

Advancing Environmental Stewardship and Facilitating the Transition Towards Sustainability



ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY



VICOM aspires to be a leader in sustainable practices, driving sustainability within the company and across its value chain. The company seeks to minimise its resource consumption through the usage of environmentally conscious alternatives and implementation of initiatives aimed at resource conservation.



SETSCO attained is 4-Leaf Eco-Office certification last year.

Resource Stewardship

To ensure the longevity of resources for future generations, good resource management and sustainability planning are of vital importance.

VICOM's efforts centre on emissions reduction, lowering the impact on air quality and decreasing its energy consumption. Simultaneously, the firm also aims to reduce water consumption and waste management across its operations service offerings.

In 2024, SETSCO attained the Eco-Office Certification: 4-Leaf Award by the SEC's Eco Office. Additionally, it attained the ISO 14001:2015, Environmental Management System. This certification details the requirements needed in an organisational environmental management system to enhance and effectively manage overall sustainability progress. With this attainment, VICOM is better able to execute its environmental responsibilities in a systematic manner.



VICOM's commitment to energy conservation is clearly demonstrated in its extensive use of LED lighting in its offices.

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EMISSIONS & AIR QUALITY

As Singapore progresses towards SG60, there is an emphasis on climate commitments made as highlighted through Singapore's second Nationally Determined Contribution ("NDC"), which was submitted to the United Nations Framework Convention on Climate Change ("UNFCCC"). Singapore commits to a reduction of emissions to between 45 and 50 million tonnes of carbon dioxide equivalent (MtCO₂e) in 2035 en route to net zero in 2050, showcasing efforts to transition towards a low-carbon economy and promoting sustainable practices. VICOM resonates with Singapore's national ambitions and strives to manage our environmental impact accordingly. As a key vehicle inspection and testing service provider, we are aware of our influence on Singapore's emissions and air quality. VICOM aims to provide top quality service in our vehicle emission inspections and air quality testing services.

VICOM has various management systems, policies, and measures in place to decrease its emissions and optimise energy consumption.

Additionally, VICOM's parent organisation, CDG, has committed to SBTi-aligned targets. In the same vein, VICOM 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.



An inspector carrying out emission testing to ensure compliance to regulatory requirements.

Our Initiatives

The company has implemented a Green Guidelines Policy to reduce energy consumption, improve energy efficiency across its operations and lower 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.

SETSCO's Energy Management System is ISO 50001 certified, and SETSCO is 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 and observing World Water Day to raise awareness on climate-change and resource management.



VICOM is capable of performing monitoring and testing of air quality to ensure acceptable level of air quality in the surroundings and buildings.

ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY



With its upgraded facilities and test equipment, VICOM's Vehicle Emission Testing Laboratory (VETL) conducts test for efficiencies and driving range of EVs.

HOW VICOM ENABLES BROADER SUSTAINABILITY THROUGH EMISSIONS TESTING¹⁸

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, the company also tests 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.

With the upgrade of its testing equipment and facilities in early 2023, VICOM adopted the Worldwide Harmonised Light Vehicles Test Procedure (WLTP) in FY2024. WLTP is a standard procedure relating to the testing of efficiencies and driving ranges of all types of vehicles. Previously, only commercial vehicles were required to comply with the WLTP, but in 2024, this policy was expanded to include passenger vehicles. VICOM conducted 528 emission tests in FY2024 compared to 515 in FY2023, reflecting its ongoing commitment to support NEA in its enforcement of emissions regulations.

VEHICLE EMISSION TESTING	FY2020	FY2021	FY2022	FY2023	FY2024
Number of In-Use Vehicle Emission Tests Conducted	493,145	522,694	533,179	517,506	518,769
Number of New/Imported Used Vehicle Emission Tests Conducted	604	704	473	515	528

In light of the ever-evolving regulatory landscape, VICOM strives to remain fully compliant with all relevant policies, legislation, and established emissions limits. It maintains regular contact with NEA to share and report on emissions and air quality data.

