

ABOUT THIS REPORT

VICOM Limited (“VICOM”), a subsidiary of ComfortDelGro Corporation Limited (“CDG”) proudly presents our fourth standalone Sustainability Report for 2024. This report details the organisation’s Environmental, Social, and Governance (“ESG”) strategy, goals, performance and our progress towards sustainability.

Publicly listed on the Singapore Stock Exchange since 1995, VICOM’s operations are headquartered in Singapore, with our operational reach covering both Singapore and Malaysia. The company consists of the following services: VICOM Inspection Centres, JIC Inspection Services, SETSCO Services (“SETSCO”), SETSCO Services (Malaysia), SETSCO Consultancy International and SETSCO-An Security.

CONTENTS

	About this Report		
1	Reporting Framework	15	Materiality Approach and Process
1	Feedback	16	Sustainability Framework
2	Assurance	20	Targets and Performance Highlights
2	Restatements of Information	24	Stakeholder Engagement
2	Reporting Scope and Period	26	Governing our Sustainability and Risk
2	Business Activities	26	Sustainability Governance Structure
3	Message from the Chairman and CEO	28	Embracing and Enhancing Sustainable Technology and Innovation
6	2024 in Review	29	Sustainability Transition
9	Financial Performance at a Glance	30	Climate Change Adaptation and Mitigation
10	Accolades and Awards	36	Climate Friendly Mobility
11	Membership of Associations	38	Advancing Environmental Stewardship and Facilitating the Transition Towards Sustainability
12	Our Approach to Sustainability	39	Resource Stewardship
13	Board Statement	40	Emissions & Air Quality
14	VICOM’s Purpose		
14	VICOM’s Core Values		

ABOUT THIS REPORT

The purpose of VICOM Inspection Centers and JIC Inspection Services is to maintain the highest levels of road safety while minimising emissions. Conversely, non-vehicular inspection and testing services are offered by SETSCO and SETSCO Services Malaysia to a range of sectors in Singapore, Malaysia, and neighbouring countries. In a similar vein, SETSCO Consultancy International provides technical consultancy and professional engineering services for numerous sectors. This covers, amongst other things, the provision of expert engineering, building material, and repair work consulting services.

Being one of the top providers of Testing, Inspection, and Certification ("TIC") services, VICOM understands how critical it is to create an environment that is climate-friendly and to encourage the adoption of eco-friendly activities. VICOM strives to promote beneficial changes that add value to society while minimising ESG risks and their related negative effects. Accordingly, this report aims to illustrate the policies, programmes, and actions taken to advance VICOM's ESG progress and to facilitate a sustainable transition.

REPORTING FRAMEWORK

The most recent Global Reporting Initiative ("GRI") Sustainability Reporting Standards 2021 were followed in

preparation of this report. The GRI Content Index can be found in Appendix 1, on page page 89. Likewise, this report aligns with the Sustainability Accounting Standards Board ("SASB"): Professional & Commercial Services.

The Sustainable Development Goals (or "UN SDGs") of the United Nations are also mentioned in this report. Like our parent company, CDG, VICOM remains committed to the ten principles of the United Nations Global Compact and the UN SDGs.

Furthermore, this Sustainability Report satisfies all sustainability reporting standards set forth by the Singapore Stock Exchange ("SGX"), including but not limited to, the SGX Listing Rules 711 (A) and (B). Further in compliance with the SGX climate reporting requirements, we align and report on the recommendations from the Task Force on Climate-Related Financial Disclosures ("TCFD").

As of 2024, the TCFD has been fully incorporated under the IFRS S1 and IFRS S2 sustainability disclosure standards issued by the International Sustainability Standards Board ("ISSB"). While the SGX climate reporting requirements related to IFRS S2 (Climate-related Disclosures) are only required for the year ending 31 December 2025, we have made

some disclosures on selected requirements from IFRS S2 and consequently selected climate-relevant provisions from the IFRS S1 (General Requirements for Disclosure of Sustainability-related Financial Information). These selected disclosures are primarily incorporated within the following sections: Governing our Sustainability and Risk, Sustainability Transition, Resource Stewardship, Corporate governance and Responsible supply chain and partnership chapters. Furthermore VICOM strives to offer year-on-year comparisons where feasible, ensuring that the data is subjected to internal assurance processes to guarantee its accuracy.

By adhering to international sustainability standards, VICOM endeavours to provide comprehensive tracking and reporting of our management strategies, initiatives, and key performance indicators.

FEEDBACK

This report is available online at <https://www.vicom.com.sg/>.

As VICOM is a strong advocate of ongoing development and enhancement, we encourage comments on this Sustainability Report. Please contact the Chief Risk and Sustainability Officer, Zaidee Bakee, at zaidee@vicom.com.sg.

