



Building Resilience and Preparedness Globally

Sustainability Report 2022

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About the Report

This is Co-operative of SCDF Employees Ltd (COSEM)'s inaugural sustainability report, which underscores our commitment to sustainability and is designed to communicate our approach relating to material Environmental, Social, and Governance (ESG) topics important to our stakeholders.

Reporting Framework

The report is prepared with reference to The Global Reporting Initiative (GRI) Standards 2021. The GRI Standard was chosen because it is an internationally recognised standard and one of the most widely used standards for reporting an organisation's sustainability impact. Please refer to the GRI Content Index on page xx for further information.

Reporting Scope

This report covers the ESG principles, initiatives and performance of our operations in COSEM Safety & Security Services Pte Ltd. It contains information for the financial year 1 April 2022 to 31 March 2023 (FY2022), unless otherwise stated.

Assurance

The information in this report has not undergone independent assurance. However, COSEM is committed to ensuring that all ESG-related data disclosed in this report are accurate, and we have plans to seek either internal or external assurance as our sustainability reporting matures over time.

Feedback

We welcome feedback on this report and any aspect of our sustainability performance as we embark on our sustainability journey and continually seek to improve our reporting. Please address all feedback to our Corporate Services Director, Ms Anne Chin at chinlf@cosem.org.sg and our Marketing and Communications Manager, Ms Natalie Koh at natalie@cosem.org.sg.

Board Statement

Dear Stakeholders,

We are delighted to present our inaugural Sustainability Report, which marks a significant milestone in our journey toward sustainability. At COSEM, we embrace a sustainability vision that encompasses three guiding pillars: "greening our path, driving social good, and excelling in governance." These principles encapsulate our commitment to responsible business practices and our dedication to making a positive impact on our world.

Greening Our Path:

The path to sustainability begins with a deep understanding of our environmental responsibilities. Our pledge to "green our path" is reflected in our proactive efforts to minimise our environmental footprint. We are committed to reducing energy consumption, effectively managing waste, and actively working to lower carbon emissions. By taking these measures, we reduce our environmental impact and contribute to a healthier planet for future generations.

Driving Social Good:

In a world filled with challenges, we believe it is our moral obligation to drive social good. We are proud of our initiatives aimed at making a difference in the communities we serve. Our commitment to social responsibility is evident in our role as a trusted emergency response provider and extends to various endeavors aimed at making a meaningful difference. We have actively engaged in educational outreach and disaster relief efforts, all in pursuit of social well-being and community betterment.

Excelling in Governance:

A strong governance framework is the bedrock upon which we build trust and credibility. Our pledge to "excel in governance" is a commitment to maintain the highest standards of ethics, transparency, and accountability. We have established governance practices that uphold these principles, ensuring that we operate with integrity and responsibility. Our focus on governance sets the stage for sustainable, long-term success.

Board Statement

This inaugural Sustainability Report marks the beginning of an ongoing journey. It is a testament to our commitment to transparency and accountability as we strive to meet the expectations of our stakeholders. Sustainability is a collective effort, and we recognise the importance of partnerships with our employees, customers, suppliers, and the communities we serve.

As a Board, we are dedicated to guiding our company toward a future that is successful in business terms and significant in terms of sustainability. We are proud of the progress we have made and are committed to continuously seeking opportunities for improvement.

We invite you to explore this report and learn more about our initiatives, progress, and vision for the future. Together, we can contribute to a more sustainable, equitable, and responsible world.

Sincerely,
Deputy Commissioner Teong How Hwa
Chairman
Board of Directors COSEM



Introduction to COSEM

About COSEM

In June 2005, Co-operative of SCDF Employees Ltd (COSEM) was registered with the primary mandate to create secondary career opportunities for retired and former personnel of the Singapore Civil Defence Force (SCDF) - a uniformed government organisation that provides fire safety, firefighting, rescue and emergency medical services to the population of Singapore.

In 2006, COSEM incorporated COSEM Safety & Security Services Pte Ltd to fulfil this primary mandate. To date, the company has more than 320 employees, of which over 80% are retired or former SCDF personnel.

From the company's humble beginnings, we have grown to become a leading emergency response training provider of fire safety and medical courses, a globally recognised consultancy provider for emergency preparedness and response, a trusted emergency response services provider for both public and private sectors as well as an innovative product and technology enabler for both safety and security sectors.

Our Core Business



Emergency Response Training for Fire Safety & Medical Response



Global Consultancy on Emergency Preparedness & Response



Professional Emergency Response Services



Innovative Technologies Products &

Introduction to COSEM

Our Mission, Vision and Values



Our Mission

To go beyond the Quality and Service Standards expected by our customers

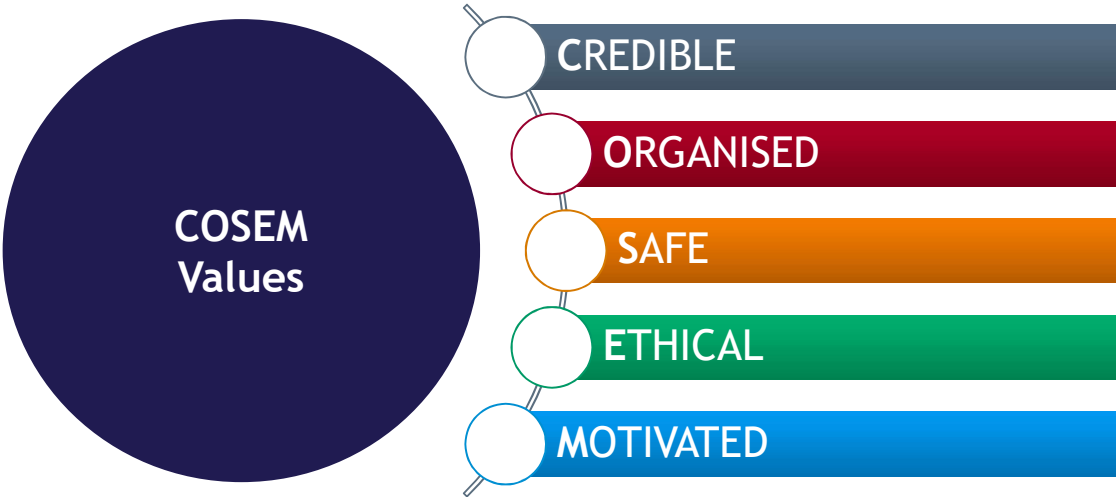


Our Vision

A reliable Global Leader in providing fire, safety and emergency services

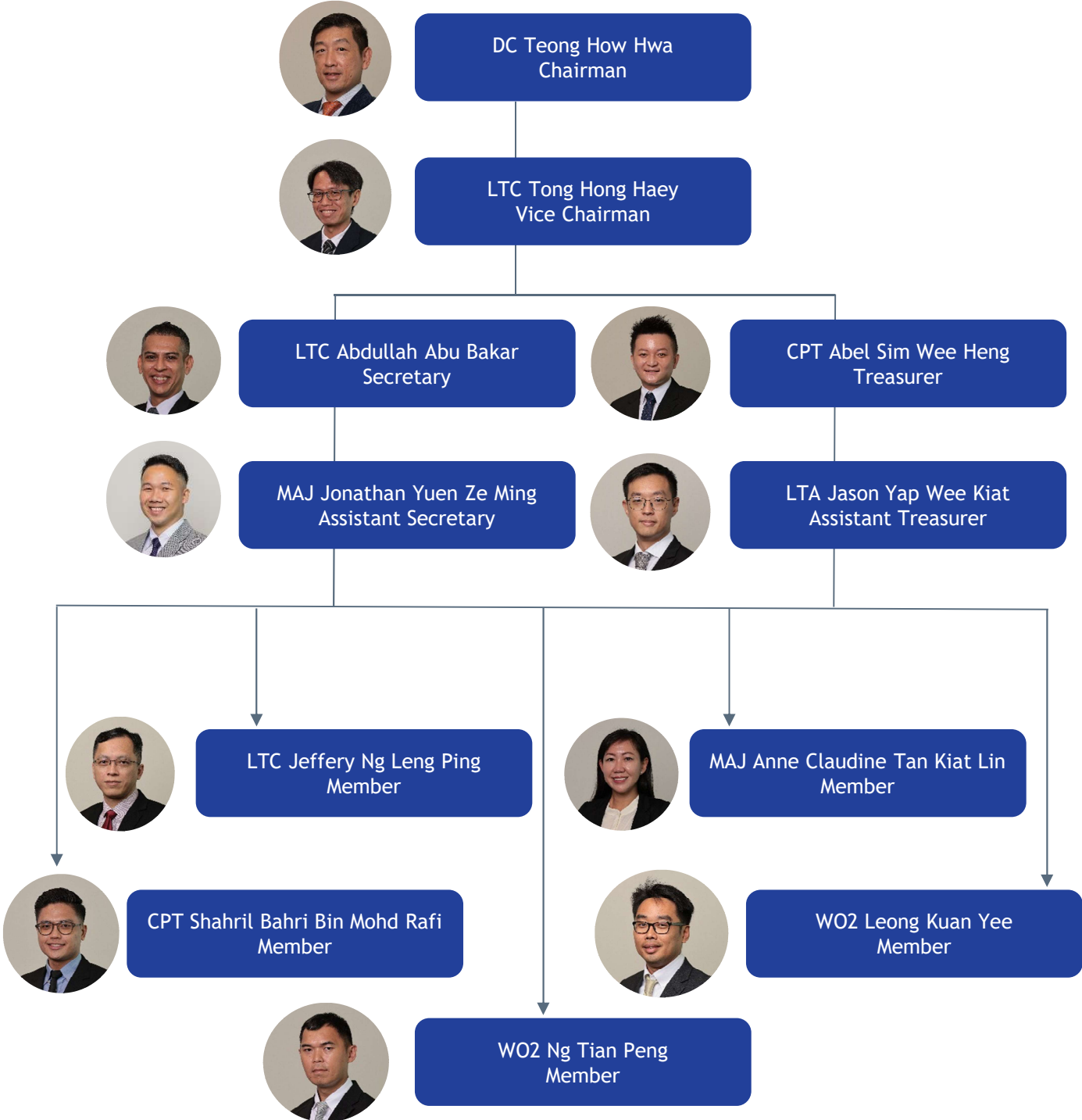
Our Values

In today’s fast-paced and ever-changing business landscape, the core values of COSEM play a pivotal role in shaping our identity and guides our action. Our COSEM values encapsulate a powerful set of principles that drive the culture and behaviour of the company, creating a foundation for success and sustainability.