● Area of Impact: Emissions and Air Quality Energy Public Health and Safety

¹⁸ All data in this section is analysed by comparing our performance in FY2024 to our performances in FY2023.

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To decrease Scope 1 GHG emissions, VICOM acquired 3 EVs in FY2024. 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, prioritising the most impactful categories. VICOM continues to do the same this year. 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 PERFORMANCE¹⁹

VICOM's Scope 1 GHG emissions are primarily attributed to the use of petrol and diesel across its fleet. Scope 2 GHG emissions mainly arise from electricity consumption across operations. In FY2024, VICOM experienced a 7.7% increase in Scope 1 emissions and 9.18% decrease in Scope 2 GHG emissions when compared to FY2023. The rise in Scope 1 emissions stemmed from an increase in VICOM's business volume and the inclusion of our Malaysian businesses. The decrease in Scope 2 GHG emissions is attributable to the reduced electricity consumption arising from our implemented eco-friendly initiatives. These include on-site renewable energy generation via solar panel installations and energy-efficient equipment upgrades such as LED lighting.

At the same time, VICOM also experienced a 14.9% increase in Scope 1 emissions and 29.0% decrease in Scope 2 GHG emissions when compared to our baseline year of FY2022.

Likewise, the rise in Scope 1 emissions stemmed from an increase in VICOM's business volume and the inclusion of Malaysia's data which was previously excluded. The decrease in Scope 2 GHG emissions is attributable to the reduced energy consumption arising from our implemented eco-friendly initiatives mentioned above.

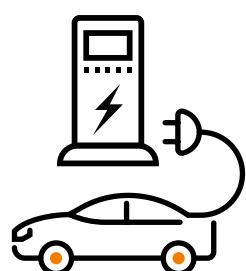
In this reporting year, VICOM reviewed the Scope 3 categories that were screened in the previous reporting year. With improvements in our data collection process, VICOM was able to refine our Scope 3 reporting, and calculate emissions for the previously screened Category 7 (employee commute). For this category, the activity data was collected through an employee survey on the modes of commute.

VICOM has reviewed the applicability of the Scope 3 categories reported previously and the identified categories that were deemed most relevant remain unchanged. The detailed emissions calculations for these applicable Scope 3 categories were then performed based on the requirements outlined within the GHG Protocol. Overall, there has been a decrease in our Scope 3 emissions by 40.9% from our 2022 baseline figures. This substantial decline is mainly due to the use of the latest US EPA emissions factors for our Scope 3 Category 1 and 2 emissions, and the latest DEFRA 2024 emissions factors for our Category 5 and 12 emissions, which have decreased from the previous year. The detailed breakdown of Scope 3 categories that were addressed in FY2024 is as follows:

SCOPE 3 CATEGORY	SCREENED OR CALCULATED	METHODOLOGY	TOTAL EMISSIONS (tCO ₂ e) FY2024
Category 1: Purchased goods & services	Calculated	GHG Protocol: Spend-based method	1,415
Category 2: Capital goods	Calculated	GHG Protocol: Spend-based method	1,397
Category 3: Fuel- and energy-related activities not included in Scope 1 & Scope 2	Calculated	GHG Protocol: Average-data method	677
Category 4: Upstream transportation and distribution	Screened	Calculated estimation based on spend-based screening	212
Category 5: Waste generated in operations	Calculated	GHG Protocol: Waste-type specific method	5
Category 6: Business travel	Calculated	GHG Protocol: Distance-based method	61
Category 7: Employee commute	Calculated	GHG Protocol: Calculated Distance-based method – based on average emission factors estimated based on the data collected in an employee commute survey and applied to VICOM's employee headcount	105
Category 12: End-of-life treatment of sold products	Calculated	GHG Protocol: Waste-type specific method	6
Category 13: Downstream leased assets	Calculated	GHG Protocol: Asset-specific method (buildings) & Lessee-specific method (vehicles)	264
Category 15: Investments	Screened	GHG Protocol: Calculated estimation based on investment value	217
Total Scope 3 emissions	–	–	4,357

¹⁹ All data in this section is analysed by comparing the performance in FY2023 to the performances in the newly established emissions baseline year of FY2022. As the company shifted to a larger premises in FY2022, it established FY2022 as the 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 the consolidation approach for emissions stems from an operational control perspective.

ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY



VICOM has a mobility transition plan that aims to convert its ICE fleet to EVs by 2040.



EMISSIONS (tCO ₂ e) ²⁰	FY2020	FY2021	FY2022	FY2023 (BASELINE) ²¹	FY2024
Direct (Scope 1) GHG Emissions ²²	299	394	368	393	423
Indirect (Scope 2) GHG Emissions ²³	3,167	2,747	4,983	3,896	3,538
Scope 3 GHG Emissions ²⁴	NA ²⁵	7,437	7,373	7,519	4,357
Total emissions	3,466	10,578	12,724	11,808	8,318

GRI 305-4: GHG Emissions Intensity²⁶

EMISSIONS INTENSITY (tCO ₂ e/\$\$M REVENUE)	FY2020	FY2021	FY2022	FY2023 (BASELINE)	FY2024
Scope 1	3.46	3.91	3.40	3.51	3.54
Scope 2	36.66	27.23	46.01	34.82	29.61
Scope 3	NA	73.70	68.08	67.20	36.46
Total (Scope 1, 2 and 3)	40.12	104.83	117.49	105.52	69.61

Looking Forward

VICOM firmly strives to reduce its operational emissions in line with SBTi commitments as validated by its parent company – ComfortDelGro Group. The company established the following short, medium, and long-term emissions and air quality targets:

- Progressively electrify the vehicular fleet to EVs by 2040
- Scope 1: From the emissions baseline in 2022, VICOM is setting interim targets of a 25% reduction by 2030 and 50% reduction by 2040.
- Scope 2: From the 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 is investigating the feasibility of using carbon credits to offset residual emissions, following its parent company, CDG. Simultaneously, VICOM will align with CDG, as they investigate the adoption of an internal carbon price as a means of managing carbon emissions.

²⁰ All GHG emissions calculations were completed using operational control approach in accordance with the GHG Protocol.

²¹ We have established FY2022 as our new emissions baseline due to a shift in premises in FY2022.

²² Scope 1 emissions were calculated using DEFRA 2024 emission factors.

²³ The electricity emission factor used to calculate the Scope 2 GHG emissions was Singapore's average OM emission factor from Energy Market Authority 2023.

²⁴ Scope 3 emissions were calculated using a combination of US EPA, DEFRA 2024, and the Singapore Emissions Factor Registry, where applicable.

²⁵ VICOM only started calculating its Scope 3 GHG emissions in 2021.

²⁶ GHG intensities for FY2020, 2021, 2022, 2023 and 2024 have been calculated using VICOM's revenues of \$86.4 million, \$100.9 million, \$108.3 million, \$111.9 million and \$119.5 million for each year respectively.

ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY



ENERGY

VICOM recognises the importance of energy management and conservation initiatives. With emphasis on energy consumption practices, the company strives to reduce the environmental effects resulting from our operations.

VICOM implemented several energy reduction initiatives and eco-friendly installations across our operations, whilst tracking our energy consumption patterns at the same time.

Our Initiatives

Firstly, VICOM optimises energy consumption through the usage of LED lights, which are more energy efficient than regular lighting. Motion sensors in washrooms and stairwells minimise electricity consumption when the facilities are not in use. VICOM also added energy sub-sensors in its Bukit Batok premise, alongside an energy management dashboard that shows energy consumption hotspots.



The Kaki Bukit inspection centre housed one of VICOM's biggest solar panels installation.

