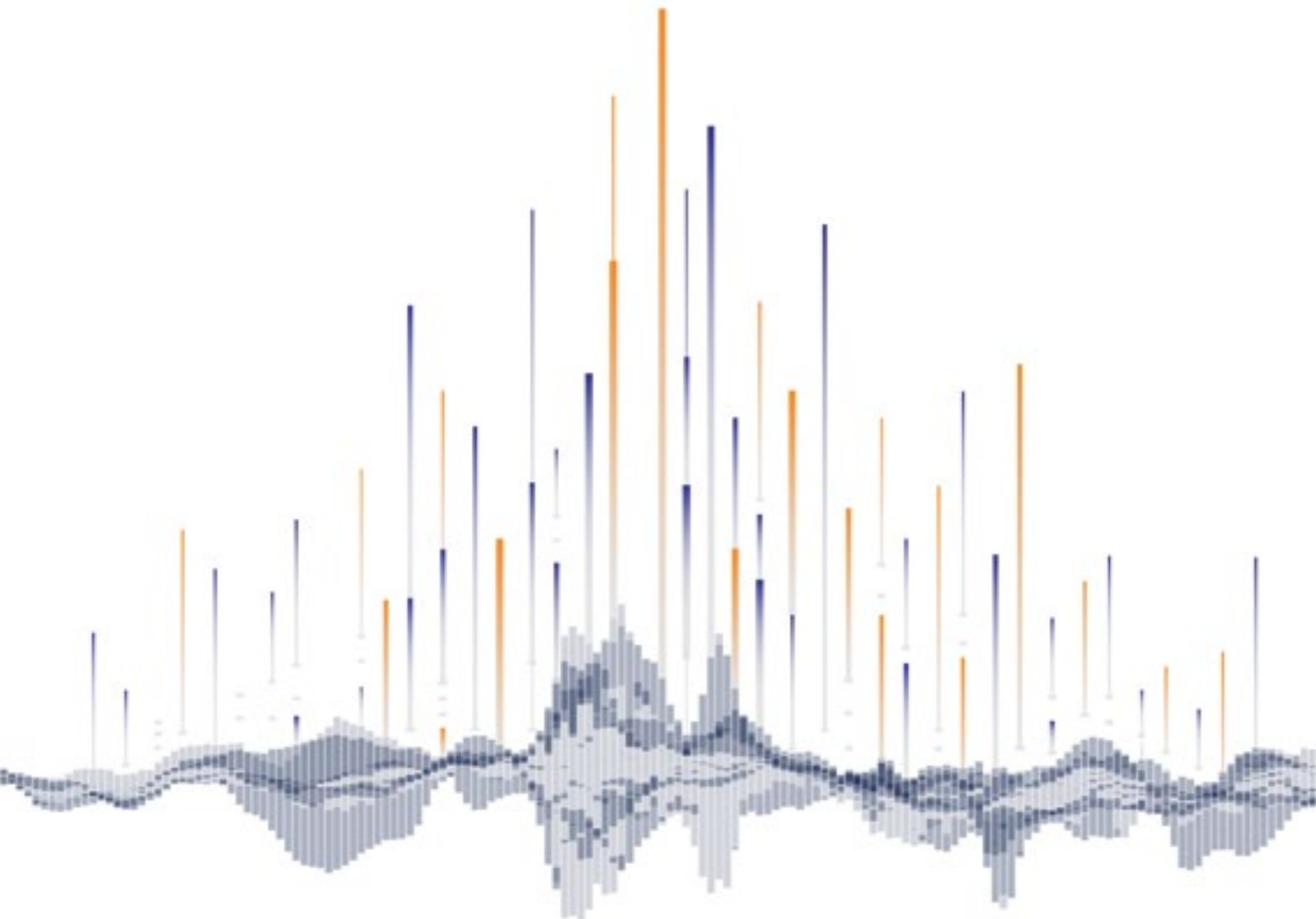


SECURITY+



DEVELOPING DATA-DRIVEN STRATEGIES FOR A SAFER, SMARTER AND BETTER TOMORROW

INSIDE

HOW WE SHAPE A STRONGER
POST-COVID-19 FUTURE WITH OUR PARTNERS



**KEEP SAFER, WORK SMARTER,
OPERATE BETTER**



Photos taken prior to COVID-19

Photo taken during COVID-19 per market's safe management guidelines

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Certis has forged ahead in leading the operations-technology space with our Security+ offering, a solution which brings together complex systems and functions for greater efficiencies. Security+ enables businesses to remain focused on their core business, while Certis takes care of essential operations.

Security+ has been deployed with many of our partners and customers and has made a big difference for them. Certis continues to welcome many new customers to the future of operations.

Certis stands ready to support our customers' bid in making the quantum leap with digitalisation. Let us work with you to build a safer, smarter, better, and more sustainable business.

Smarter Operations in Hong Kong

Faced with the challenge of improving operational efficiencies across a large space, Harbour City partnered Certis for its security needs.

PROTECTING OVER

8 MILLION
SQ FT

OF COMMERCIAL
SPACE

With security requirements spread over an extremely large area, Certis integrates processes with multi-disciplinary security services for smarter operations.

LOCATION
HONG KONG

HKG

Harbour City is Hong Kong's largest and most diverse shopping mall. Situated in the heart of Hong Kong, it houses retail facilities, commercial offices, serviced apartments, a hotel and clubhouse. Partnering Certis, Harbour City streamlined its security operations, and reaped greater operational efficiencies.

Keeping Australia Safe

A leading shopping centre network in South Australia got on board Certis' smart security and integrated services.

PROJECTED
COST SAVINGS

UP TO
12%

OVER FIVE
YEARS

When you have multiple locations requiring cost-effective security deployment spread across a large geographical region, let Certis partner you to build a smarter and more sustainable business for you.

LOCATION
AUSTRALIA

AUS

Certis Security Australia was awarded the contract to provide security services for a major shopping centre network with locations across South Australia. Our rich security heritage, coupled with our smart solutions, would help achieve projected cost savings of up to 12% for the customer over five years.



Better Operational Efficiencies in Qatar

Total digital security solutions for strategic national assets.

SECURING
> 20 KM²
OF RESTRICTED
AREA

With Certis' power of digitalisation, orchestrating sensitive security deployments in the maritime industry is an example of how we leverage technology for improved outcomes.

LOCATION
QATAR
QAT

Q Terminals is responsible for enabling Qatar's imports and exports, as well as stimulating economic growth locally and regionally. To keep this strategic asset secure, we implemented digitalised reporting to improve operational efficiencies.



Safer, Smarter, Better in Singapore

When work, play and interaction come together in an integrated space, security needs become complex. At Certis, we seamlessly orchestrate security, facilities management and concierge services to achieve key business outcomes.

>25%
BOOST IN
PRODUCTIVITY

Across many commercial buildings and malls we secure, Certis has delivered more than 25% increase in productivity and efficiency levels.

LOCATION
SINGAPORE
SGP

In line with low-touch demands of the new normal, Security+ deployed an Artificial Intelligence (AI) enabled robot, which operates 24/7 to interact with shoppers and visitors. Oscar, an autonomous purpose-built robot with AI detection capabilities, can identify and sound alerts upon encountering illegally-parked bicycles, fires and people smoking in non-designated areas or loitering at Paya Lebar Quarter after hours.