Introduction to COSEM

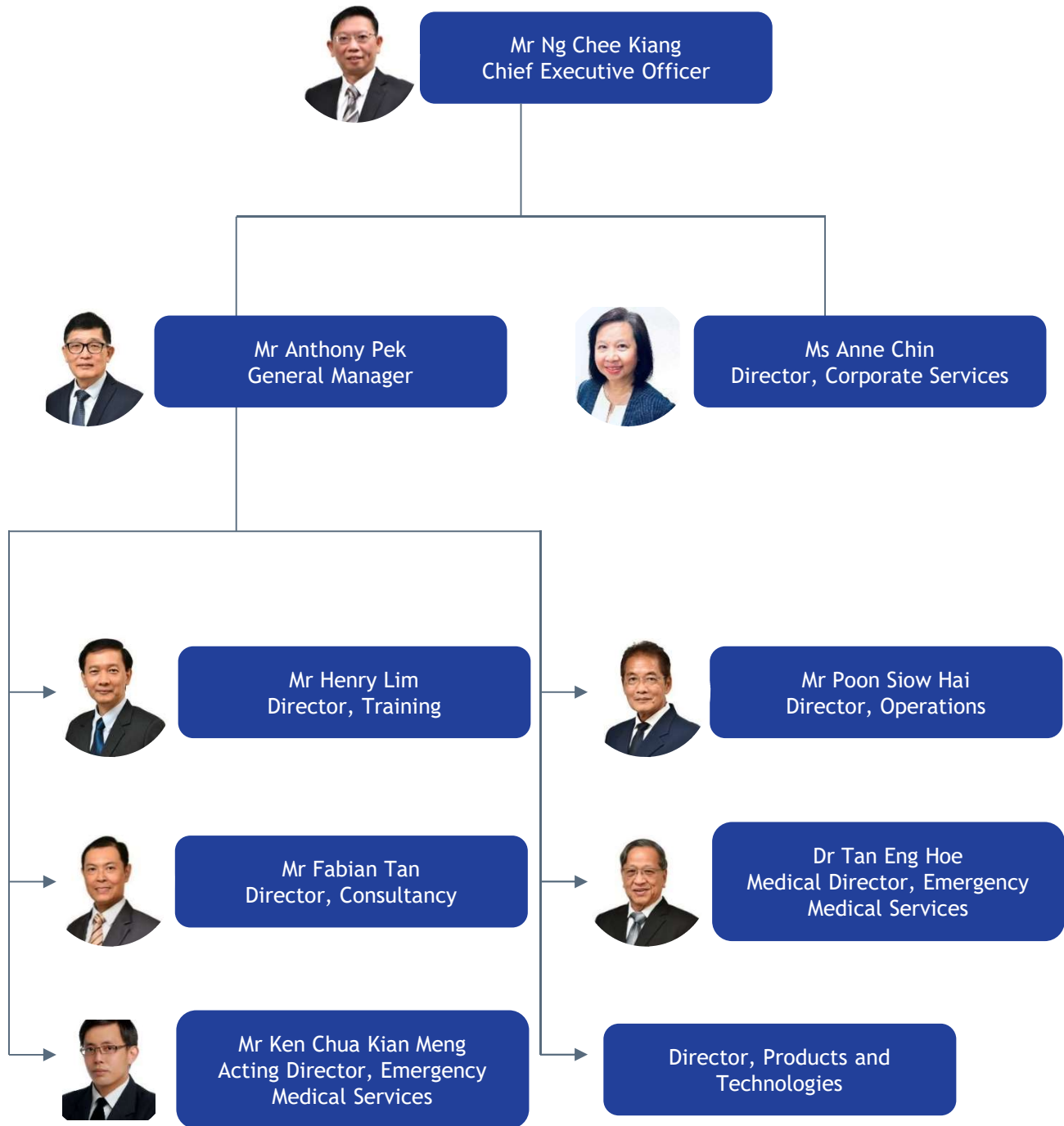
Board of COSEM



The information is as of 1 January 2024

Introduction to COSEM

Our Management



Introduction to COSEM

Certifications

In this section of our sustainability report, we provide an overview of our company's commitment to sustainability and the certifications we have achieved. These certifications demonstrate our dedication to environmental and social responsibility, and our adherence to recognised standards in the pursuit of sustainable business practices.



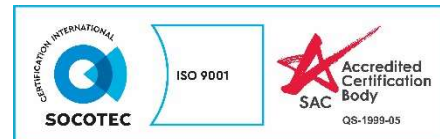
COSEM has been awarded the bizSAFE STAR award in recognition for delivering excellent Workplace Safety and Health (WSH) Management System.



COSEM has been awarded NS Mark (Gold) in recognition of our exemplary support through implementation of polices and HR practices to support NS and NSmen employees.



COSEM is ISO 45001 certified for Occupational Health and Safety (OHS) for creating a healthy and safe workplace.



COSEM is ISO 9001 certified for Quality Management Systems (QSM), we continue to deliver products and services that meet customer and applicable statutory and regulatory requirements.



COSEM is ISO 29993 certified for learning services outside formal education service requirements. As a training provider for emergency response training for fire safety & medical response, we leverage the professional expertise and rich experience of former SCDF personnel to deliver our courses.

Introduction to COSEM

Certifications

COSEM adopted the Tripartite Standards on four (4) categories, namely:



1. Recruitment Practices specifies a set of good recruitment practices that all employers should implement at the workplace.



2. Advancing Well-Being of Lower-Wage Workers specifies a set of good practices that employers should implement at the workplace to uplift the well-being of lower wage workers.



3. Age-Friendly Workplace Practices specifies a set of good age management practices that all employers should implement at the workplace.



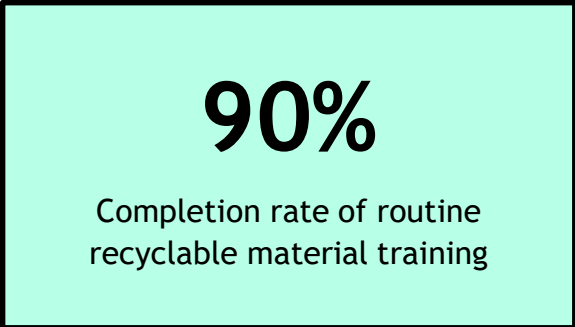
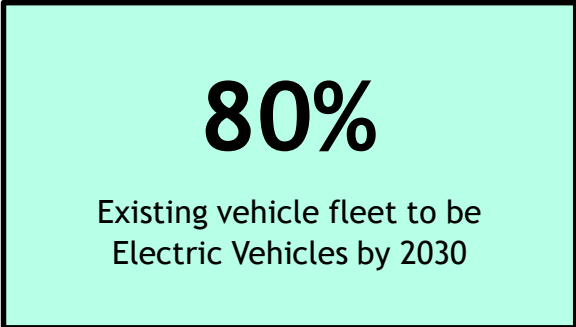
4. Employment of Term Contract Employees specifies a set of good term-contract employment practices that all employers should implement at the workplace.



COSEM adopted the PW Mark, it is an accreditation scheme that recognises eligible firms that pay progressive wages to lower-wage workers.