SETSCO installed time-controlled air-conditioning systems that are pre-set based on business' operating hours. The heat recovery system for its chiller plant at the Bukit Batok premise in Q1 2024 yielded over 25% of energy savings on average. The average monthly savings of 229,410 kwh are equivalent to the monthly energy consumption of over 637 four-room flats.

Further in 2024, VICOM completed the installation of solar panels in 6 out of its 7 premises. This transition to solar energy has the potential to reduce VICOM's energy consumption for five of its inspection centres by over 40%, underscoring our commitment to resource stewardship. In 2024, total solar energy produced is 1.79MWh, which is equivalent to the average annual electricity consumption of 400 4-room HDB flats.

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

Our Performance²⁷

In FY2024, VICOM experienced a 60.1% and 12.4% increase in our diesel and petrol consumption respectively when compared to our baseline year FY2022. The increments stemmed from an increase in VICOM's business volume in Singapore and the inclusion of Malaysia's data which was previously excluded.

However, VICOM's electricity consumption in FY2024 decreased by 25.3% when compared to our baseline year FY2022. The reduction in electricity consumption is largely attributable to the heat recovery system installed at SETSCO Bukit Batok, alongside other energy saving initiatives. This translates to a notable decrease in electricity consumption for the group as the electricity consumption at SETSCO's premise made up the larger share of the Group's electricity consumption.



Electrical meters were installed at every level in SETSCO's building to monitor electricity consumption.

ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY



ENERGY CONSUMPTION	FY2020	FY2021	FY2022 (BASELINE)	FY2023	FY2024
Petrol Consumption (litres)	6,471	10,407	12,199	18,178	19,525
Diesel Consumption (litres)	95,600	136,693	125,882	130,997	141,505
Electricity Consumption (kWh)	7,762,414	6,732,890	12,281,606	9,256,764	9,174,710
Renewable Electricity Purchased for Consumption (kWh)	N/A	N/A	N/A	237,260	1,067,971
Renewable Electricity Generated (kWh)	N/A	N/A	N/A	424,369	1,779,608

ENERGY INTENSITY ²⁸	FY2020	FY2021	FY2022 (BASELINE)	FY2023	FY2024
Total Electricity Intensity (MWh/\$\$M Revenue) ²⁹	89.8	66.73	113.40	84.84	76.79
Total Fuel Intensity (Megalitres/\$\$M Revenue) ³⁰	0.00118	0.00146	0.00127	0.0133	0.0135

Looking Forward

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

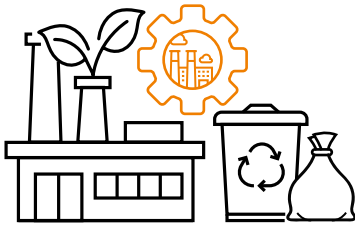
- 5% energy reduction by 2025
- 10% energy reduction by 2030
- 15% energy reduction by 2040
- Continue to explore renewable energy options for adoption in our business.

²⁸ Energy intensities for FY2020, 2021, 2022, 2023 and 2024 have been calculated using VICOM's revenues of \$86.4 million, \$100.9 million, \$108.3 million, \$111.9 million and \$119.5 million for each year respectively. Additionally, VICOM's energy intensity ratios only use energy consumption within the organisation.

²⁹ Includes electricity purchased, renewable electricity purchased, and renewable electricity generated

³⁰ Includes all fuel types used

ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY



WASTE

If left unchecked, waste results in various environmental problems such as pollution and scarcity of resources, detrimentally impacting our ecosystems to a possibly irreparable extent. VICOM comprehends the importance of managing our waste footprint and therefore introduced various initiatives and policies aimed at reducing waste, enhancing responsible resource management and ensuring proper disposal.

To reduce waste, all staff across operations are encouraged to abide by the company's Green Guidelines Policy. Guidelines 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 machines).

Our Initiatives

VICOM practices regular surveillance and reporting of its waste disposal methods and the amount of waste generated. This enables the company to identify hotspots of waste generation.