41	How Vicom Enables Broader Sustainability Through Emissions Testing
44	Energy
46	Waste
49	Water
50	How We Enable Broader Sustainability
52	Upholding its Responsibility to People, Communities, and The Society
53	Human Capital Responsibility
54	Occupational Health and Safety
57	Employee Wellbeing and Work Life Balance
58	Talent Attraction, Retention and Job Opportunity Creation
61	Diversity, Anti-Discrimination, Inclusion and Equal Opportunities
65	Employee Training, Upskilling and Development
68	Human and Labour Rights

69	Public Health and Safety
74	Service Quality and Customer Relationship
75	Local Impact and Economic Contribution
76	Our Longstanding relationship with HCA Hospice Care
77	Upholding Strong Governance and Ethical Business in the Journey Towards Sustainable Economic Growth and Innovation
78	Business and Operational Integrity
79	Corporate Governance
81	Compliance, Ethical Conduct, Transparency and Accountability
84	Responsible Supply Chain & Partnerships
85	Testing Integrity
86	Cybersecurity and Data Privacy
88	Innovation & Growth
88	Economic Growth & New Opportunities

ABOUT THIS REPORT

ASSURANCE

In compliance with relevant policies, processes, and internal controls, CDG's internal audit team has conducted internal reviews on the data disclosed within the Sustainability Report for the financial year 2024. Based on the review of selected key performance metrics, the overall conclusion was that the reporting process is adequate and satisfactory. For this report, no external assurance has been sought. However, VICOM intends to do so in line with the Accounting and Corporate Regulatory Authority ("ACRA") and the "SGX RegCo" reporting guidelines from FY2027.

RESTATEMENTS OF INFORMATION

We have restated previous years' environmental data for the following waste indicators:

- Non-hazardous waste data for FY2023 has been restated from 224 metric tonnes to 404 metric tonnes. This is due to an error correction of previous data disclosed, where data previously disclosed under concrete recycled has been reclassified to non-hazardous waste. As a result, non-hazardous waste is 80% higher than previously reported and total waste data for FY2023 has been restated to 4,254.0 metric tonnes.
- Data on concrete recycled for FY2023 has been restated from 2,954 metric tonnes to 4,040 metric tonnes. This is due to an error correction of previous data disclosed, where data previously disclosed under incinerated waste has been reclassified to concrete

recycled. As a result, the amount of concrete recycled in FY2023 is 36.8% higher than previously reported and total waste diverted from disposal for FY2023 has been restated to 4285.2 metric tonnes.

- Similarly, FY2023 data for non-hazardous waste directed to disposal via incineration (partial energy recovery) has been restated from 224 metric tonnes to 404.0 metric tonnes due to the same error correction above. As a result, total waste directed to disposal in FY2023 has been restated to 424.0 metric tonnes.

Going forward, VICOM endeavours to strengthen our internal controls around data collection in order to enhance the accuracy of our data.

REPORTING SCOPE AND PERIOD

This report, which was released on 26 March 2025, covers our sustainability performance and pertinent ESG factors for the fiscal year 2024 ("FY2024"), running from 1 January to 31 December 2024. This Sustainability Report supplements VICOM's Annual Report 2024, which covers the same scope in terms of financial entities¹ and reporting period. Both reports are available on our corporate website at <https://www.vicom.com.sg/>.

BUSINESS ACTIVITIES

VICOM is the leading provider of testing and inspection services in Singapore. VICOM was established in 1981 and publicly listed on SGX in 1995. Since

then, VICOM's service offerings have grown to encompass a wide range of testing and inspection services for various types of vehicles, including electric vehicles, in Singapore. The non-vehicular inspection and testing division of VICOM is SETSCO, which provides the aerospace, maritime and offshore, biotechnology, oil, petrochemical, building construction, and electronics manufacturing industries with testing, calibration, inspection, consulting, and training services. At the same time, the services provided by SETSCO also include environmental monitoring, food and microbiological analysis, chemical and structural analysis, quality assurance testing, and material evaluation.

VICOM and our subsidiaries acquire a broad range of goods and services from different enterprises, firms, corporations, individuals, and entities, including their workers, agents, and representatives (collectively referred to as "suppliers") to carry out our services. In accordance with VICOM's Supplier Code of Conduct (the "Code") and in compliance with all relevant laws and regulations, VICOM demands and holds our suppliers to high business conduct standards.

VICOM brought in a total of SGD S\$119.5 million in revenue this year. Comparing the current reporting period in FY2024 with the prior reporting period, VICOM did not witness any notable changes to our business operations, industries, value chain, or other commercial relationships.

89 Investment & Innovation in Services & Operations

90 Appendices

91 Appendix 1: GRI Index

95 Appendix 2: SASB: Professional & Commercial Services

96 Appendix 3: UNGC INDEX

97 Appendix 4: Performance Data

- Breakdown of Scope 3 Emissions by Categories

- Talent Attraction, Retention & Job

Opportunity Creation

- Employee Training, Upskilling & Development

100 Annex A: Human Rights Policy

101 Annex B: Whistle Blowing Policy

102 Annex C: Supplier Code of Conduct

106 Annex D: Diversity, Equity and Inclusion

107 Annex E: Vicom Group Code of Business Conduct

110 Annex F: Safety Policies

111 Annex G: Data Protection Policy

112 Annex H: Environmental Policy

113 Annex I: Other Corporate Policies

¹ Malaysia was previously excluded in the calculation of certain metrics for past years as the company's operations in Malaysia were deemed to not be financially material. However, to enhance sustainability reporting in FY2023, our Malaysia operations have been included for selected metrics where information was available.