Sustainability Highlights

Our Targets



Our Achievements

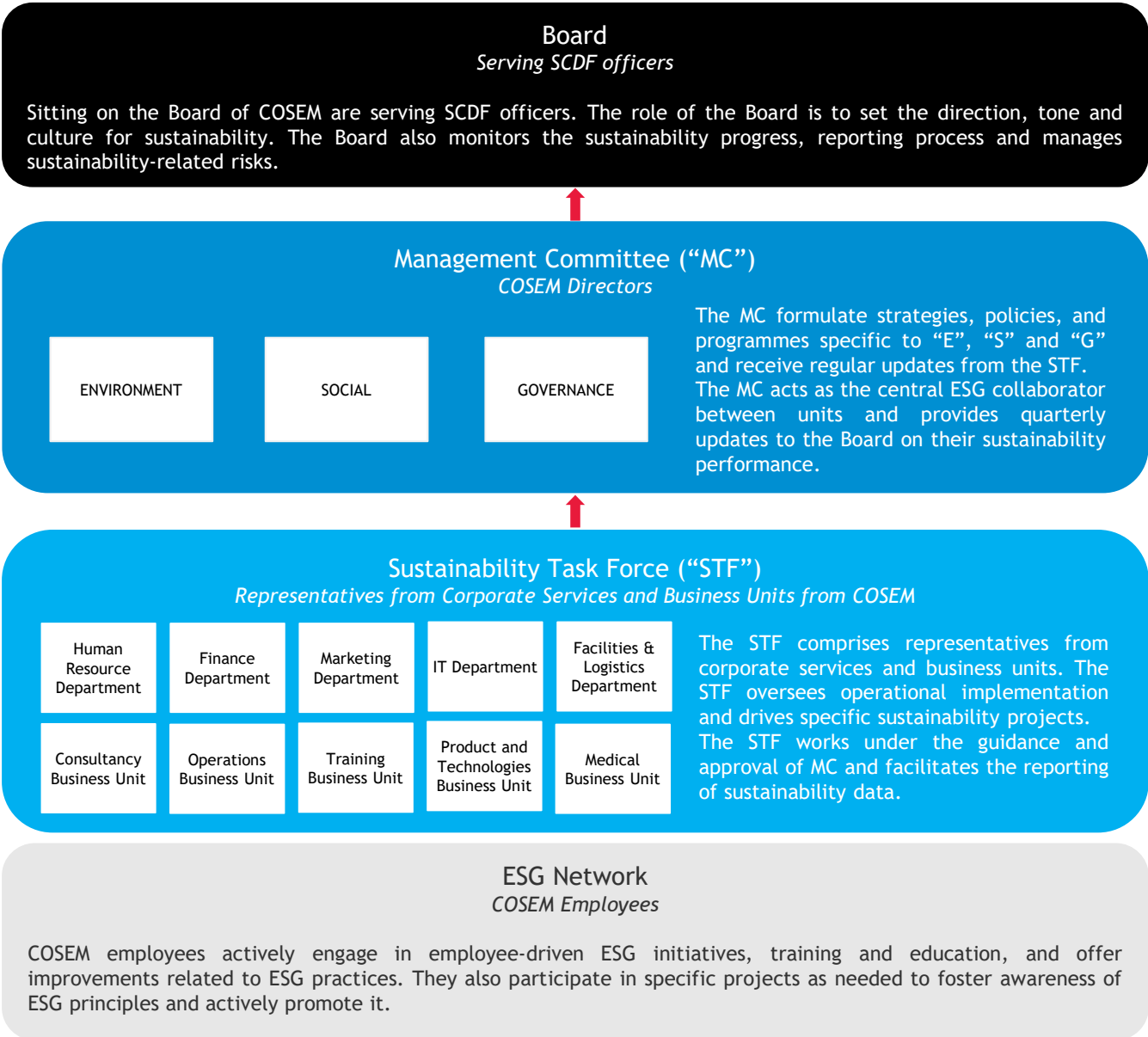


Sustainability Approach

Sustainability Governance

The sustainability governance structure is a framework within an organisation that establishes the systems, processes, and responsibilities for overseeing and managing sustainability initiatives. It serves as a guiding framework to integrate sustainable practices into the core business strategy and operations. In our journey on sustainability, COSEM has set up a sustainability governance structure.

COSEM’s Governance Structure



Sustainability Approach

Our Sustainability Strategy

At COSEM, sustainability embodies a holistic dedication to forging resilient ESG foundations. In FY2022, we developed our sustainability strategy to articulate our commitment to sustainability, with the overall goal of creating a lasting positive impact on our company, stakeholders, and the broader global community.

Our sustainability strategy places emphasis on ESG focus areas which is most important to COSEM and is designed to align our operations with the overarching goals of greening our path, driving social good, and excelling in governance.

As we embark on this sustainability journey, we are committed to establish strong ESG foundations as we aim to align with global expectations and continue to be a reliable global leader in providing fire fighting, safety, and emergency services.










Sustainability Approach

Our Stakeholder

Stakeholders are important to COSEM because they represent various groups with an interest in our organisation. Engagement with them enables us to better shape organisational decisions to meet their diverse needs and interests. To that end, we conducted an initial stakeholder identification and engaged our internal stakeholders to identify ESG topics important to them.

COSEM has set out different communication channels to communicate our sustainability efforts to internal and external stakeholders. In doing so, we ensure that our sustainability efforts are aligned with the long-term needs and expectations of our stakeholders. This, in turn, supports COSEM’s long-term sustainability and resilience.

 Purpose	Key Stakeholder Groups	Mode and Frequency of Engagement
Internal Alignment	 Board of Directors	We engage our Board of Directors at our quarterly board meetings to seek their input and feedback to align goals with overall vision.
	 Employees	We engage our employees through our monthly management meetings and quarterly newsletters to foster a culture of communication and share our company’s goals and achievements.
External Engagement	 CLIENT Clients	We engage our clients on a regular basis via dialogues and feedback sessions to understand their needs and concerns.
	 Vendors	We engage our vendors through meetings and briefings to establish a transparent and collaborative relationship and communicate our expectations.
	 Retirees from Affiliated Institutions	We engage our retirees from affiliated institutions on a regular basis to keep them informed about the job opportunities available.
	 GOV Government & Regulatory Authorities	We provide updates to the government & regulatory authorities for health and safety matters.

Sustainability Approach

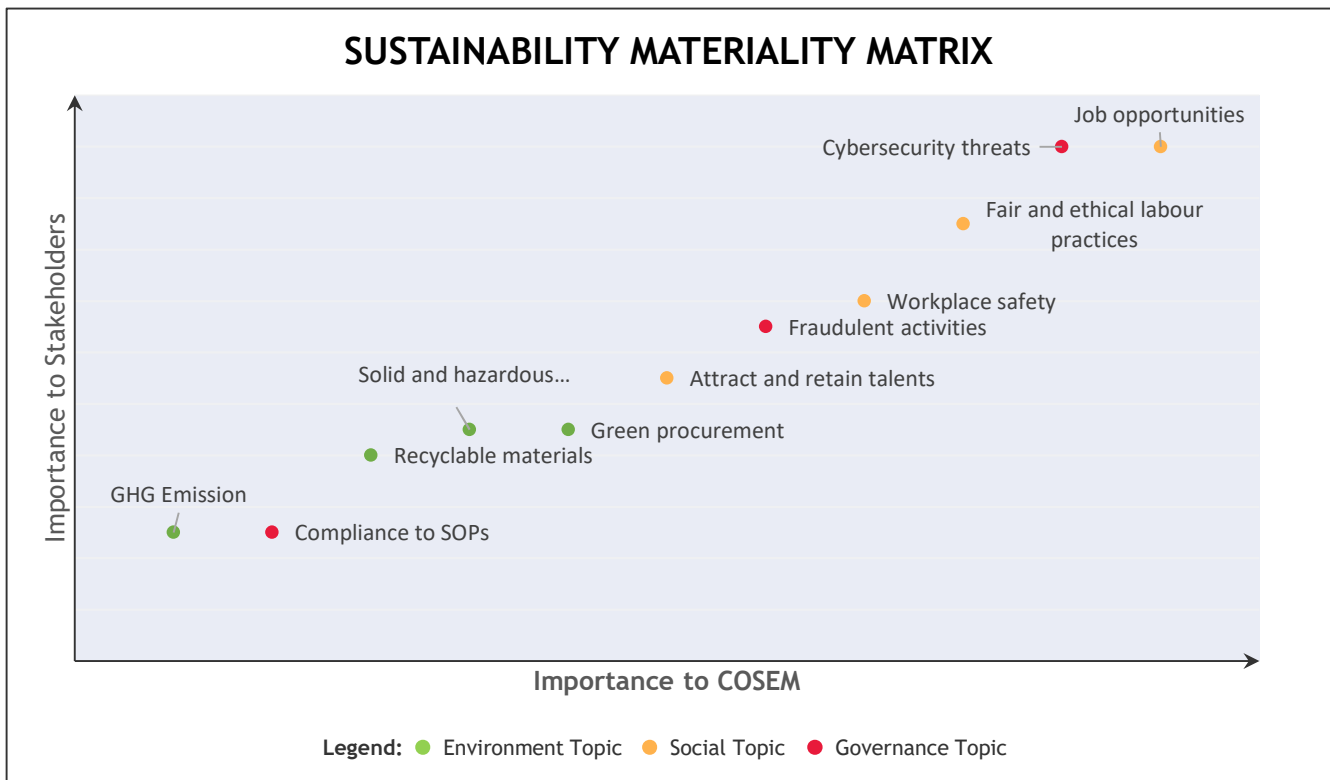
Materiality Assessment

COSEM conducted a materiality assessment to identify and prioritise material ESG topics important to our business and stakeholders. This assessment also serves as a strategic business tool to ensure that material ESG topics are continuously integrated into our business.

To that end, we adopted a three-pronged approach to identify material topics:

1. Research and Review - To identify a universe list of ESG material topics relevant to COSEM, we conducted a comprehensive desktop review and peer benchmarking exercise to understand the latest ESG trends in our industry.
2. Prioritisation - We conducted an internal stakeholder engagement workshop to understand the importance of each ESG material topic to the business as well as to stakeholders.
3. Validation - The final set of material topics were validated by the Board of Directors.

Based on this exercise, we identified a total of 11 material topics. The materiality matrix below represents the most significant ESG topics to COSEM and our stakeholders.



Greening Our Path



Environment

Responsible Procurement and Climate Protection

At COSEM, we recognise the pivotal role that environmental sustainability plays in shaping a responsible and resilient future. As we navigate the complex landscape of modern business, we are steadfast in our commitment to "Green Our Path," an integral aspect of our ESG strategy.

Our journey toward sustainability begins with a firm commitment to aligning our practices with global ESG standards. By referencing established frameworks and guidelines, such as the GRI Standards, we ensure that our environmental initiatives and reported performance data are transparent, measurable, and contribute meaningfully to our overall ESG goals.

