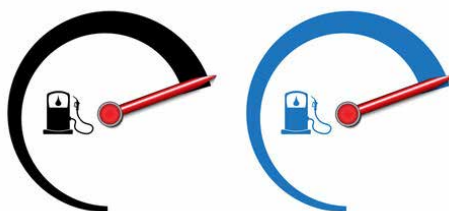


In 2023, VICOM installed 2,946 rooftop solar panels on its premises.

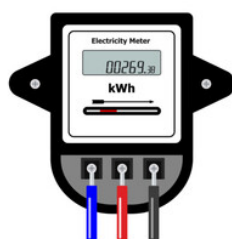
<sup>27</sup> All data in this section is analysed by comparing our performance in 2023 to our performance in the previous year – 2022, which also serves as our newly established baseline year for environmental metrics due to the shift in our premises.



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ENERGY CONSUMPTION	FY2019	FY2020	FY2021	FY2022 (BASELINE)	FY2023
Petrol Consumption (litres)	1,593	6,471	10,407	12,199	18,178
Diesel Consumption (litres)	133,715	95,600	136,693	125,882	130,997
Electricity Consumption (kWh)	3,986,771	7,762,414	6,732,890	12,281,606	9,256,764
Renewable Electricity Purchased for Consumption (kWh)	N/A	N/A	N/A	N/A	237,260
Renewable Electricity Generated (kWh)	N/A	N/A	N/A	N/A	424,369



ENERGY INTENSITY <sup>28</sup>	FY2019	FY2020	FY2021	FY2022 (BASELINE)	FY2023
Total Electricity Intensity (MWh/\$\$M Revenue) <sup>29</sup>	38.44	89.8	66.73	113.40	84.84
Total Fuel Intensity (Megalitres/\$\$M Revenue) <sup>30</sup>	0.00130	0.00118	0.00146	0.00127	0.00133

## LOOKING FORWARD

Going forward, with 2022 as the baseline, VICOM has established the following interim short, medium, and long-term 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

<sup>28</sup> Energy intensities for FY2019, 2020, 2021, 2022 and 2023 have been calculated using VICOM's revenues of \$103.7 million, \$86.4 million, \$100.9 million, \$108.3 million and \$111.9 million for each year respectively. Additionally, VICOM's energy intensity ratios only use energy consumption within our organisation.

<sup>29</sup> Includes electricity purchased, renewable electricity purchased, and renewable electricity generated

<sup>30</sup> Includes all fuel types used

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## WASTE

### WHY IS IT MATERIAL?

If left unchecked, waste will result in various environmental problems such as pollution and scarcity of resources, detrimentally impacting our ecosystems to a possibly irreparable extent. Given our limited resources and land, Singapore has conveyed the importance of waste management and recycling through initiatives and roadmaps defined under the SGP30. In light of this, VICOM comprehends the cruciality of managing our waste footprint and have rolled out initiatives and policies aimed at reducing waste, enhancing responsible resource management and ensuring proper disposal.

### HOW DO WE MANAGE THIS?

To reduce waste generated, all staff across our operations are encouraged to abide by our Green Guidelines Policy. Some guidelines in our policy include, but are not limited to, the following:

- The practice of the 3Rs - Reduce, Reuse, Recycle
- Minimising usage of disposable cutlery, crockery, and cups to reduce waste
- Sharing equipment that is not used frequently (e.g. laminating machine)

Additionally, VICOM practices regular surveillance and reporting of our waste disposal methods and the amount of waste generated. This enables us to identify key hotspots of waste generation and subsequently, reduce wastage through our initiatives.

Part of VICOM's operations entails the usage of chemicals for testing. Accordingly, VICOM endeavours to

ensure proper waste disposal via NEA licensed waste contractors on a monthly basis. We engage our external vendors, Aroma Chemical Pte Ltd and Cramoil Singapore Pte Ltd, to collect, treat and dispose of our hazardous chemical waste. To reduce energy usage, the treatment process involves the incineration of organic chemicals which includes a heat recovery mechanism. This results in the recovery of 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, VICOM has a specialised contractor which helps us to dispose of electronic waste such as old screen monitors, keyboards, and laptops.