Responding to COVID-19 as One Certis

COVID-19 HAS IMPACTED BUSINESSES AROUND THE GLOBE, INCLUDING CERTIS' CUSTOMERS. WE ENSURED BUSINESS CONTINUITY FOR OUR CUSTOMERS, BY MOBILISING LARGE NUMBERS OF MANPOWER AND DEPLOYED NEW TECHNOLOGICAL SOLUTIONS AT SHORT NOTICE, WHILE KEEPING OUR COMMUNITIES AND PEOPLE SAFE.



ALWAYS KEEPING OUR PEOPLE MENTALLY AND PHYSICALLY SAFE

The well-being of our staff, both physical and mental, was a key priority for Certis as we navigated the unfolding events of the pandemic. Certis focused on helping our staff transit to working from home for those who could, and implemented stringent measures to keep our front-liners safe by providing personal protective equipment and training.

We ensured care was always available to employees. For example, we provided care packs to all employees and set up a para-counselling service and a dedicated COVID-19 hotline to answer queries. These measures were put up on short notice and we adapted quickly. It created a safe and supportive environment for our staff to work, and consequently, we were able to deliver stellar security services that covered new health protocols to our customers under an immensely uncertain and evolving situation.

ALWAYS KEEPING OUR COMMUNITIES SAFE

Beyond our people, we recognised our role in keeping the communities safe.

In Australia, we deployed staff to help with safe distancing work at public transport hubs, security and crowd management in medical and retail facilities. As part of our extended offering, our front-line staff were trained to manage large groups of people during COVID-19.

In Singapore, Certis was a key partner of the Government in securing quarantine facilities, enforcing safe distancing, contact tracing and quarantine order deployment. Certis also provided call centre and appointment registration services, as well as on-site service ambassadors at vaccination sites.

We also developed new technological solutions to keep the communities and our people safe. One such example was iTemp, a temperature tracking platform designed and developed in-house. iTemp allowed workers to track their temperatures anytime and anywhere. It was also extended for free to some 270,000 small and medium enterprises in Singapore.



Photo taken during COVID-19 per market's safe management guidelines

Our efforts at the front-lines of the fight against COVID-19 were recognised when Certis was named the Singaporean of the Year by Singapore's national English-language newspaper, The Straits Times.



Nigel Quek
Commanding Officer
Integrated Quarantine Order Services
Certis Land Security

Making Our World Safer, Smarter, Better



Certis is a leading outsourced services partner that designs, builds and operates multi-disciplinary smart security and integrated services. Our multi-service offerings leverage our strong heritage in security, and are augmented by applied AI solutions. These solutions are part of our comprehensive technology development and systems integration capabilities that are fully cyber secure by design.

We forge deep partnerships with our customers in the private and public sectors. Our customers trust in our unique principle of Operational-Design First, and share our belief that technology and operations must work hand-in-hand, not in silos.

With our customers' business needs firmly in mind, we first seek to understand their operations thoroughly, so that we co-create the perfect experience that drives optimal outcomes for them. Underpinned by robust process design, we will operationalise the full turn-key solution that guarantees results.

At Certis, we seamlessly orchestrate security, facilities management and customer experience for greater cost efficiencies that empower our customers' future. We are committed to building a safer, smarter, better and more sustainable business.

MISSION
As trusted partners, we protect lives and assets and deliver integrated critical services.

VISION
To be the most advanced integrated security services partner globally, making our world safer, smarter and better by everything we do.

CORE VALUES

- Teamwork
- Professionalism
- Courage
- Integrity
- Care
- Customer Focus
- Safety

GLOBAL FOOTPRINT



Putting a Full Suite of Smart Security and Integrated Services in Your Hands

MEETING THE OUTSOURCING NEEDS OF EVERY BUSINESS

Backed by over 60 years of experience in rich security heritage, a global mindset, deep market insights and patented technology innovation, Certis offers a comprehensive suite of integrated services for every market and sector. With our unparalleled track record and global workforce delivering these advanced integrated services, we make it easy to fast track businesses all over the world. We are a trusted partner and are committed to the success of our customers wherever they operate.

SECURITY



- + Armed Guarding Services – Auxiliary Police Force Officers
- + Aviation Security
- + Unarmed Guarding Services
- + Secure Logistics Services
- + Event Security Services
- + Traffic Management
- + Executive Protection
- + Enforcement Support
- + Security Concierge
- + K-9 Unit
- + Security Consulting

INTEGRATED TECHNOLOGY SERVICES



- + Operations-Technology Systems Integration
- + Intelligent Analytics and Surveillance Solutions
- + Smart Hub and Smart City Solutions
- + IoT Systems Monitoring Services
- + Network and Security Infrastructure Solutions
- + Digitised Security Operations
- + Integrated & Enhanced Response
- + Converged Visibility & Insights

INTEGRATED FACILITIES MANAGEMENT



- + Building Mechanical and Electrical Services
- + Carpark Management
- + Fire Protection
- + Housekeeping, Landscaping and Pest Control
- + Audio-Visual, IT and Events Support Services

GUEST SERVICES AND BUSINESS PROCESS OUTSOURCING



- + Customer Experience Services
- + Call Centre Operations
- + Training and Managed Services
- + Human Resource Services
- + Financial Transactions and Service Outsourcing
- + Healthcare Support Services
- + Fitness, Health and Well-Being Services

Photos taken prior to COVID-19

Innovating Integration

SECURITY+

MERGING FUNCTIONS TO KEEP SAFER, GO SMARTER, OPERATE BETTER

The operating conditions all around the world have become more complex as businesses grapple with the demands of increased health and safety protocols.

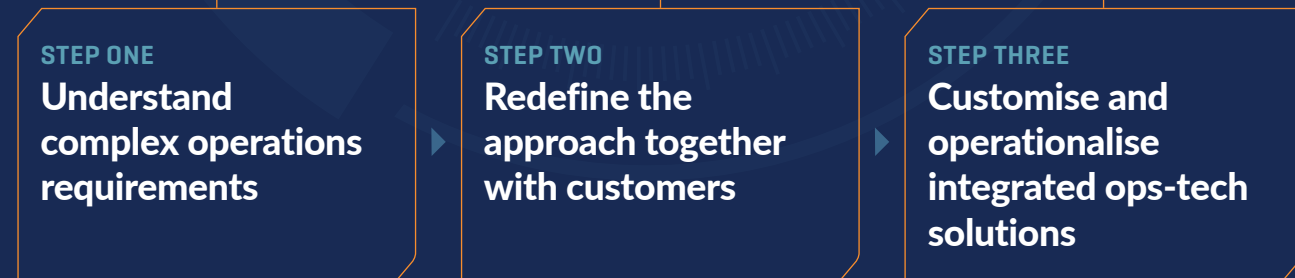
Anchored in technology, Security+ brings together multiple work functions, such as security, facilities management and guest services for higher productivity and efficiencies.

Guided by our principle of Operational-Design First, we first seek to thoroughly understand our customers' business and operational needs, and then design solutions infused with new technologies and enhanced processes to deliver desired business outcomes.