Our actionable plans to achieving the strategic goals under "Responsible Procurement" and "Climate Protection" are as follows:

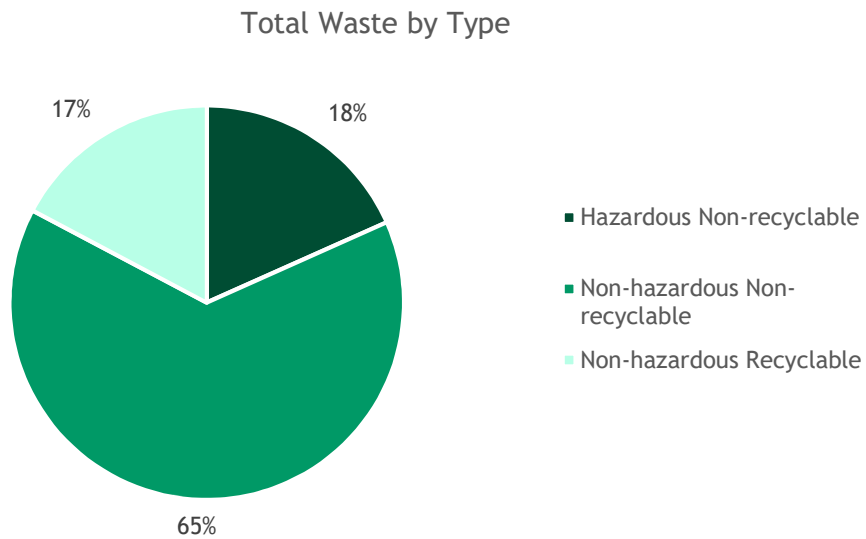
	MATERIAL TOPICS	STRATEGIC GOALS	TARGETS (BY 2030)	ACTIONABLE PLANS (2024 - 2025)
Environment	Solid and Hazardous Waste		<ul style="list-style-type: none"> Account for the absolute total weight of waste generated, in metric tons(t), within the organisation and where possible, include relevant information on waste composition Ensure a minimum of 80% compliance with hazardous waste handling regulations and minimise instances of non-compliance 	<ul style="list-style-type: none"> Establish SOPs to contain and dispose of hazardous waste Engage vendors for discussion on designing greener product packaging
	Green Procurement	Responsible Procurement	<ul style="list-style-type: none"> Green procurement initiatives 80% of vehicle fleet to be EVs (with fully operational EV infrastructure) Existing and new vendors committed to green procurement criteria 	<ul style="list-style-type: none"> Influence the stakeholders (e.g., customers and suppliers) in adopting green procurement criteria Set the plan to convert to the EVs Set an accounting budget for the next 3 years to finance green initiatives
	Recyclable Materials		<ul style="list-style-type: none"> Recyclable materials initiatives Reusing a minimum of 80% materials from previous training to the next A minimum of 90% completion rate of routine awareness training Existing and new vendors committed to green procurement criteria 	<ul style="list-style-type: none"> Establish SOPs to reuse reusable training materials for next training Conduct routine awareness trainings for employees
	GHG Emission	Climate Protection	<ul style="list-style-type: none"> Account for absolute GHG emissions a) Total b) Scope 1 and Scope 2 	<ul style="list-style-type: none"> Develop excel dashboards to track GHG emissions produced Conduct quarterly tracking by the representatives in the Sustainability Taskforce

Responsible Procurement

Managing our Solid and Hazardous Waste

As a trusted emergency response provider for both public and private sectors, COSEM recognises that effective solid and hazardous waste management is important for the overall success, safety, and sustainability of our operations. Effective waste management ensures we comply with regulations, safeguard the environment and public health, and contribute to the company's professional reputation and long-term viability.

We meticulously monitor the volume and types of waste generated during our operations and ensure proper disposal methods. We classify general waste such as tissues, polyethene, and food styrofoam boxes as non-hazardous and non-recyclable wastes. The non-hazardous and recyclable waste is our CO₂ fire extinguishers and the hazardous and non-recyclable waste disposed is the expired NEA radiation decontamination solutions. The diagram below illustrates the breakdown of total waste collected.



Responsible Procurement

Managing our Solid and Hazardous Waste

Our Digitalisation Journey

In our commitment to environmental responsibility, we are actively transitioning to a digitalised process to reduce paper consumption. For training programmes, we will be introducing e-materials for participants to download on their personal devices, eliminating the need for printed materials. Additionally, we are moving towards issuing e-certificates, contributing to an estimated saving of 70kg of paper.

In our operations facets, we are responsible for the maintenance of equipment from SCDF and the Singapore Police Force (SPF). Currently, the maintenance process involves the creation of hard copy service reports for each equipment service session. This manual approach results in a significant consumption of paper resources. To address this, we are actively collaborating with a vendor to digitalise the entire equipment maintenance process.

We are working with the vendor to implement 100% digitalisation by December 2023, this initiative will equip the maintenance team with tablets which serve as a centralised repository for all equipment details. Once the servicing is completed, the team can effortlessly update the information digitally on the tablet and subsequently transmit the updated service reports to the respective units. This forward-looking approach enhances operational efficiency and aligns with the sustainability goals of reducing paper usage in the maintenance reporting process.

Managing our Hazardous Waste

Following the completion of HazMat Emergency Response Team operations and our disinfection processes, the team conducts thorough decontamination to remove hazardous substances from all personal protective equipment (PPE). Subsequently, an NEA-licensed waste contractor is engaged to dispose of the decontaminated PPE, adhering to strict safety and environmental standards.

COSEM aligns with PUB, Singapore's National Water Agency's requirements for discharging trade effluent into the public sewage system. We have transitioned all our firefighting foams to environmentally friendly options. Additionally, we employ absorbent kits to effectively contain any spillages, and we strictly prohibit the servicing and chemical washing of our vehicles within our compound. This commitment reflects our dedication to adopting sustainable practices and minimising environmental impact in our operations.

Responsible Procurement

Green Procurement

Engaging our Suppliers

COSEM acknowledges the pivotal role that responsible procurement plays in mitigating the environmental impact of our operations. As a trailblazing facilitator of innovative products and technologies in both safety and security sectors, our collaborative partnerships with suppliers prioritise transparency. This ensures the integration of responsible procurement practices throughout our supply chain.

We actively seek to collaborate with our suppliers to enhance the sustainability of our packaging processes for orders. This initiative reflects our commitment to reducing the environmental footprint associated with our products and services.

Greener Vehicles and Equipment

COSEM is currently in the process of transitioning our vehicle fleet to electric vehicles (EVs). The overarching goal is to convert 80% of our vehicles to EVs and establish a fully operational EV infrastructure by 2030. This strategic move aligns with our dedication to embracing cleaner and more sustainable transportation solutions.

In FY2022, we took a significant step by acquiring an electric fire-fighting robot to complement our previously fuel-operated fire pump. This transition not only underscores our commitment to sustainable practices but also serves as a tangible demonstration of our efforts to reduce reliance on traditional fuel sources in favour of more eco-friendly alternatives.

Responsible Procurement

Recyclable Materials

COSEM prioritises establishing a culture of recycling and material reuse, considering it as a responsible and strategic approach to our operations in safety, security, and technology. Educating our employees on recyclable materials is paramount in fostering an environmentally responsible workplace. In FY2022, we implemented a practice of reusing CO₂ fire extinguishers in all our fire-fighting practical lessons, resulting in a substantial saving of 2,232 kg, calculated based on the number of fire-fighting training conducted.

Expanding our recycling efforts, we successfully recycled a total of 1200 units of firefighting personal protective equipment (PPE) such as suits, gloves, and boots. To institutionalise and expand these practices, we are developing Standard Operating Procedures (SOPs) for reusing all suitable training materials. Routine awareness training sessions will reinforce our commitment to sustainable practices and responsible material management throughout our operations.



Recycling of firefighting
personal protective equipment
(PPE)

Climate Protection

GHG Emissions

As we lay the foundation for our Environmental, Social, and Governance (ESG) initiatives, the meticulous tracking of greenhouse gas (GHG) emissions becomes imperative. This commitment is integral to safeguarding the climate and aligns with our overarching goal of transitioning toward a more sustainable future. COSEM is dedicated to mitigating its carbon footprint through the implementation of energy-efficient practices.

Direct Emissions (Scope 1)

Under the category of Direct Emissions (Scope 1), our GHG reporting adheres to the GHG Protocol, referencing DEFRA for emission factors and comprehensive data accuracy. Within the scope of direct emissions, we have specifically measured the emissions resulting from fuel combustion in the six fleets of on-road vehicles owned for our business operations. Notably, as business activities increased following the pandemic, there has been a corresponding rise in fuel consumption, directly impacting our Scope 1 emissions. The total Scope 1 emission from our operation is 17,059.13 kg CO₂e for the period of 1 April 2022 to 31 March 2023 (FY2022).

Our commitment to tracking and addressing these direct emission is a key step in our broader strategy to reduce our environmental impact and foster a more sustainable operational model. Identifying and managing the sources of GHG emissions enables us to make informed decisions, promoting environmental responsibility and contributing to a greener future.

Climate Protection

GHG Emissions

Indirect Emissions (Scope 2)

Under the category of Indirect Emission (Scope 2), it encompasses greenhouse gas emissions indirectly linked to the consumption of purchased or acquired energy. At COSEM, Scope 2 emissions specifically pertain to the total electricity consumed in our operations. This category holds significant importance in corporate greenhouse gas accounting, serving as a crucial element in the evaluation and management of our environmental impact.

The GHG emission factor utilised for our Scope 2 emissions is referenced from the Singapore Energy Market Authority. Notably, the increase in emissions for certain months is attributed to the rise in training courses and NEA training, underscoring the connection between our operational activities and energy consumption. The Scope 2 emissions for our operations is 100,195.80 kg CO₂e for the period of 1 April 2022 to 31 March 2023 (FY2022).