On the other hand, non-hazardous general waste is incinerated, with the remaining ash landfilled.

VICOM also places strong emphasis on circular economy principles through the implementation of recycling measures. Continuing VICOM's participation to NEA's 'Say Yes to Waste Less' campaign in 2022, VICOM reaffirmed our commitment to promote the 3Rs (Reduce, Reuse, Recycling) at our premises and shared our efforts to raise greater awareness through posters.

The Group actively encourage double-sided printing and have digitalised the majority of our administrative processes to reduce paper usage. To enhance and inform the formulation of our waste reduction strategies, VICOM liaises with our waste collection vendors regarding the

breakdown of our waste generated. This provides us with insight on the source and composition of our waste, enabling us to refine our initiatives.

In addition to reducing waste, the Group also deployed two blue recycling bins at its SETSCO Bukit Batok and VICOM Sin Ming premise, allowing for not only paper, but also aluminum, glass and plastic waste to be recycled. To further strengthen the group's recycling efforts, VICOM's Eco-Ambassador Committee held a paper-cardboard recycling campaign and a shoe-clothing recycling campaign that resulted in 4.85 tonnes of paper waste and over 180kg of textile and shoe recyclables collected respectively.

To further promote and support a cleaner, waste-free environment, VICOM's Eco-Ambassador Committee involved over 40 staff and their family members in a beach cleanup, resulting in over 200kg of marine debris collected around the shores of Singapore's Coney Island.

### OUR PERFORMANCE<sup>31</sup>

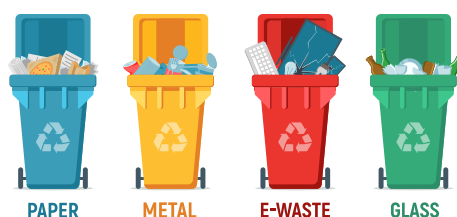
In FY2023, we generated a total of 245.5 tonnes of waste, with 224.0 tonnes being general, non-hazardous waste and 20.5 metric tonnes attributed to hazardous waste. Our total waste increased by 5.8% when compared to FY2022 respectively. The increase in our waste data is due to a one-off disposal of the hazardous fluorescent penetrant waste water that had collected in a sump at SETSCO's Aerospace Testing Centre.

Of all the waste generated, VICOM managed to recycle 5 tonnes of paper waste and 1 tonnes of E-waste.

31 All data in this section is analysed by comparing our performance in 2023 to our performance in the previous year – 2022, which also serves as our newly established baseline year for environmental metrics due to the shift in our premises.



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WASTE GENERATED (Metric Tonnes)	FY2019	FY2020	FY2021	FY2022	FY2023
Hazardous Waste <sup>32</sup>	17.7	8.6	9.81	11.7	20.5
Non-Hazardous Waste	NA	4.0	8.35	220.4	224.0
E-Waste	NA	7.8	1.33	0	0.97
<b>Total Waste</b>	<b>17.7</b>	<b>20.4</b>	<b>19.49</b>	<b>232.1</b>	<b>245.5</b>

WASTE DIVERTED FROM DISPOSAL (Metric Tonnes)	FY2019	FY2020	FY2021	FY2022	FY2023
<b>Non-Hazardous Waste</b>					
Paper Recycled	0	0	8.35	3.55	5.00
<b>E-Waste</b>					
Recycled	0	7.8	1.33	0	0.97
<b>Overall</b>					
<b>Total Waste Diverted from Disposal</b>	<b>0</b>	<b>7.8</b>	<b>3,343.78</b>	<b>3,317.1</b>	<b>3,199.2</b>

WASTE DIRECTED TO DISPOSAL (Metric Tonnes)	FY2019	FY2020	FY2021	FY2022	FY2023
<b>Hazardous Waste</b>					
Landfill	0	0	0	0	0
Compost, Deep-well Injection, Recovery, Onsite Storage	17.7	8.59	9.81	11.70	20.5
<b>Non-Hazardous Waste</b>					
Landfill	0	0	0	0	0
Incineration (partial energy recovery)	0	0.24	0	220.44 <sup>33</sup>	223.97
<b>Overall</b>					
<b>Total Waste Directed to Disposal</b>	<b>17.7</b>	<b>8.59</b>	<b>9.81</b>	<b>232.14</b>	<b>244.47</b>