Part of VICOM's operations entails the usage of chemicals for testing. Accordingly, the company endeavours to ensure proper waste disposal via NEA licensed waste contractors on a monthly basis. Its external vendors, Aroma Chemical Pte Ltd and Cramoil Singapore Pte Ltd, collect, treat and dispose of 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 disposes electronic waste such as old monitors, keyboards, and laptops.

Non-hazardous general waste is incinerated, with the remaining ash landfilled. 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 insights on the source and composition of the company's waste.

VICOM's Eco-Ambassadors also organised a beach cleanup at Changi Beach on 22 September 2024. Employees volunteered to comb through the beach, collecting litter and debris and an estimated 75kg of waste was collected.

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PROMOTING CIRCULAR ECONOMY PRINCIPLES THROUGH RECYCLING

VICOM also places strong emphasis on the implementation of recycling measures. Between 21 June and 31 July 2024, VICOM and SETSCO combined efforts to roll out a paper recycling campaign aimed to reduce office printing paper waste across both organisations. By encouraging employees to recycle their used office paper at designated collection points, 1320 kg of printing paper was collected and recycled over the course of the campaign.

Similarly, the offices also conducted a textile recycling campaign, which yielded 60kg of textiles recycled.

As waste constitutes part of VICOM's Scope 3 emissions, a reduction of waste produced directly translates to reduced emissions and air pollution arising from incineration (Further details can be found in the 'Emissions and Air Quality' material topic above).

● **Area of Impact:** Emissions and Air Quality Energy Public Health and Safety



VICOM highly encourages recycling of waste among its staff through the paper and textile recycling campaigns organised by Eco-Ambassador.



Our Performance³¹

In FY2024, VICOM generated a total of 453.3 tonnes of waste, with 441.5 tonnes being general, non-hazardous waste and 11.8 metric tonnes attributed to hazardous waste. The total waste increased by 6.54% when compared to FY2023. This increase is attributable to an increase in business volume and the establishment of new worker dormitories since January 2024.

Despite the increase in general waste, VICOM recycled 8.05 tonnes of paper waste, 4568 tonnes of client samples concrete and 248.5 tonnes of client samples steel.

31 All data in this section is analysed comparing the performance in 2024 to the performance in the previous year – 2023. The baseline year for comparison is 2022.

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

WASTE GENERATED (METRIC TONNES)	FY2020	FY2021	FY2022	FY2023	FY2024
Hazardous Waste ³²	8.6	9.81	11.7	20.5	11.8
Non-Hazardous Waste	4.0	8.35	220.4	404.0 ³³	441.5
E-Waste	7.8	1.33	0	0.97	0
Total Waste	20.4	19.49	232.1	424.0	453.3

WASTE DIVERTED FROM DISPOSAL (METRIC TONNES)	FY2020	FY2021	FY2022	FY2023	FY2024
Non-Hazardous Waste					
Paper Recycled	0	8.35	3.55	5.00	8.05
E-Waste					
Recycled	7.8	1.33	0	0.97	0
Client Samples					
Concrete Recycled	NA	3153	3,122	4,040 ³⁴	4,568
Steel Recycled	NA	181.1	191.6	239.2	248.5
Overall					
Total Waste Diverted from Disposal	7.8	3,343.78	3,317.1	4,285.2	4,824.6

WASTE DIRECTED TO DISPOSAL (METRIC TONNES)	FY2020	FY2021	FY2022	FY2023	FY2024
Hazardous Waste					
Landfill	0	0	0	0	0
Compost, Deep-well Injection, Recovery, Onsite Storage	8.59	9.81	11.70	20.5	11.8
Non-Hazardous Waste					
Landfill	0	0	0	0	0
Incineration (partial energy recovery)	0.24	0	220.44 ³⁵	404.0 ³⁶	441.5
Overall					
Total Waste Directed to Disposal	8.59	9.81	232.14	424.5	453.3

Looking Forward³⁷

Going forward, VICOM will implement additional waste reduction initiatives and commits to recycling or reusing waste wherever possible within the value chain. Going forward, VICOM endeavours to strengthen our internal controls around data collection in order to enhance the accuracy of our data.