In line with our commitment to sustainability, we actively engage with our employees to promote energy conservation practices. This includes regular reminders to turn off lights and air conditioners when leaving rooms, fostering a collective effort to minimise electricity usage. Additionally, we encourage the adoption of the 3Rs principle: reduce, reuse, and recycle. We are currently assessing the viability of installing solar panels in collaboration with various vendors. By incorporating these measures, we strive to manage and reduce our Scope 2 emissions and instil a culture of environmental responsibility within our organisational ethos.



Poster on Turning Off the light



Poster on increasing Air Conditioner Temperature

Driving Social Good



Social

Responsible Employer

COSEM recognises that employees contribute to the long-term success of our business. We strive to foster a positive and supportive work environment to ensure that employees feel valued and supported. Given our business operations' involvement in emergency responses training, establishing a culture of zero harm and cultivating a professional development environment is imperative. This will be achieved through the implementation of robust Workplace Health and Safety management systems and procedures.

Our actionable plans to Create a Zero-Harm Culture and Promote Professional Development Culture are as follows:

	MATERIAL TOPICS	STRATEGIC GOALS	TARGETS (BY 2030)	ACTIONABLE PLANS (2024 - 2025)
Social	Fair and Ethical Labour Practices	Responsible Employer <i>Create a Zero-Harm Culture</i>	<ul style="list-style-type: none"> ▶ Attain sustainability or ESG-related certification and practices (e.g. ISO 45000 family, Tripartite Standards) ▶ A minimum of 90% compliance with labour practices 	<ul style="list-style-type: none"> ▶ Ensure continuous update and compliance to labour laws and regulations through management meetings
	Workplace Safety		<ul style="list-style-type: none"> ▶ Maintain One (1) or less case of: <ul style="list-style-type: none"> a) Fatalities b) High-consequence injuries c) Recordable ill-health injuries d) Recordable work-related cases 	<ul style="list-style-type: none"> ▶ Continue to identify relevant certification(s) related to BizSafe and related ISOs
	Job Opportunities	Responsible Employer	<ul style="list-style-type: none"> ▶ Identify and redesigning job roles 	<ul style="list-style-type: none"> ▶ Review current job roles and description ▶ Identify existing job roles that allow for job redesign
	Attract and Retain Talent	<i>Promoting a Professional Development Culture</i>	<ul style="list-style-type: none"> ▶ A minimum of 80% of employees have undergone training ▶ Set out career pathway for employees ▶ Partnerships/ collaborations with schools to nurture students ▶ Less than 5% employee turnover rate 	<ul style="list-style-type: none"> ▶ Conduct benchmark study to identify the level of appraisal and reward systems aligning to the industry practices

Creating a Zero-Harm Culture

Fair and Ethical Labour Practices

Implementing fair and ethical labour practices within COSEM is fundamental to our commitment to being a responsible employer. This entails ensuring that our employment policies and procedures adhere to the principles of fairness, equity, and integrity. By prioritising fair wages, equal opportunities, and respectful treatment for all employees, we uphold ethical standards and foster a positive and inclusive workplace culture. This commitment aligns with our broader responsibility to contribute to the well-being of our workforce, promote diversity and inclusion, and establish a foundation of trust and mutual respect within the organisation.

Over the past years, COSEM has continually aligned with Singapore’s Ministry of Manpower’s regulation by implementing fair employment practices. Our commitment to these practices is demonstrated through our hiring processes, which are characterised by fairness, merit-based evaluations, and a steadfast commitment to non-discrimination.

Tripartite Standards

The adoption of the Tripartite Standards by the Tripartite Alliance for Fair & Progressive Employment Practices (TAFEP) is rooted in our commitment to fair and ethical labour practices. recruitment practices, lower-wage workers, age-friendly workplaces and term employment. By adhering to these standards, we aim to ensure that our recruitment practices are fair, inclusive, and devoid of any form of discrimination. Embracing guidelines supporting lower-wage workers reflects our dedication to equity and the well-being of all employees, irrespective of their income level.

Creating age-friendly workplaces aligns with our values of fostering an inclusive and diverse environment and recognising the unique contributions and experiences of individuals across different age groups. Additionally, our commitment to term employment standards underscores our dedication to providing transparent and ethical employment conditions, fostering a workplace culture built on trust and integrity.



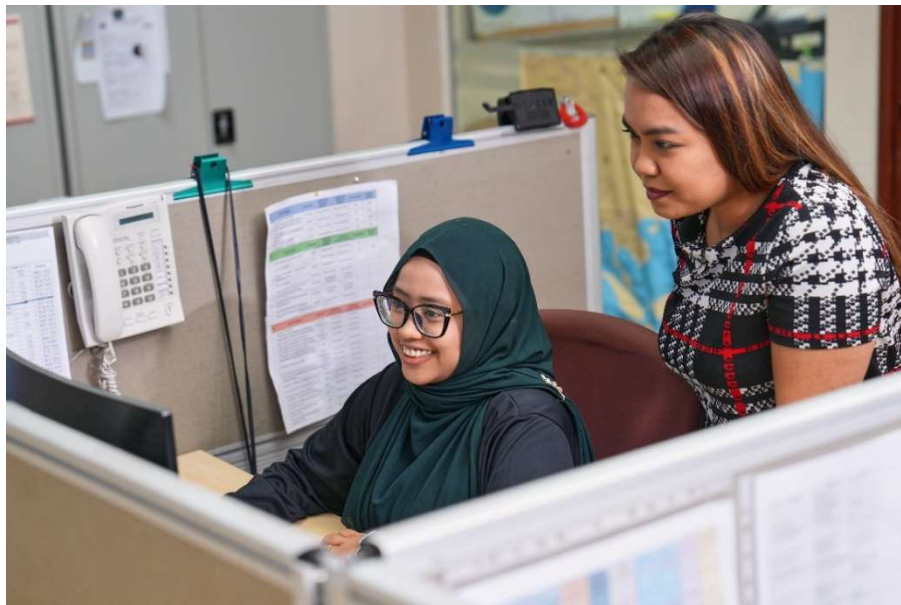
Creating a Zero-Harm Culture

Fair and Ethical Labour Practices

COSEM Performance Evaluation

Our annual performance assessment is a comprehensive process that evaluates employees based on their behavioural indicators. This approach recognises the importance of assessing the technical competencies, behaviours and qualities that contribute to a positive and productive work environment. In FY2022, 100% of employees partook in the annual performance assessment.

We strive to remain committed to fostering a workplace environment that upholds the highest standards of fairness and ethical conduct by ensuring continuous updates and compliance with labour laws and regulations through management meetings.



Our Office

Creating a Zero-Harm Culture

Workplace Safety

At COSEM, we place utmost importance on cultivating a zero-harm culture within COSEM and is dedicated to prioritising the safety and well-being of our employees. We seek to instill a culture that emphasises the prevention of harm and the promotion of a safe work environment by adhering to ethical standards and fostering a workplace where employees feel secure and valued. This commitment contributes to employee satisfaction, enhances our reputation, and aligns with our broader goal of being a socially responsible and conscientious employer.

Promotion of Workplace Health and Safety

Ensuring the health and safety of our workplace at COSEM stands as a fundamental commitment indicative of our responsible employer ethos. We prioritise the well-being of our employees through the implementation of comprehensive safety measures, adhering to industry standards, and fostering a culture that emphasises accident prevention and health protection. This commitment extends to providing adequate training, maintaining up-to-date safety protocols, and continuously assessing and improving our work environment to mitigate risks. By prioritising workplace health and safety, we fulfil legal and ethical obligations and create a secure and supportive atmosphere that promotes the overall health and productivity of our workforce. This dedication reflects our broader commitment to social responsibility and the creation of a sustainable and caring workplace.



Workplace Safety Posters placed in different areas of the office

Creating a Zero-Harm Culture

Workplace Safety

COSEM's Workplace Safety Certifications



COSEM integrates ISO 45001 across our operations, employing a rigorous risk assessment process to identify potential workplace hazards and evaluate associated risks to employee health. Furthermore, achieving the bizSAFE STAR accreditation is a noteworthy milestone for us, symbolising a high level of competence in Workplace Safety and Health Management System (WSHMS) practices. This accreditation acknowledges that our company has demonstrated a robust and effective system for identifying, managing, and controlling workplace risks or hazards.

In FY2022, we are proud to report zero (0) cases of workplace incidents, fatalities, high-consequence injuries, recordable injuries, or recordable work-related ill health cases. This exemplary safety record underscores our unwavering commitment to maintaining a workplace environment that prioritises the health and well-being of our valued employees.

Promoting a Professional Development Culture

Job Opportunities

Cultivating a professional development culture within COSEM is paramount as we strive to be a responsible employer, and it aligns with key principles of responsible business practices. Fostering a professional development culture within COSEM promotes individual employee growth and is a strategic imperative for enhancing job opportunities through job redesign. This approach is vital for maintaining a competitive edge, ensuring employee satisfaction, and fulfilling our responsibilities as a socially responsible employer.

The commitment to creating secondary career opportunities for retired formal personnel of the SCDF is a primary mandate and a tangible success at our organisation. To date, our workforce consists of 80% retired or former SCDF personnel, contributing their specialised skills and expertise to various areas of our business.

To ensure the continued success of this strategy, we remain committed to continuous adaptation. Regular feedback loops with our workforce, including retired SCDF personnel, allow us to refine our approach, address evolving needs, and uphold a workplace environment that values their contributions. We will continue to identify and redesign job roles to meet the market demands.