The ability to simplify workflows in an increasingly sophisticated operating environment is crucial for businesses to thrive in today's post-COVID-19 world. Security+ is the answer.

The vital first step of Security+ is BPRO®, where we align our goals with our customers' desired outcomes. Guided by design thinking, we collaborate with our customers to create solutions to address operational disruption and challenges. With BPRO®, Certis provides a step-by-step process to easily embark on any digitalisation journey.

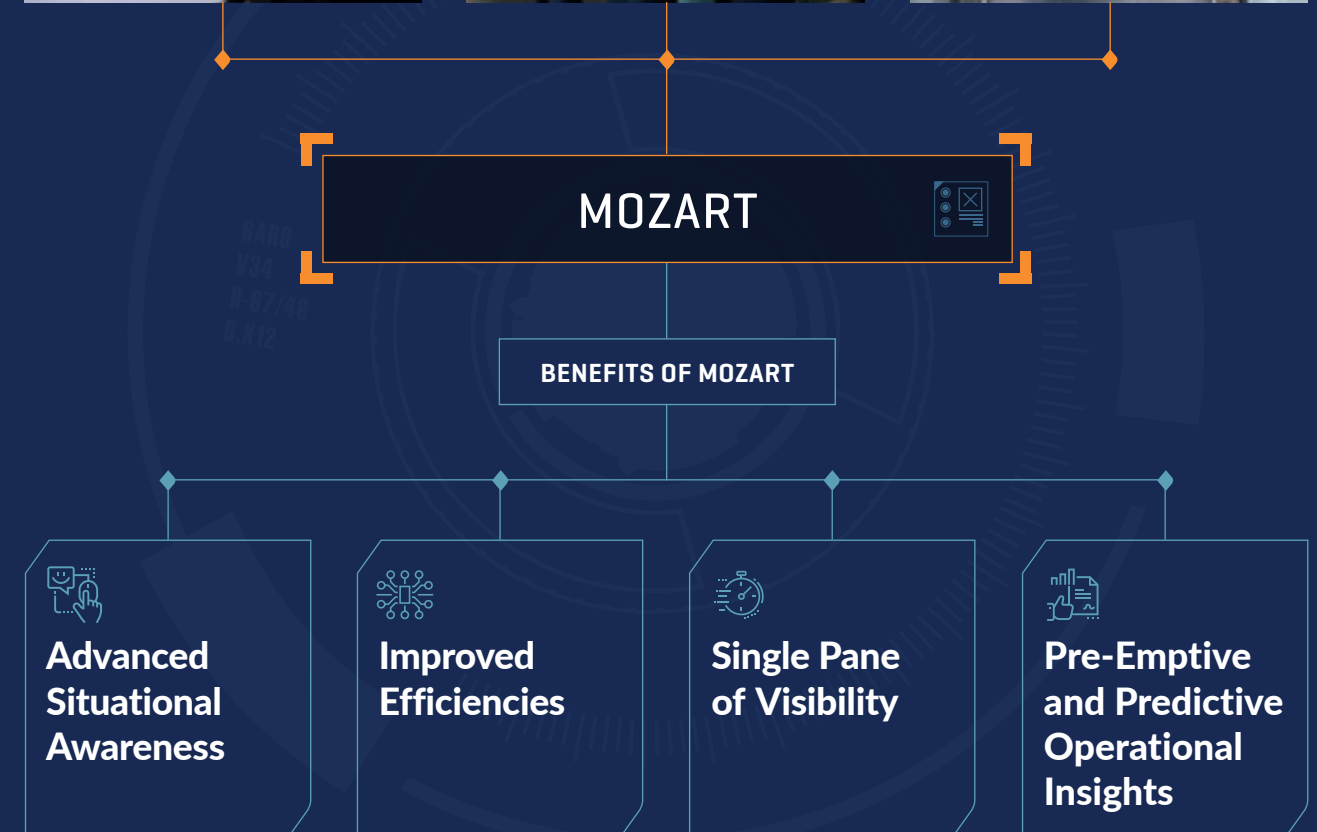
BPRO® | BUSINESS PROCESS RE-ENGINEERING AND OPERATIONS



INDUSTRIES REAPING THE BENEFITS OF SECURITY+



Keeping Everything Orchestrated



CONDUCTING AN ORCHESTRA OF OPERATIONS WITH MOZART

Imagined and developed to be a powerful multi-service, single orchestration platform, Mozart brings together data across operations in a single dashboard for greater situational awareness.

Mozart is capable of data analytics for deep insights to improve operational efficiency, security and resource utilisation to drive customer experience.

By partnering and collaborating with businesses, we tailor solutions that deliver greater cost efficiencies, improved productivity and higher satisfaction across our customers' operations.

Left: Photo taken during COVID-19 per market's safe management guidelines | Centre and Right: Photos taken prior to COVID-19

Security and Concierge of the Future

SMART NETWORKED SECURITY

The future is here today as we integrate robotics and artificial intelligence into security operations to work hand in hand with our security officers. Smart Networked Security integrates Certis' purpose-built robots, Crystal and Oscar, with the company's artificial intelligence (AI) capabilities and highly trained security personnel to form the backbone of the solution, ensuring heightened situational awareness and visibility in large crowded spaces at all times.

HIGHLY VISIBLE SECURITY

Indoor robot that brings a safe security presence to our customers' premises and critical infrastructure.

SWIFT DECISION MAKING

Improves situational awareness and incident management with enhanced security presence, detection and alert capabilities.

MULTI-FUNCTIONAL IN USE

Provides friendly concierge service to visitors and customers with the ability to broadcast pre-planned or emergency messages to members of the public.

CRYSTAL



>25%
BOOST IN
PRODUCTIVITY

OSCAR



360 DEGREE OBSERVATION

Real-time surveillance of the environment to help in situational awareness and aid in decision making for a speedy response.

ALL WEATHER OPERATIONS

Outdoor robot that augments security operations anywhere, rain or shine, with multiple security functions of alerting, monitoring and detection.



SMART NETWORKED SECURITY IN ACTION AT OUR TAMPINES HUB



OUR LEADERS

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Chairman's Message



“SAFER, SMARTER AND BETTER”, UNDERSCORES OUR VISION OF CONTINUOUS INNOVATION AND RESILIENCE IN THE NEW NORMAL, AS CERTIS PLAYS ITS ROLE TO CREATE A BETTER WORLD POST COVID-19.



AT A GLANCE



A Financially Resilient Certis with S\$1.73 Billion in Revenue .

PUSHING AHEAD WITH SECURITY+ AND SECURING KEY WINS.



Singapore Best Workplaces™ Top 10 Best Workplaces .

IN THE MEDIUM AND LARGE ORGANISATIONS CATEGORY.



Making a Difference Amidst the Pandemic with Over 10,000km Walked to Raise Funds .

SUPPORTING WORLD CEREBRAL PALSY MONTH.



Digital Transformation with Over 500,000 Hours of Training .

ENABLING OUR PEOPLE FOR THE FUTURE.