³² VICOM's chemical waste data is collected in litres. However, as the chemical waste collected consists of numerous chemical substances of varying densities, the density of the chemical waste is assumed to be 1g/litre to facilitate conversion of the reported amount into tonnes.

³³ 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 425.5 metric tonnes.

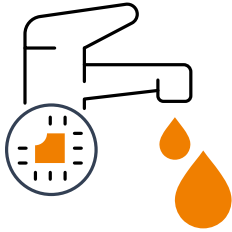
³⁴ Data on concrete recycled for FY2023 has been restated from 2,954 metric tonnes to 4,040 metric tonnes. This is due to an error correction of previous data disclosed, where data previously disclosed under incinerated waste has been reclassified to concrete recycled. As a result, the amount of concrete 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.

³⁵ Previously, estimations were used for waste data. The company's waste collection and measurement methodology has since improved and is thus more accurate. As such, from the second half of 2022, VICOM was able to generate precise tonnage reports on how much general waste was coming from all our premises, thereby accounting for the large increase in non-hazardous waste generated when compared to previous years.

³⁶ FY2023 data for non-hazardous waste directed to disposal via incineration (partial energy recovery) has been restated from 223.97 metric tonnes to 404 metric tonnes. This is due to an error correction of previous data disclosed. As a result, total waste directed to disposal in FY2023 has been restated to 20.5 metric tonnes.

³⁷ VICOM is not a large producer of waste due to the nature of our business. After its recent relocation to new premises, waste was deprioritised against other topics. Thus, no quantitative waste target has been set.

ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY



WATER

Water is a scarce natural resource and access to potable water is limited. It is important to manage and consume water responsibly. With water testing being one of VICOM's offered services, we understand the significance of efficient water management.

VICOM strives to reduce water consumption through its internal Green Guidelines Policy and water-saving measures onsite. Examples of the guidelines in its 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.

Our Initiatives

The company installed water-saving fittings at its Bukit Batok premise and incorporated water recycling mechanisms across our testing laboratories where possible. A water recycling system was installed at the chillers in SETSCO.

At the same time, VICOM's Eco-Ambassador Committee reminds 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 its vendor, Aroma Chemical Pte Ltd. For more details regarding this treatment process, kindly refer to the "Waste" material topic section above.

VICOM remains steadfast in tracking water consumption, exploring water-savings alternatives, and subsequently improving upon its water-curbing initiatives across our operations.

Besides installing water-saving fittings in its building, SETSCO also conduct testing on taps and fittings on their water-saving properties.