Job Fair Booth

Promoting a Professional Development Culture

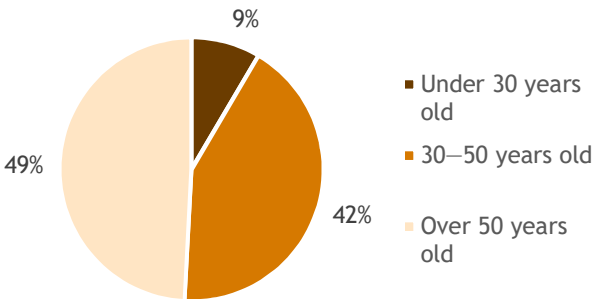
Attract and Retain Talents

Attracting and retaining top talent and fostering a professional development culture are critical priorities for COSEM. These aspects contribute significantly to the overall success, innovation, and sustainability of the organisation. In our continuous effort to attract and retain talent, we have actively published job openings on LinkedIn, Jobstreet, Job bank, COSEM website and Facebook to reach out to the mass public.

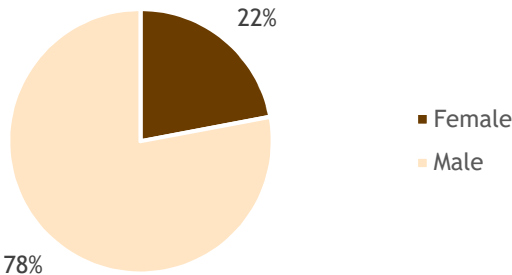
Our Employees

At COSEM, our unwavering dedication to equal opportunity extends across all dimensions, whether that be ethnic heritage, gender, age, religion or beliefs, or disability. Our commitment to diversity allows us to benefit from a wide variety of personalities, ways of thinking and ideas. We also actively foster a corporate culture that empowers every employee to bring forth their unique potential and contribute to collective growth. In FY2022, our workforce consists of 59 employees with a notable presence of experienced individuals from the age group of over 50 years old. Due to the nature of our industry, there is a predominance of male employees, and female colleagues are primarily engaged in supporting roles.

Total Employee by Age Group



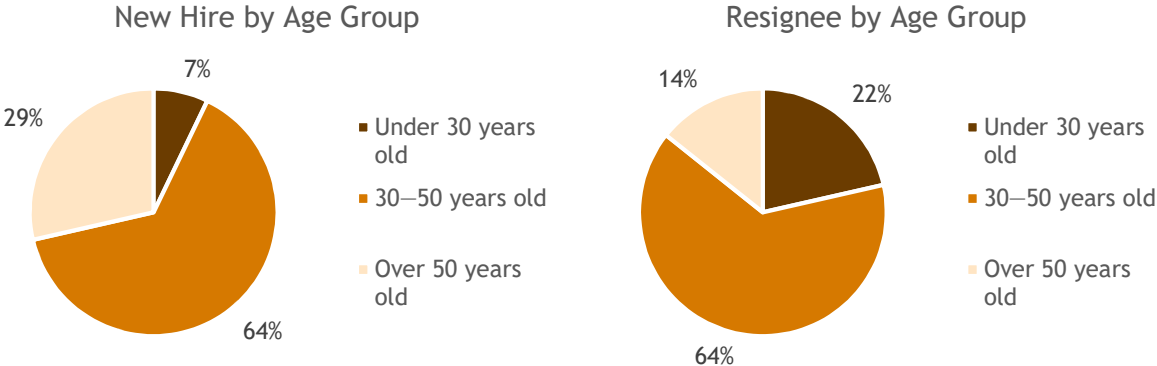
Total Employee by Gender



Promoting a Professional Development Culture

Attract and Retain Talents

New Hires and Turnover



In FY2022, the annual new hire rate is recorded at 2% and annual turnover rate is recorded at 2.01%. This indicates a consistent flow of incoming talent matched by an equivalent departure rate within the organisation. Such symmetry in these rates suggests a dynamic and balanced workforce environment, with a steady influx of new professionals complemented by an outgoing rate that maintains equilibrium. This balance is conducive to maintaining a healthy organisational culture and ensuring a smooth transition between experienced and incoming employees.

Our strategic goal is to sustain a turnover rate below 5%. This target serves as a benchmark for employee retention efforts, ensuring that our organisation maintains a stable and committed workforce. By setting the threshold at 5%, we aim to create an environment that promotes job satisfaction, professional development, and overall employee well-being.

Promoting a Professional Development Culture

Attract and Retain Talents

Training

Training programmes can be instrumental in attracting and retaining talents by providing professional development opportunities and enhancing the overall employee experience. A significant factor contributing to our company's success lies in the expertise and experience of our employees. We shared knowledge with our customers through our fire, safety, and emergency services.

In FY2022, our employees participated in the following training courses:

- WSQ Operate Boom Lift
- WSQ Operate Scissor Lift
- Manage Work at Height
- Perform Work at Height
- Basic Electrical Installation and Control
- Confined Space Rescue Practical Training
- Psychological First Aid Strong Together in Construction
- Workplace Safety & Health Practices Implementation (Level 3)
- SGSecure for The Workplace
- Whyze Income Tax Training
- SME Centre Conference 2022: Navigating The Future Of Sustainability

The total number of training hours is 342 hours.

Salary Benchmarking

Over the past few years, COSEM has undertaken salary benchmarking initiative to ensure that our employees receive competitive compensation packages. This proactive approach involves evaluating and comparing salaries within the industry to guarantee that our workforce is offered remuneration that aligns with market standards, reflecting our commitment to providing competitive and fair compensation.

Promoting a Professional Development Culture

Attract and Retain Talents

Employee Engagement

At COSEM, employee engagement is nurtured through diverse channels, and among them, newsletters stand out as indispensable communication tools. These newsletters play a pivotal role in conveying company news, achievements, and crucial announcements, ensuring employees stay well-informed and connected. This transparency fosters a sense of trust and inclusivity, making employees feel informed and connected to the organisation's goals and values. We recognise the achievements, milestones, and outstanding contributions of our employees and celebrate them in our quarterly newsletter.

COSEM QUARTERLY NEWSLETTER

Be Sure to Like and Follow our Social Media pages!   

UPCOMING EVENTS
OCT—DEC 2022

FSAC Fire Safety Asia Conference & Exhibition Singapore 2022
16 - 18 Nov 2022 | Singapore Expo, Max Atria

New Year's function
30 Dec 2022

HAPPY WORK ANNIVERSARY!
THANK YOU FOR BEING PART OF THE TEAM!

Announcement of Upcoming Conference

COSEM QUARTERLY NEWSLETTER

Be Sure to Like and Follow our Social Media pages!   



Wishing our COSEM family, Selamat Hari Raya Aidil Fitri. Looking forward to another good Financial Year with the team.

- Mr Ng Chee Kiang, Chief Executive Officer

HAPPY WORK ANNIVERSARY!
THANK YOU FOR BEING PART OF THE TEAM!

Festive Greetings from our Chief Executive Officer

Additional avenues for fostering engagement include the feedback sessions held during the annual performance assessment, and insights we will gather from our employee survey. These feedback channels serve as valuable opportunities for a two-way communication process, allowing employees to not only receive feedback but also actively participate in meaningful discussions about their performance and overall experiences within the organisation.

HAPPY WORK ANNIVERSARY!
THANK YOU FOR BEING PART OF THE TEAM!

Name	Appointment	Here since	Yrs of Svc
Tan Eng Hoe	Medical Director	01/02/2009	14
Rusli Bin Said	Security Officer	01/01/2010	13
Tan Wei Jie	Director CHRCC / Senior HR & Marketing Manager	01/03/2010	13
Mohamed Effendi Bin Ismail	Supervisor (Training)	01/03/2010	13
Jailani Bin Jufri	Assistant Manager (Training)	03/03/2014	9
Lee Bow Eng	Project Manager, EMS	01/02/2016	7
Tan Khiam Tat Steven	Manager (Medical Training)	16/02/2016	7
Mohamed Hisham Abdullah	Terrain Decon Officer	02/01/2020	3
Neo Eng Kim	Manager, Facility & Logistics	19/01/2021	2
Chua Kian Meng (Cai Jianming)	Senior Manager, EMS	01/02/2021	2
Muhammad Farhan Bin Mohamad Ismail	Disinfection Officer	01/03/2021	2
Mohamad Shah Bin Khamis	Maintenance Technician	08/03/2021	2
Muhammad Idham Bin Ramli	Trainer	08/03/2021	2
Za'abah Bin Othman	Senior Terrain Decon Officer	03/01/2022	1
Mohd Hanifah Bin Haji Shukor	Terrain Decon Officer	03/01/2022	1

Announcement of Anniversaries

Promoting a Professional Development Culture

Attract and Retain Talents

Employee Cohesion Activities

We organise bi-annual cohesion gatherings for each department and business unit and host our annual COSEM function.



Bi-annual Cohesion Gathering

During our recent COSEM's Get-Together Function held on 20th February 2023 at The Villa @ Botanic Gardens, we enjoyed a wonderful time of bonding. Our objective is to foster a 3H Culture - Happy workplace, Happy employees and Happy customers, to promote a positive and harmonious atmosphere among our employees.



Opening Speech by Chief Executive Officer



Game Time

Our Community Engagement

At COSEM, we believe that community engagement is important, as it serves as a cornerstone of our commitment to fostering positive relationships with the communities in which we operate. Recognising the interconnected nature of business and society, we actively seek to understand and address the needs and concerns of the communities we serve.