Photos taken prior to COVID-19



STANDING STRONG WITH OUR COMMUNITIES

The worst of the global pandemic is behind us. I am proud that collectively, Team Certis demonstrated the critical attributes necessary to navigate the incredibly challenging year: speed and agility in the face of new information amid a rapidly unfolding situation; incredible teamwork with a sense of purpose and responsibility. Furthermore, we were digital-ready and could quickly adapt to new ways of working without affecting our capability, quality and productivity. All these enabled us to remain a steadfast and trusted partner to our customers and the communities we serve.

In Singapore, we continue to work tirelessly to support the authorities in managing quarantine and social distancing efforts. When the pandemic first started, hundreds of our security officers were mobilised within a day with our key support units to ensure they were well-equipped to work safely. In recognition of our frontline efforts in Singapore, Certis was awarded the Straits Times Singaporean of the Year Award 2020.

In Australia, we continued to serve our communities with social distancing work at public transport hubs, security and crowd management in medical and retail facilities. In Hong Kong, Macau and Qatar, we worked closely with our customers to strengthen health safety protocols in their security operations and kept their facilities COVID-19 safe.

Certis has come together to support the communities and stand in solidarity with our customers during this COVID-19 pandemic. Key support staff and frontliners have continued to head out for their work duties daily, ensuring business operations run smoothly. Their commitment and dedication is a strong reminder of the critical role Certis plays in keeping people, operations and assets safe.

SAFER, SMARTER AND BETTER FOR THE NEW NORMAL

“Safer, Smarter and Better”, underscores our vision of continuous innovation and resilience in the new normal, as Certis plays its role to create a better world post COVID-19.

The challenging pandemic gave Certis the opportunity to demonstrate our Security+ transformation in full stride. The combination of our design thinking culture, proprietary ops-tech capabilities, and our talented and dedicated teams allowed us to shine in adversity.

Even as we have supported our existing customers in a difficult environment, we have also gained new ones who trust our abilities as a leading integrated security services provider to deliver their desired outcomes. In Singapore, we became the government's key partner at their quarantine facilities and foreign worker dormitory operations. In Australia and Hong Kong, we made significant inroads with major retail groups and the maritime sector.

Chairman's Message

As we move ahead as a tech-led security services provider, Security+ and BPRO® projects have continued to be our key focus. With our successful deployment in Jewel Changi Airport, other major projects across the region have followed suit. We are now able to deploy a network of smart robots to perform 24/7 security services optimising manpower efficiency. We are on track to have more robots deployed through our Security+ solutions across all our markets.

OUR PEOPLE: GOING INTO THE FUTURE WITH CERTIS

Increasingly, employees want to be part of a purpose-driven organisation that provides opportunities for growth and helps them build skills to remain competitive in tomorrow's job market. Hence, we continue to provide employees with opportunities to be recognised for their good work, align their growth with their personal career aspirations, and provide upskilling and reskilling programmes to help them stay relevant and future-ready.

We continuously celebrate the good work our people do, the values they demonstrate. Through our Certis Pinnacle Awards, we recognise employees who best exemplify our core values in their service to others. These employees remind us to constantly challenge ourselves, and seek to improve the lives of our customers and colleagues.

We are committed to helping our people grow and succeed in their time with us. This is why we have introduced the Individual Development Plan to help them set new learning and development goals for FY2022, together with their supervisors. Starting with Singapore and rolling out to other markets progressively, we aim to align employees' careers with their aspirations as much as possible.

Our internal digitalisation programme continues at pace. The intent is that everyone in Certis will be enabled through technology and trained with new and relevant skills to thrive in an increasingly digital world. We continue to roll out learning programmes via our Learning Management System (LMS). This provides online access to many courses ranging from leadership to digital literacy and technology skills.



These are among the initiatives that give us confidence that we have made significant progress as an employer of choice. I am honoured that our efforts have been validated with multiple HR awards won in Singapore and Hong Kong. We secured 8th place for Singapore Best Workplaces™, ahead of other well-known multi-national companies, and recognised with the prestigious Sabre Awards 2020 for Crisis Management and Professional Services. These awards show we are steering in the right direction, and we will continue to improve and design better employee experiences.

ENSURING EMPLOYEES' SAFETY AND WELL-BEING

With safety as a core value since 2019, we have taken steps to prioritise Workplace Safety and Health (WSH) as a commitment to the care of our employees. During the pandemic, we swiftly rolled out additional support to ensure the physical and mental safety of our employees. For front-liners, training on the correct personal protective equipment was made a priority in every market, with training procedures updated alongside the fast-evolving situation on the ground.

In Singapore, a temperature-taking app was created to allow staff to log their temperature readings twice a day. Certis also employed data analytics to detect any anomaly across the markets. Mental health and wellness was a key focus as we rolled out virtual wellness programmes and provided access to para-counsellors as an additional channel of support for our employees.



MAKING A DIFFERENCE

Certis strives to make a difference in our communities, giving our sustainability efforts a multi-national footprint. As good corporate citizens, we ensure that our business remains committed to helping those around us through initiatives developed in partnership with local charities and social service organisations. Our employees are strongly encouraged to participate in outreach programmes by volunteering their time to enrich the lives of those in need. As the COVID-19 situation continues to stay with us, I am heartened that we have persevered to support our causes – persons with disabilities and disadvantaged children.

In Singapore, Certis launched the Breaking Barriers initiative in partnership with SPD. Through this programme, we provided suitable employment opportunities and also drove volunteer engagement. We also supported many virtual CSR activities, such as the Boys' Town Virtual Fitness Fundraiser, CPAS Virtual Run Fundraiser, ChariTrees, Community Give-Back Two and MINDS Virtual Party.

Over in Australia, our Australian colleagues volunteered at Ronald McDonald House at John Hunter Hospital - the largest in the Newcastle region for over a decade. And in Hong Kong, our colleagues recently went the distance in support of the Hong Kong Federation of Handicapped Youth. They participated in the virtual charity walk where they clocked over 44,000 steps collectively in 17 hours.

FINANCIAL PERFORMANCE

Our Group's revenue performance for FY2021 held steady at S\$1.73B, amidst COVID-19. We have built new sales momentum with key wins including major new customers in key segments and the retention of key clients. Our consistent revenue performance through the years demonstrates the strength of our

relationships with our customers, and the trust they have in us to deliver their outcomes. This has built a strong foundation that will help us navigate through these turbulent times.

We will continue to develop new partnerships, deepen relationships with customers and defend our lead as a partner of choice for ops-tech services. We will increase our customer base and continue to develop Security+ as a key differentiator.

A BIG THANK YOU

Finally, I would like to thank my Board colleagues for their collective wisdom and counsel. On behalf of the Board, I would also like to thank our President and Group CEO Paul Chong and the leadership team as we continue our tech-centric transformation for a stronger future ahead. This has not been an easy year, and the road ahead is expected to be bumpy.

It is therefore important that we recognise our colleagues across the globe and at every level. Every one of us has had to make major adjustments, adapt to new ways of working and many have taken on new or additional roles to help one another. These are our Certis core values of teamwork and courage at their highest level.

My sincere thanks and gratitude to our Certis colleagues for your dedicated work and resilience over the past year. Together we are making the world we live in Safer, Smarter and Better.

Olivier Lim
Chairman

President & Group CEO's Message



WE HAD STEERED SWIFTLY AND TIGHTLY, FORTIFYING OUR LEAD AS A PARTNER OF CHOICE FOR TECHNOLOGY-LED AND CRITICAL SECURITY SERVICES.