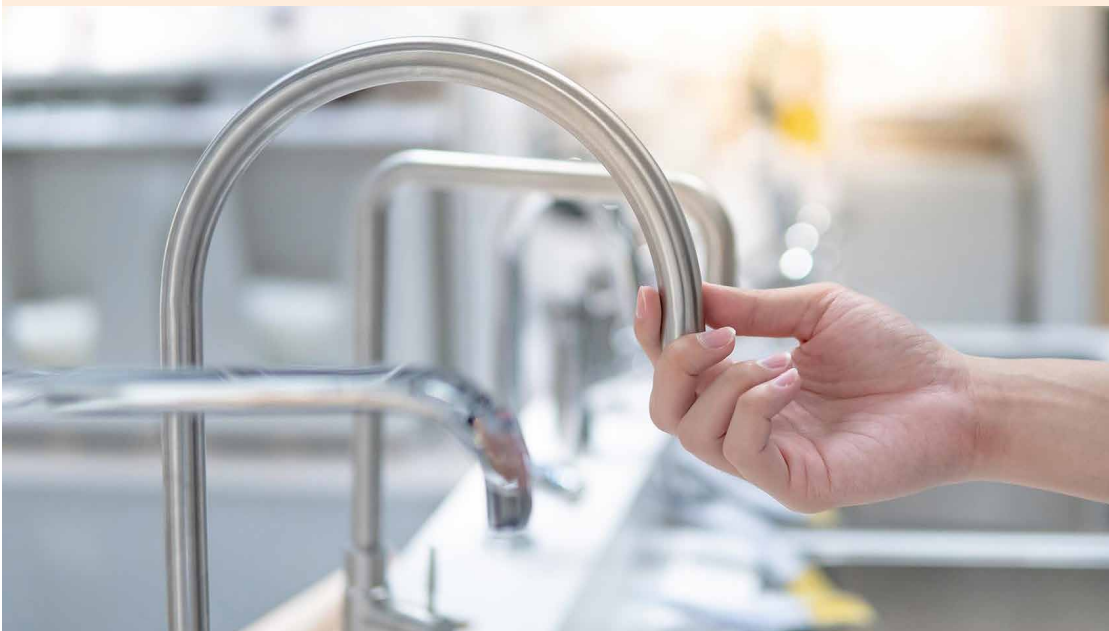
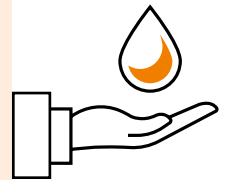


ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY

WATER TESTING SERVICES TO ENHANCE WATER-EFFICIENT PRODUCTS FOR PURCHASE

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, the company is able to identify water-efficient products for purchase, paving the way for Singaporeans to make more sustainable choices.

● **Area of Impact:** Sustainable Transition Public Health and Safety



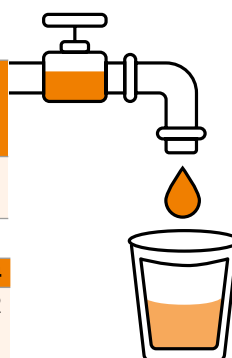
ADVANCING ENVIRONMENTAL STEWARDSHIP AND FACILITATING THE TRANSITION TOWARDS SUSTAINABILITY

Our Performance³⁸

The company saw a 37.5% increase in our overall water consumption in comparison to FY2023. This is attributable to an increase in business volume, a pipe leakage and the establishment of new worker dormitories.

TOTAL WATER WITHDRAWN BY SOURCE ³⁹ (MEGA LITRES)	FY2020	FY2021	FY2022	FY2023	FY2024
Utilities (Municipal)	20.48	40.14	61.33	49.72	68.35

WATER INTENSITY	FY2020	FY2021	FY2022	FY2023	FY2024
Total Water Intensity (Mega Litres/\$M Revenue)	0.237	0.398	0.570	0.444	0.572



GRI 303-4: Water Discharge

TOTAL WATER DISCHARGE BY SOURCE (MEGA LITRES) ⁴⁰	FY2020	FY2021	FY2022	FY2023	FY2024
Utilities (Municipal)	20.31	40.10	61.29	49.65	68.22
Utilities (SG: NEWater)	0.17	0.04	0.040	0.072	0.128
Total	20.48	40.14	61.33	49.72	68.35

Looking Forward⁴¹

VICOM will continue to implement water reduction initiatives and commits to recycling or reusing of water wherever possible within the value chain.

³⁸ All data in this section is analysed by comparing the performance in 2024 to the previous year – 2023. 2022 serves as newly established baseline year for environmental metrics due to the shift in premises.

³⁹ VICOM consumes all the water it withdraws, thus VICOM's water consumption amount is the same as the water withdrawn.

⁴⁰ Due to VICOM's nature of business, VICOM's water discharge is approximately the same amount as the water withdrawn and consumed.

⁴¹ VICOM is not a large consumer of water waste due to the nature of its business. Thus, no quantitative water target has been set this year.