## LOOKING FORWARD<sup>34</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>32</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>33</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 onwards, 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>34</sup> VICOM is not a large producer of waste due to the nature of our business. Additionally, with our 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 a scarce natural resource and access to potable water is limited. Thus, it is paramount for us to manage and consume water responsibly. With water testing being one of VICOM's offered services, we understand the importance of effecting good and efficient water management.

### HOW DO WE MANAGE THIS?

VICOM strives to reduce our water consumption and by extension, lower our environmental footprint through our internal Green Guidelines Policy and water-saving measures onsite. Examples of the guidelines in our policy include, but are not limited to, the following:

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

In terms of water-saving initiatives, we have water-saving fittings installed at our Bukit Batok premise and incorporate water recycling mechanisms across our testing laboratories where possible. There is also a water recycling system installed at the chillers in SETSCO, thereby augmenting VICOM's water-savings in the long-run. Since its commissioning in 2023, the water recycling system has resulted in 18.9% reduction in VICOM Group's water consumption as compared to the previous year's consumption, the equivalent of over 4 Olympic-sized swimming pools a year.

At the same time, VICOM's Eco-Ambassador Committee does its best to remind employees of the importance of water conservation through events such as the commemoration of World Water Day.

Recognising the importance of proper effluent discharge management, VICOM also ensures that all hazardous chemical toxic waste and discharge are treated through our vendor, Aroma Chemical Pte Ltd. For more details regarding this treatment process, kindly refer to our "Waste" material topic section above.

Overall, VICOM remains steadfast in our tracking of water consumption, analysis of water savings, and subsequently improving upon our water-curbing initiatives across our operations.

### OUR PERFORMANCE<sup>35</sup>

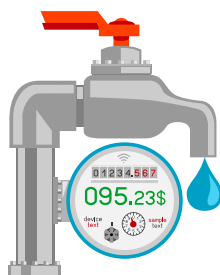
We experienced a 18.9% decrease in our overall water consumption in comparison to our baseline in FY2022. This stems largely from the water recycling unit installed at SETSCO's Bukit Batok premise.



SETSCO's water recycling system for its chiller unit has resulted in an average of 18.9% reduction in water consumption.

<sup>35</sup> All data in this section is analysed by comparing our performance in 2023 to our performance in the previous year – 2022, which also serves as our newly established baseline year for environmental metrics due to the shift in our premises.

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TOTAL WATER WITHDRAWN BY SOURCE <sup>36</sup> (MEGA LITRES)	FY2019	FY2020	FY2021	FY2022 (BASELINE)	FY2023
Utilities (Municipal)	25.31	20.48	40.14	61.33	49.72

WATER INTENSITY	FY2019	FY2020	FY2021	FY2022	FY2023
Total Water Intensity (Mega Litres/\$M Revenue)	0.244	0.237	0.398	0.570	0.444

## GRI 303-4: WATER DISCHARGE

TOTAL WATER DISCHARGE BY SOURCE (MEGA LITRES) <sup>37</sup>	FY2019	FY2020	FY2021	FY2022	FY2023
Utilities (Municipal)	24.77	20.31	40.10	61.29	49.65
Utilities (SG: NEWater)	0.54	0.17	0.04	0.040	0.072
Total	25.31	20.48	40.14	61.33	49.72

## LOOKING FORWARD<sup>38</sup>

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 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.



<sup>36</sup> VICOM consumes all the water it withdraws, thus VICOM's water consumption amount is the same as the water withdrawn.

<sup>37</sup> Due to VICOM's nature of business, VICOM's water discharge is thus approximately the same amount as our water withdrawn and consumed.

<sup>38</sup> VICOM is not a large consumer of water waste due to the nature of our business. Additionally, with our relocation to a new premises, water was deprioritised against other topics. Thus, no quantitative water target has been set this year.