Photo taken during COVID-19 per market's safe management guidelines



AT A GLANCE



Emerging Safer, Smarter and Better .

A TRUSTED PARTNER FOR TRANSFORMATIONAL CHANGE.



Leading the Charge in Ops-Tech .

NEW BPRO® AND SECURITY+ PROJECTS THAT BRING GREATER EFFICIENCIES TO OUR CUSTOMERS GLOBALLY.



Growing our Future-Ready Workforce .

STRENGTHENING OUR TALENT AND DEVELOPING A RESILIENT WORKFORCE READY FOR TOMORROW.



Upgrading for a Stronger Tomorrow .

UPGRADING OUR INFRASTRUCTURE FOR BETTER COLLABORATION, EXCELLENCE AND GROWTH.

BUILDING A SAFER, SMARTER AND BETTER FUTURE

FY2021 was a year for Certis to build up our strengths and lead the charge in digital transformation. We had steered swiftly and tightly, fortifying our lead as a partner of choice for technology-led critical security services and digital transformation of operations.

With the accelerated pace of disruption in business today, the true value we bring to our customers is that we eliminate the risk of investing heavily in technology – only for a new wave of disruption to render the technology redundant. Our operations-technology (ops-tech) underpins transformational change to our customers' concept of operations, and we provide the agility to adapt swiftly to market changes so that our customers continue to deliver stellar outcomes.

We will continue to push our technology solutions in our key markets through BPRO® and Security+ solutions to help businesses there achieve their outcomes. At the same time, we will grow our core business, and explore non-aviation opportunities. I firmly believe that the smart application of technology for our clients is our key differentiator. Certis will continue to invest in technology to extend our lead by developing new ops-tech products and build organic tech capabilities in these markets.

EXTENDING OUR OPS-TECH LEADERSHIP

COVID-19 has enabled Certis to demonstrate and entrench our reputation as a trusted partner for digital transformation and tech-led capabilities in safety and security with our customers across various sectors in our key markets. The complex business climate notwithstanding, we made headway and advanced into these markets through innovation, continued to expand our ops-tech capabilities and bringing them to our clients' digital transformation journey.

Our BPRO® and Security+ service offerings have gained wider acceptance, and I am confident that this will continue to be the game-changer for Certis, bringing about transformational outcomes for our customers. No one knows when borders will reopen fully, and when the aviation and tourism sectors will recover. Yet, I am heartened by the progress we have made in Australia and Hong Kong. Already in Qatar, we are gearing ourselves for the country's key events, such as World Cup 2022 opportunities.

As a Group, we retained all strategic accounts and added new ones with BPRO® and Security+ potential, improved customer satisfaction survey scores and enhanced customer intelligence capabilities. In the last year, we had grown our Security+ customer base in Singapore, made major inroads in Hong Kong for BPRO® and enhanced our proprietary orchestration platform, Mozart with multi-site operational intelligence, data analytics,

President & Group CEO's Message



autonomous systems management and artificial intelligence. One key Security+ win for Singapore was for Paya Lebar Quarter, a development managed by Lendlease. Certis was appointed to design, develop and implement innovative ops-tech to transform their shopper experience while maintaining safety and security within the malls.

We also launched our Smart Networked Security solution at Our Tampines Hub, Singapore's largest community and lifestyle venue last year where our robots were engineered with capabilities of security, concierge, broadcasting and detection. These robots are a key component of our integrated Security+ solutions, and will deliver efficiency and productivity outcomes for our customers. More robots will be deployed in Singapore and we target to have more of them rolled out across all markets by 2025.

Over in Australia, we had key wins with major new clients in key segments and built new sales momentum with our existing customers. We had acquired a new client, a well-regarded shopping mall brand. In Hong Kong, we had commendable wins in Harbour City that included BPRO® deployment. In Qatar, we gained access to the maritime industry by securing a partnership with the major port operator for Qatar ports. These gains are reminiscent of how we started our digital transformation journey early on – we started with a handful of projects, demonstrated our capabilities to co-create solutions with clients, and with the results, scaled up our operations in Singapore.

Most importantly, we are committed to investing in our people to build an Industry 4.0 workforce with the relevant skillsets as we charge ahead in the next phase of our growth.

GEARING UP TO BE A FUTURE-READY WORKFORCE

An organisation is only as good as its people. At Certis, this has always been at the heart of our human resource policies. We will continue building up our status as the employer of choice, strengthen our talent development and develop a resilient workforce. Employees can look forward to developing their digital capabilities, building a digital mindset, delivering data-driven operations and insights to our customers. The Certis workforce will be future-ready, industry-relevant and tech-enabled.



In our spirit of continuous innovation, we had rolled out several initiatives in the past year to inculcate a digital mindset in our people. I am delighted at the success of Certis Spark 21 (Lean Six Sigma Summit) and Certis hackathons. They recognised our employees who demonstrated excellence in Lean Six Sigma and data analytics, and empowered them to take charge and lead digitalisation.

Learning and development is key to building up the capabilities of our people. We had brought our learning online so that we could retrain and redeploy our people to cope with today's rapidly changing environment. In keeping up with the ever-evolving digital trends, the Certis Corporate University also introduced a series of emerging tech modules in 2020 and 2021 to cultivate the awareness of up and coming technologies within the organisation. We are sparing no efforts to gear up our Certis staff

Photo taken prior to COVID-19



to be trained in next-generation technologies such as AI, 5G and robotics. This is an important step to strengthening our future-ready workforce, and ensuring that we remain the partner of choice for digital transformation.

LOOKING AHEAD

As Certis prepares for the future, we are committed to upgrading our infrastructure to give our employees new and improved workspaces to collaborate, excel and grow. By end of 2021, we will be moving some of our operations teams to our new premise located at the east of Singapore. Plans are also underway to redevelop our global headquarters at Paya Lebar. The redevelopment will see our headquarters upgraded to represent who we are, and who we aspire to be. It will be a platform for technology to enable us to thrive, embed features for a sustainable future, and affirm our critical role in providing peace of mind to the communities we operate in.

We will develop and operationalise new technologies by partnering with world-leading technology partners, so that our customers can focus on achieving outcomes that matter, without the

anxieties of acquiring and implementing new emerging technologies.

As we look ahead, I am confident about who we are, what we stand for, and the lasting value of the many things we do for our customers, our communities, our people and all of our stakeholders worldwide.

I want to sincerely thank our employees and customers worldwide, who stood by us during these tumultuous pandemic times, and especially acknowledge our front-liners who worked so hard the past year to safeguard all of us.

Let us continue to build a safer, smarter and better world for all.

Paul Chong
President &
Group Chief Executive Officer

Board of Directors

OLIVIER LIM Chairman



Mr Olivier Lim joined the Board in October 2014.

Mr Lim is currently Chairman of Certis CISCO Security Pte. Ltd. and PropertyGuru Pte Ltd. He is the lead independent director of DBS Group Holdings Ltd and DBS Bank Ltd, and a director of Raffles Medical Group. He is also a member of the board of JTC Corporation and the board of trustees of the Singapore Management University (SMU). He serves on the Securities Industry Council.