Partnering Nanyang Polytechnic

In 2022, COSEM actively engaged with and supported our local community through a meaningful partnership with the Nanyang Polytechnic (“NYP”) Education Fund. The NYP Education Fund, established as an Institute of Public Character (“IPC”) in 2003, operates with a range of objectives.

As part of our commitment to community development and education, COSEM made a substantial contribution to the cause. Specifically, in May 2022, we directed a cash donation of \$1,200 towards Graduation Awards for students. These awards and book prizes aim to recognise and encourage the achievements of graduating students, fostering a positive and supportive environment for educational pursuits.

Our collaboration with the NYP Education Fund reflects our dedication to nurturing local talent, promoting education, and contributing to the holistic development of the community. By actively participating in initiatives that align with our values, we strive to make a meaningful impact and strengthen the bonds between our company and the community we serve.

Our Community Engagement

Children Study Award

COSEM Children Study Award has enjoyed seven years of success, enriching our members' benefits by providing support to lower-income families and fostering the education of the future generation. Currently, we are considering expanding the award categories to acknowledge individuals who demonstrate excellence not only in academics but also in sports.



Children Study Award Ceremony 2022

Our Community Engagement

National Fire and Emergency Preparedness Council (NFEC) Charity Film Premiere

On 1st December 2022, 20 employees attended the NFEC Charity Film Premiere featuring 'NOTRE-DAME ON FIRE'. This compelling film artfully revisits the events of April 15, 2019, showcasing the bravery and sacrifices made by men and women who risked their lives during a cathedral rescue operation.

COSEM is pleased to actively support the NFEC Charity Film Premiere. The funds provided are earmarked to bolster various fire preparedness programmes initiated by NFEC. This contribution underscores our commitment to community engagement and safety initiatives. By supporting programmes dedicated to fire preparedness, COSEM aims to contribute to the overall well-being and resilience of the community. Our involvement in such impactful events reflects our dedication to support initiatives that enhance public safety and awareness.



NFEC Charity Film Premiere

Our Community Engagement

Singapore Red Cross Fund Raising Pumpathon 2023

The Singapore Red Cross Fund Raising Pumpathon 2023 took place on Saturday, 25th February 2023. During this event, SCDF Volunteers dedicated 10 continuous hours to pumping water filtration devices, effectively filtering dirty water into clean water. As a strategic partner of both the SCDF and Red Cross, COSEM demonstrated its commitment to humanitarian causes by contributing \$2,500.

This generous donation will be directed towards aiding the victims and families affected by the earthquakes in Türkiye and Syria. The cheque presentation ceremony occurred on the same day at Shaw Centre, witnessed by esteemed guests. The Guest-of-Honour, Associate Professor (Dr) Muhammad Faishal Ibrahim, Minister-of-State (Home Affairs and Law), and Special Guest, Associate Professor Ho Peng Kee, Chairman of the Home Team Volunteer Network (HTVN), Ministry of Home Affairs, added significance to the occasion.

COSEM's support for the Singapore Red Cross Fund Raising Pumpathon 2023, both through active participation and financial contribution, underscores our commitment to social responsibility and addressing critical needs in the global community.



Cheque Presentation at the Singapore Red Cross Fund Raising Pumpathon 2023

Excelling in Governance

Governance

Strong Business Ethics and Governance

COSEM acknowledges that maintaining responsible governance and strong ethical business practices is crucial for achieving our sustainability goal of having Strong Business Ethics and Governance.

We recognise that it is our responsibility to promote ethical behaviour and invest in our people and processes to ensure this commitment is met through our code of conduct, compliance management system, and compliance to laws and regulations.

We, therefore, must uphold the highest standards of integrity and transparency to build trust with key stakeholders, including but not limited to our clients, government bodies, partners, and the wider industry.

Our actionable plans to achieving the strategic goals under “Strong Business Ethics and Governance” are as follows:

	MATERIAL TOPICS	STRATEGIC GOALS	TARGETS (BY 2030)	ACTIONABLE PLANS (2024 - 2025)
Governance	Compliance to SOPs	Strong Business Ethics and Governance	<ul style="list-style-type: none"> ▶ Conduct annual review on COSEM manuals i.e. Finance, Human Resource, Information Technology, Logistics and Facilities, and Hospitality Manual ▶ A minimum of 80% of the employees attended mandatory compliance training 	<ul style="list-style-type: none"> ▶ Review COSEM manuals ▶ Conduct routine training and briefings for employees on respective SOPs
	Fraudulent Activities		<ul style="list-style-type: none"> ▶ 100% of operations assessed for risks related to corruption ▶ A minimum of 80% employees attending anti-corruption training ▶ 0 cases of incidents (relating to employees involved in bribery and fraudulent activities) 	<ul style="list-style-type: none"> ▶ Develop good employment packages ▶ Develop and conduct anti-corruption awareness educational trainings ▶ Enhance existing whistleblowing policy
	Cybersecurity threats		<ul style="list-style-type: none"> ▶ 0 incidents relating to: <ul style="list-style-type: none"> • Compromised cybersecurity • Sensitive company data • Security risks to IT infrastructure <ul style="list-style-type: none"> • System failure and downtime ▶ Maintain 0 complaints from customers on breaches of customer privacy and losses of customer data 	<ul style="list-style-type: none"> ▶ Conduct routine monitoring of firewall and IT infrastructures ▶ Conduct routine maintenance and audits on systems

Governance

Strong Business Ethics and Governance

At COSEM, we are guided by these practices to build strong business ethics and governance:

01. PROTECT COMPANY RESOURCES
We ensure the appropriate use of all company funds and assets.

02. UPHOLD ETHICAL STANDARDS
We maintain a transparent and conflict-free work environment.

03. ENSURE DATA SECURITY
We protect sensitive information with utmost care.

04. SAFEGUARD COMPANY ASSETS
We value and protect company property, assets, and reputation.

05. PROMOTE A RESPECTFUL WORKPLACE
We foster a positive and professional work environment for all.

06. MAINTAIN A HEALTHY WORKPLACE
We promote a drug-free and healthy work environment.

07. ADHERE TO LEGAL AND ETHICAL STANDARDS
We are committed to upholding all applicable laws and ethical guidelines.

Strong Business Ethics and Governance

Compliance to SOPs

Compliance to SOPs is essential to achieve our goals for consistency and quality control, enhancing customer satisfaction, and ensuring regulations compliance. It provides the support and guidance required to effectively apply our Code of Conduct principles in our daily business decision-making. These elements reinforce one another and create a robust system of ethical governance in COSEM. Additionally, it can enhance our overall operations, reduce risks, and foster a positive work environment.

COSEM Code of Conduct

Our Code of Conduct, which applies to all employees, outlines the company's ethical standards for conducting business. It emphasises the strong adherence to laws and rejection of corruption and bribery. All regulations relating to local and international trade and capital markets are strictly followed, and conflicts of interest must be avoided. Abiding by the Code of Conduct also ensures that our intellectual property, material assets, and employees' and customers' personal data are always safeguarded.

COSEM Compliance Policies and Practices

We currently have risk assessments completed to maintain every equipment and asset. In this regard, we are committed to strengthening our compliance with SOPs through a series of targeted initiatives, which include:

- Conducting bi-annual review on the procedures relating to equipment and other assets.
- Conducting routine compliance training and briefings for employees on respective SOPs. Our aim is to achieve a minimum of 80% employee attendance by FY2030.

We aim to embed these initiatives as part of our company's strong business ethics culture.

Strong Business Ethics and Governance

Actions against Fraudulent Activities

Ensuring no fraudulent activities is essential for COSEM to protect our assets, uphold legal and ethical standards, and foster positive and trustworthy work environment. We must take proactive measures to prevent and detect fraud to safeguard our reputation and build a strong governance foundation.

COSEM Anti-Corruption Policies and Practices

To mitigate against fraudulent activities, COSEM developed comprehensive anti-corruption strategies, that encompass a range of measures to prevent, detect, and address corruption. It includes:

- Embarking on operational assessment for any risks related to corruption to address and minimise risks. Our aim is to achieve 100% operational assessment by FY2030.
- Providing information on our business conducts and employee handbook via intranet, offering accessibility to all employees to be aware of the guidelines and rules.
- Conducting anti-corruption awareness education training sessions for our employees to empower them to handle anti-corruption issues. Our aim is to achieve a minimum of 80% employee attendance by FY2030.
- Developing good employment packages to minimise the cases of incidents relating to employees involved in bribery and fraudulent activities. Our aim is to continue maintaining at zero (0) cases of incidents by FY2030.



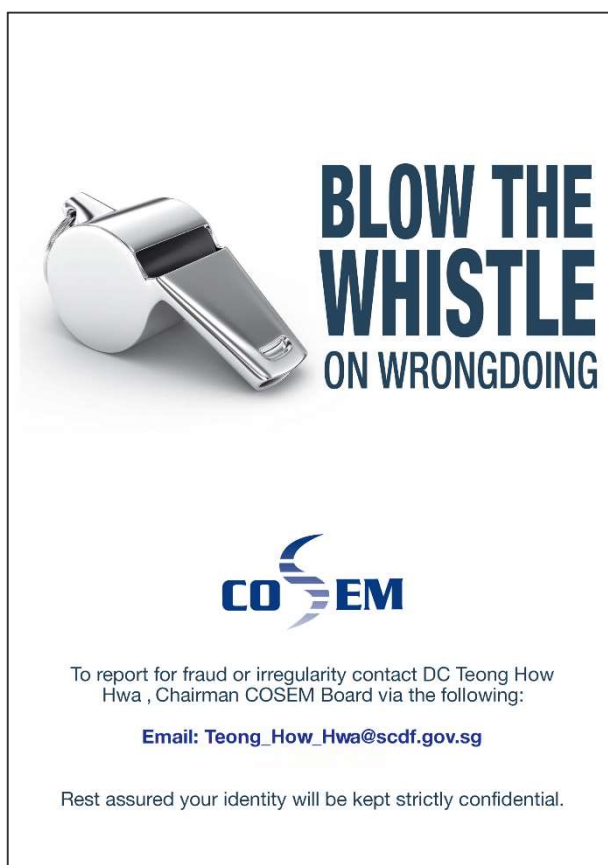
Strong Business Ethics and Governance

Actions against Fraudulent Activities

COSEM Whistle Blowing Policy

COSEM employees are expected to fulfill their responsibilities with transparency, objectivity, and unwavering integrity. In line with our company's strengthened corporate governance framework to ensure employee anonymity and identity confidentiality, our employees are encouraged to report any instances of wrongdoing or fraudulent activities directly to COSEM Board of Directors (BOD). Upon receipt of any report(s), a committee, comprising of selected BOD members determined by the Chairman, will investigate the matter and present their findings. COSEM is working to enhance its existing whistle blowing policies and practices by FY2025.