Mr Lim has previously served as Chairman of ASX listed Australand Holdings Limited, Chairman of globalORE Pte Ltd, Chairman of Mount Faber Leisure Group, and Chairman of the Advisory Council of the Singapore CFO Institute. He has also held directorships in several SGX-listed companies including Banyan Tree Holdings, CapitaMall Asia, and served on the Boards of Sentosa Development Corporation and the Accounting and Corporate Regulatory Authority (ACRA).

Mr Lim worked at CapitaLand Limited from 2003 to 2014 and served as Group Deputy Chief Executive Officer, Group Chief Investment Officer and Group Chief Financial Officer (CFO) during his career there. He was named CFO of the Year in the Business Times Singapore Corporate Awards 2007. Between 1989 and 2003, he worked at Citibank Singapore in various roles in the corporate and investment banking units and was Head of the Real Estate Unit in his ultimate role. Mr Lim holds a First Class Honours degree in Civil Engineering from the Imperial College of Science, Technology and Medicine in the United Kingdom.

KHOO BOON HUI Director



Mr Khoo Boon Hui joined the Board in February 2016.

With more than 30 years of police experience and recognised expertise in organisational management, he began his career in the Singapore Police Force in 1977, and was its Commissioner from 1997 to 2010. He also served as President of INTERPOL from 2008 to 2012. After his stint in the Police, Mr Khoo was appointed the Senior Deputy Secretary of the Ministry of Home Affairs from 2010 to 2014. He concurrently assumed the appointment of Director

of the Institute of Leadership and Organisation Development, Civil Service College in 2013. Upon his retirement from the Government, Mr Khoo was appointed the Senior Advisor of the Ministry of Home Affairs in 2015, and a year later was re-designated a Senior Fellow. He remains a Senior Fellow of the Civil Service College and an advisor to the Home Team Academy.

Mr Khoo is Chairman of Digiassets Exchange (Singapore), Singapore Island Country Club, Singapore Golf Association Governing Council, Cybersecurity Advisory Group for the Minister-in-charge of Cybersecurity and the INTERPOL Working Group on Governance. He is also a board member of SingHeath, Ensign Infosecurity Pte Ltd, and the CyberPeace Institute. He advises entities in banking, technology, cybersecurity, philanthropy and is also a Justice of Peace.

Mr Khoo holds a Bachelor in Engineering Science and Economics from Oxford University, UK, and a Master in Public Administration from Harvard Kennedy School, USA.

JONATHAN POPPER Director



Mr Jonathan Popper joined the Board in August 2018.

He has been with Temasek since February 2013. He currently serves as Managing Director, Investment, with responsibility for investments in the business services sector. He previously served as Managing Director, Structuring & Execution, with responsibility for advising Temasek's

investment teams on mergers, acquisitions, joint ventures and other transactions.

Prior to joining Temasek, Mr Popper spent over a decade with Morgan Stanley's Mergers & Acquisitions department in New York and Singapore, where he served as Managing Director and Head of Southeast Asia M&A. Mr Popper's experience at Morgan Stanley spanned a broad range of advisory assignments for clients across industries and countries. Prior to joining Morgan Stanley, Mr Popper was an investment professional at Bassini Playfair + Associates, a private equity firm focused on emerging markets, based in New York and São Paulo.

Mr Popper is a graduate of Dartmouth College and holds an MBA from the Wharton School of the University of Pennsylvania, where he was a Palmer Scholar. He is a CFA charterholder.

PAUL RETTER Director



Mr Paul Retter joined the Board in November 2018.

He brings to the Board leadership and management expertise, as well as significant experience in public service, regulatory compliance, risk management and security.

Mr Retter was appointed the Chief Executive and Commissioner of the National Transport Commission in July 2013. In this role, he led an organisation whose mandate was to develop, propose and implement national surface transport reforms in Australia designed to improve safety, productivity and environmental outcomes. Mr Retter completed his tenure in October 2018.

Prior to that, Mr Retter was appointed as the Executive Director of the Office of Transport Security in April 2006, serving as the Australian Government's transport security regulator for the aviation, maritime and offshore oil & gas sectors. During his seven years in this role, he worked closely with international bodies to harmonise international requirements related to aviation and maritime security measures.

Mr Retter's career highlights include over 30 years in the Australian Defence Force, plus senior public sector appointments at the national level focused on counter terrorism, preventive security, regulatory affairs and national policy reform.

Mr Retter held a non-executive director appointment with Sydney Night Patrol Pty Ltd from June 2016 to March 2018 and was a member of the Certis International Advisory Panel from April to October 2018. He is also a Principal with PBAR Associates.

Mr Retter holds a Bachelor of Arts degree and a Master of Business Administration degree. He is a graduate member of the Australian Institute of Company Directors.

Board of Directors

◆ PAUL CHONG Director



Mr Paul Chong joined the Board in November 2018.

The President and Group Chief Executive Officer of Certis, Mr Chong joined Certis as its founding Chief Executive Officer in 2004. He has led the organisation in its transformation from a statutory board of Singapore's Ministry of Home Affairs to a privatised entity with a global presence. Under his leadership, the business has grown more than five-fold, and has successfully diversified into new businesses while strengthening the group's core capabilities. Certis has also recently become the third largest player in its industry in Australia.

Prior to joining the commercial world in 1995, Mr Chong was the Head of Joint Communications & Electronics (HJCE) of the Singapore Armed Forces (SAF).

As HJCE, he was the most senior SAF officer responsible for designing, building, operating and protecting the SAF's critical computers and communication systems against adversaries.

Mr Chong joined SingTel in 1995 as Vice President for Consumer Sales. During his 5-year tenure at Singtel, he was credited for turning around the then loss-making Globe Telecom to become the leading mobile telecom operator in the Philippines. He was also the senior leader responsible for the deployment of the world's first nationwide broadband network in Singapore – as CEO of SingTel Multimedia Division and SingNet.

Mr Chong attended the University of Cambridge on a Singapore Armed Forces Overseas Scholarship, graduating with Honours in Economics and Operations Research. He is also a graduate of the US Army Command & Staff College.

◆ CHONG EE RONG Director



Ms Chong Ee Rong joined the Board in December 2018.

Ms Chong is a seasoned business leader and active board member, with extensive experience across corporate, professional services and non-profit organisations. Most recently, she was Deputy Managing Director of Raffles Medical Group (RMG), charged with transforming the commercial operations of one of the region's largest healthcare

players. Prior to RMG, she spent eighteen years with integrated marketing agency Ogilvy Group in several countries building global brands and businesses through various stages of growth and transformation.

She is currently Vice Chair of the National Volunteer and Philanthropy Centre, Independent Non-Executive Director with Jollibee Foods Corporation (PSE listed), Council Member for the Singapore Business Federation and the Chairperson of the Young Business Leaders Network – Singapore's official representative to the ASEAN Young Entrepreneurs Council and Association.

Ms. Chong holds a Bachelor of Economics from the University of Adelaide and Masters in Arts from the University of South Australia. She is a member of the Singapore Institute of Directors and is an accredited member of the Institute of Public Relations Singapore.

◆ QUEK BIN HWEЕ Director



Mrs Quek Bin Hwee joined the Board in May 2019.