We are committed to foster a culture of accountability and ethical conduct within COSEM and remind our employee through our whistle blowing posters.



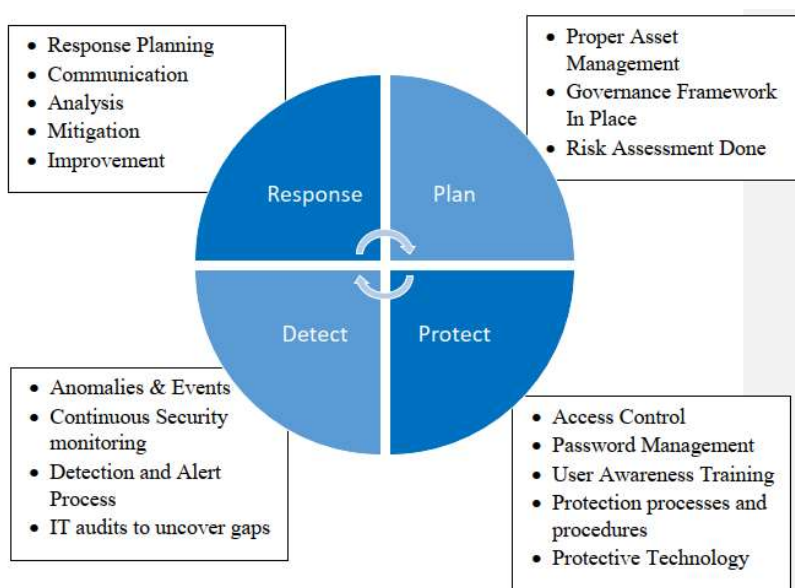
Strong Business Ethics and Governance

Actions against Cybersecurity Threats

Leveraging data, whether for internal operations, insightful financial reporting, or developing market-leading solutions, is crucial for any organisations to uncover opportunities and achieve their sustainability objectives. However, the increasing reliance on technology to collect, store, and manage information, makes COSEM more susceptible to severe security breaches. Human errors, hacker attacks, and system malfunctions could cause great financial damage and may jeopardise our company's reputation. In response to this, COSEM has implemented numerous security measures to safeguard the confidentiality and integrity of our enterprise's information and system and client's products and services. We achieve this through robust management governance, including stringent policies, standards, and procedures, along with the implementation of a comprehensive cybersecurity strategy that adapts to evolving risks.

COSEM Cybersecurity Framework

Our IT Security Policy manual outlines the framework, guidelines and provisions for protecting the security of our data and IT infrastructure to minimise the occurrence of cyberattacks or data breaches. Our cyber security framework, adapted from National Institute to Standards and Technology (NIST) is established based on the four key thrusts - Plan, Protect, Detect and Response. The framework guides our management and employees in identifying cyber and IT vulnerabilities and risks through a comprehensive risk assessment study. It outlines necessary policies, guidelines, systems, and measures to effectively protect, detect, and respond to potential cyber incidents. This helps to safeguard the integrity of IT property and data of our stakeholders.



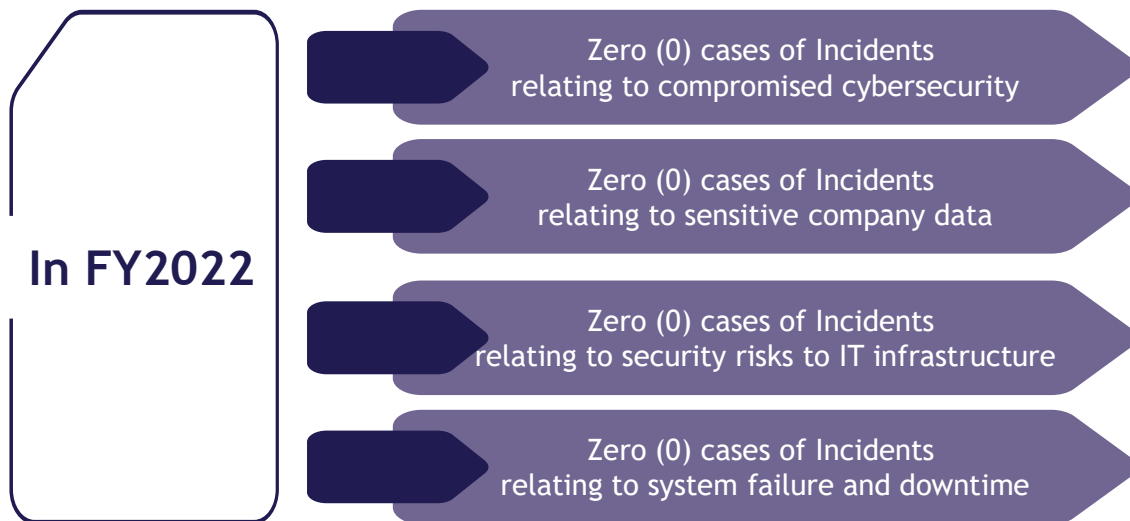
Strong Business Ethics and Governance

Actions against Cybersecurity Threats

COSEM Cybersecurity Practices

While we acknowledge that no system can be entirely foolproof against cyberattacks, our company and our employees commit to taking all reasonable measures practicable to ensure the robustness of our IT systems and safeguard the integrity of confidential and/or sensitive information. We commit to strengthen our cybersecurity measures through a series of targeted initiatives by:

- Conducting routine monitoring of our firewalls and IT infrastructure and routine maintenance and audits on our systems. Our aim is to maintain zero (0) incidents related to compromised cybersecurity, sensitive company data, security risks to IT infrastructure, system failure and downtime by FY2030.



- Encouraging our employees to provide suggestions and ideas to senior management to further enhance our measures to better protect the integrity of our data.
- Strengthening our firewalls to ensure customer privacy. Our aim is to maintain the number of complaints of customer privacy and losses of data to zero (0).

We aim to embed these actionable plans as part of our company strong business ethics culture.

GRI Content Index

COSEM has reported the information cited in this GRI content index for the period from 1 April 2022 to 31 March 2023.

GRI 2: General Disclosure 2021

GRI 2	Disclosure	Reference
The organisation and its reporting practices		
2-1	Organisational details	About the Report, page 3
2-2	Entities included in the organisation's sustainability reporting	About the Report, page 3
2-3	Reporting period, frequency and contact point	About the Report, page 3
2-4	Restatements of information	Not Applicable as this is COSEM's first report.
2-5	External assurance	Not Applicable
Activities and workers		
2-6	Activities, value chain and other business relationships	Not Applicable
2-7	Employees	Promoting a Professional Development Culture, page 32
2-8	Workers who are not employees	Not Applicable
Governance		
2-9	Governance structure and composition	Sustainability Approach, page 13
2-10	Nomination and selection of the highest governance body	Not Applicable
2-11	Chair of the highest governance body	Introduction to COSEM, page 8
2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability Approach, page 13

GRI Content Index

GRI 2: General Disclosure 2021

GRI 2	Disclosure	Reference
2-13	Delegation of responsibility for managing impacts	Not Applicable
2-14	Role of the highest governance body in sustainability reporting	Sustainability Approach, page 16

GRI 3: Material Topics

GRI 3	Disclosure	Reference
Material Topics		
3-1	Process to determine material topics	Sustainability Approach, page 16
3-2	List of material topics	Sustainability Approach, page 16
3-3	Management of material topics	Sustainability Approach, page 16

GRI 305: Emissions

GRI 305	Disclosure	Reference
Emissions		
305-1	Direct (Scope 1) GHG emissions	Climate Protection, page 23
305-2	Energy indirect (Scope 2) GHG emissions	Climate Protection, page 24

GRI 306: Waste

GRI 306	Disclosure	Reference
Waste		
306-3	Waste generated	Responsible Procurement, page 19

GRI Content Index

GRI 401: Employment

GRI 401	Disclosure	Reference
Employment		
401-1	New employee hires and employee turnover	Promoting a Professional Development Culture, page 33

GRI 403: Occupational Health and Safety

GRI 403	Disclosure	Reference
Occupational Health and Safety		
403-9	Work-related injuries	Creating a Zero-Harm Culture, page 30

GRI 405: Diversity and Equal Opportunity

GRI 405	Disclosure	Reference
Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	Promoting a Professional Development Culture, page 32 and page 33

GRI 205: Anti-Corruption

GRI 205	Disclosure	Reference
Anti-Corruption		
205-2	Communication and training about anti-corruption policies and procedures	Strong Business Ethics and Governance, page 45
205-3	Confirmed incidents of corruption and actions taken	Strong Business Ethics and Governance, page 45