Mrs Quek is the former Vice Chairman of PricewaterhouseCoopers ("PwC") Singapore, where she was an audit partner for over 25 years. She held global and regional positions, including Deputy Markets Leader of PwC Asia Pacific and Americas, and was a member of the PwC Global Markets Leadership Team and PwC Asia Pacific Executive Team. Mrs Quek has extensive experience in statutory audits, corporate governance, corporate restructuring, fraud investigations, business and finance.

Mrs Quek is currently a Director of the Boards of CapitaLand Integrated Commercial Trust Management Limited, Mapletree Oakwood Holdings Pte. Ltd. and SIA Engineering Company Limited. She is also a Board member of the National Heritage Board and Gardens by the Bay. She was a director of The Hong Kong and Shanghai Banking Corporation Limited.

Mrs Quek was previously President of the Singapore Anti-Narcotics Association, Deputy Chairman of the National Volunteer & Philanthropy Centre, and a board member of the Housing & Development Board, Duke-NUS Medical School, Maritime and Port Authority of Singapore and Health Promotion Board.

In recognition of her community service, she was awarded the Public Service Medal in 2012 and the Public Service Star in 2017. She was also conferred Justice of the Peace in 2018. Mrs Quek holds a Bachelor of Accountancy (Honours) degree from the University of Singapore, and is a chartered accountant with the Institute of Singapore Chartered Accountants.

Executive Leadership Team

PAUL CHONG
President &
Group Chief Executive Officer



GOH SOO LIM
Group Chief
Financial Officer



JOSEPH CP TAN
Chief Executive,
Technology Services Business



TAN TOI CHIA
Chief Corporate &
Human Resources Officer



NG WAI KIT
Chief Technology & Organisation
Development Officer



RONALD POON
Chief Executive,
Singapore



NG BOON GAY
Deputy Chief Executive,
Singapore



TOM ROCHE
Chief Executive,
Australia



LIM KANG SONG
Chief Executive,
Australia
(As of 5 October 2021)



NELSON YAU
Chief Executive,
Hong Kong & Macau





YEAR IN REVIEW

ALWAYS SETTING THE PACE GLOBALLY
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ALWAYS READY TO LEARN
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ALWAYS PURPOSEFUL IN ACTION
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ALWAYS FUTURE PROOFING FOR TOMORROW
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Always Setting The Pace Globally

Photo taken prior to COVID-19



A LEADER IN MULTIPLE ASPECTS AND GEOGRAPHY



- Airport Service Quality Survey**
- First place in Security Overall for >40 Mil Size Airport Category
- Singapore Tourism Awards**
- Customer Service Excellence For Attractions

AT A GLANCE



A Firm Security Reputation in Australia

MAKING WAVES IN AUSTRALIA'S RETAIL SCENE.



Covering Qatar's Sea, Land and Air

KEY WINS IN MARITIME AND FINANCIAL INDUSTRIES.



Delighting our Customers' Customers

MULTIPLE AWARD WINNER FOR SERVICE EXCELLENCE IN SINGAPORE.

GROWING RETAIL FOOTPRINT IN AUSTRALIA



Photo taken prior to COVID-19

Certis Security Australia has gained a strong reputation for seamlessly managing the security of large-scale retail operations Australia-wide. Our portfolio now consists of providing security across regional shopping centres, premium commercial and retail mixed-use precincts.

BRINGING DIGITALISATION TO QATAR



With Qatar National Bank, our technology had enabled over 150 personnel spread across the entire city to operate efficiently as one. In addition, we trained and deployed large-scale operations swiftly through our Certis Service Delivery System excellence framework, with a strong focus on customer service.



Another key win in Qatar was Nakilat-Keppel Offshore Marine (NKOM) to ensure security and safety across multiple locations. NKOM also embarked on its digital journey with GSS Certis International's power applications to achieve efficiency and productivity, while upholding security across multiple locations.

AWARD WINNING SERVICE IN SINGAPORE



Singapore achieved first place in the Security Overall for >40 Mil Size Airport Category with an average score of 4.99 in the annual ACI's Airport Service Quality Survey (ASQ). ASQ is the global benchmark for measuring passengers' satisfaction. The score of 4.99 is historically the highest score achieved for Security Overall in ASQ. Certis also clinched the Customer Service Excellence For Attractions Award at the Singapore Tourism Awards.

Always Purposeful In Action



PURPOSEFUL CONTRIBUTIONS TO EMPLOYEES, CUSTOMERS AND THE COMMUNITY WHEREVER WE OPERATE



Security Association of Singapore
• Security Officer of the Year Award 2021

Australian Woman in Security Awards
• Most Outstanding Woman in Protective Security/Resilience and Acts of Bravery and Courage

AT A GLANCE



Rapid Deployment to Keep Singapore Safe .

DEPLOYED PERSONNEL EN MASSE IN 72 HOURS.



Keeping Hong Kong Safe and Secure .

DEMONSTRATED VIGILANCE AT ALL TIMES.



Spirit of Bravery in Australia .

WON NATIONAL LEVEL AWARDS FOR BRAVERY AND SAVING LIVES.

KEEPING SINGAPORE COVID-19 SAFE



SINGAPORE

During the Circuit Breaker period, Certis deployed safe distancing ambassadors around the island to manage queues and control access of visitors to our customers' premises. These officers had been trained to handle visitor access restrictions and interact with the public to maintain safe distancing in a firm yet friendly manner.

BOOSTING SAFETY IN HONG KONG



HONG KONG

Certis successfully won a security contract with Hang Seng University (HSU), a first in Hong Kong. The BPRO® concept deployed at the HSU campus aimed to improve student safety.



HONG KONG

Ms Fung Cho Ki was commended by Certis and its customer, S.F. Express, a logistics company in Tsing Yi, for her vigilance and meticulousness in screening packages when she uncovered 5.6 kilograms of suspected drugs with an estimated value of HK\$3.4 million.

EXEMPLIFYING BRAVERY AND SAVING LIVES IN AUSTRALIA



AUSTRALIA

Ms Christina Rose was a double award winner at the Australian Woman in Security Awards, bagging Australia's Most Outstanding Woman in Protective Security/Resilience and Acts of Bravery and Courage.



AUSTRALIA

Mr David Parker and Mr Michael Fullalove were recipients of the 'Save a Life Awards' by the Australian Security Medal Foundation. They were recognised for their decisive action and commitment to treat medical conditions.



AUSTRALIA

Leading healthcare security executives from Singapore and Australia came together to discuss topics that impacted the healthcare industry in a roundtable organised by Certis Security Australia. It explored the importance of security in the pandemic, and of healthcare providers having the right solutions to adapt in any situation.

Photos taken during COVID-19 per market's safe management guidelines

Always Ready To Learn



CONTINUALLY EVOLVING OUR GLOBAL OPERATIONS AND EMPLOYEE SKILLSETS TO MEET THE DEMANDS OF TODAY AND TOMORROW

AT A GLANCE



Celebrating A Culture of Innovation .

KICKING OFF THE INAUGURAL SPARK 21 LEAN SIX SIGMA SUMMIT.



Making Learning Accessible for All Staff .

HUNDREDS OF E-COURSES AVAILABLE FOR LEARNING AND DEVELOPMENT GLOBALLY.



Imprinting the Digitalisation DNA .

DEVELOPING A COMMON DIGITALISATION VISION.

GROUND UP APP DEVELOPMENT GLOBALLY



GLOBAL

Two hackathons were held: in June 2020 for Singapore-based employees only, and in February 2021, which also included Hong Kong, Australia and Qatar employees, to promote innovation and the use of low-code software. Many solutions and applications were created to address real-world operational issues, optimise and automate work processes.

UPSILLING OUR EMPLOYEES GLOBALLY



GLOBAL

Certis' Learning Management System 2.0 was launched globally in Singapore, Australia, Hong Kong, and Qatar. Over 1,200 global Certis employees completed leadership, digital literacy and technology modules in the new system. Certis also adopted a blended learning approach which saw 20,000 front-line staff being trained in the past year. Certis employees can now learn on the go, on their laptops and mobile devices.

SETTING A GLOBAL STANDARD



GLOBAL

Certis' core employee development programme to drive digital literacy was revamped to upskill employees in staying relevant and future-ready. In 2020, Certis collaborated with Singapore Management University to run the Advanced Certificate in Innovation Programme, a unique six-month programme to develop design thinking, innovation and entrepreneurship capabilities in its employees.



SINGAPORE

Always Future Proofing For Tomorrow



LOOKING AHEAD AND FORGING A SUSTAINABLE ROADMAP FOR TOMORROW



Certified Facilities Management Company (GoldPlus) status by Singapore International FM Association

AT A GLANCE



Bringing Value to Our Partners .

STREAMLINED OPS-TECH SOLUTIONS FOR OUR PARTNERS.



Saving Time and Money .

ACHIEVED S\$1.65M IN COST SAVINGS THROUGH DATA ANALYTICS AND LEAN SIX SIGMA PROJECTS.



Winning Global Projects With BPRO® .

INCREASED SITUATIONAL AWARENESS WITH BPRO®.

SMART SOLUTIONS FOR TRANSPORT HUBS



SINGAPORE

Certis was awarded the Smart Facilities Management Proof-of-Concept Grant by the Building and Construction Authority of Singapore to implement an AI-enabled data-driven solution comprising facilities management, security and cleaning services at a cluster of SMRT interchange and stations. It will leverage Internet of Things sensors, data and predictive analytics to direct responses and operations by Certis' multi-skilled workforce for greater service performance and productivity.

DIGITALISATION FOR COST EFFICIENCIES



GLOBAL

Certis completed 45 data analytics projects, 16 of which were Lean Six Sigma (LSS+) projects, achieving S\$1.65M in cost savings. The projects spanned a wide variety of industries and improved efficiency in service delivery through digitalisation and data-driven decision making to its customers.

ACCELERATING AHEAD WITH TECHNOLOGY



GLOBAL

Photo taken prior to COVID-19

Certis Hong Kong and Macau secured key wins in the education, logistics, commercial and non-security outsourcing industries with its Ops-Tech capabilities, BPRO®, and operational design first approach. They included Melco Studio City 2, New Town Plaza, Caribbean Coast, Chu Kong Shipping and IND Hotel. IND Hotel adopted Certis' unique BPRO® framework to develop a solution combining intrusion alerts, CCTVs and video analytics for improved operational efficiency.



AUSTRALIA

Photo taken prior to COVID-19

Certis Security Australia rolled out its in-house Business Operation Support System (BOSS) app country-wide. BOSS is a mobile platform that integrates operations seamlessly for real-time reporting and analytics. It is supported by Certis Security Australia's 24/7 National Operations Centre, providing enhanced situational awareness and operational efficiencies to its customers.



OUR PEOPLE

GROWTH WITH OUR PEOPLE
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ENABLING WORKFORCE 4.0
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A DIVERSITY OF OPPORTUNITIES
PAGE 47

INNOVATION AS OUR WAY OF LIFE
PAGE 49

Growth with Our People

WE CHART LIFELONG CAREER PATHWAYS IN CERTIS THROUGH PEOPLE DEVELOPMENT AND PROGRAMMES



Awards

- HR Asia Awards 2020 - Best Companies to work for in Asia
- WeCare - HR Asia Most Caring Companies Award 2020
- HR Asia Best Company to Work For Award (HK)
- Great Place To Work / Learn - #8 Singapore Best Workplaces™ 2020
- Great Place to Work® - Certified
- Great Place to Learn™ - Certified

LEADERSHIP DEVELOPMENT

We guide our employees' learning journeys through customised programmes and Senior Leadership Team Conversations, equipping them with knowledge and competencies to develop enterprise thinking and achieve strategic outcomes.

Mentorship is key and at Certis, it begins with our Executive Leadership Team making time to mentor employees across all markets. Every leader works closely with each employee to understand career goals, personal aspirations and support their development.

GROWING OUR PEOPLE

As part of our broader digitalisation journey, we leverage the use of data analytics to identify and support potential leaders right from the recruitment process.

Certis has also put in place group-wide talent, performance management and staff development systems. Through digital learning platforms, Certis employees are supported to learn continuously and develop future-ready skills in a high performing work culture.



"Security+ is strategic to Certis because it provides a unique value proposition to our customers. It also offers a great platform for our employees to grow and develop new capabilities to be future-ready."



Michael Yau Pui Keung
Vice President
Head of Security Department
Certis Hong Kong and Macau

A Diversity Of Opportunities

WE KEEP EVERYONE RELEVANT BY PROVIDING ACCESSIBLE OPPORTUNITIES ACROSS THE WHOLE OF CERTIS

RESKILLING FOR NEW OPPORTUNITIES

At Certis, we keep our people relevant and adaptable through reskilling and upskilling. We offer a wide range of roles across front-line and corporate functions, and we provide job redesign and rotation to build up a future-ready workforce.

TAILORED DEVELOPMENT FOR A DIVERSE TEAM

As a global organisation, we make an effort to ensure that all employees are given opportunities to succeed across a diverse range of roles. At Certis, every employee is empowered to co-create development plans for mobility, undertake on-the-job learning and special projects with their managers.



Awards

- Human Resources Online's HR Excellence Awards - Excellence in CSR Strategy (Gold Winner)
- HR Manager of the Year (Overall Winner)



"The flexibility that Certis accorded to me has strengthened my ability to mentor others. It has enabled me to drive continuous improvement throughout the team by increasing their capabilities and skill application."



Rachel Angove
Training & Special Projects
Manager
Adelaide Airport
Certis Security Australia

Enabling Workforce 4.0

WE EMPOWER OUR PEOPLE THROUGH DIGITALISATION AND CONTINUOUS TECHNOLOGICAL IMPROVEMENT

EMBRACING TECHNOLOGY

As part of our digital transformation efforts, a digital literacy training map was rolled out to engage Certis employees on emerging technologies such as Artificial Intelligence and Robotics. Certis employees were trained in data analytics and citizen developer power tools, equipping them for Industry 4.0. In the past year, Certis Corporate University completed in-person training for more than 20,000 course participants and online training for 1,200 employees.



Awards

- SkillsFuture Employer Awards
- OutSystems Innovation Award: APAC Winner, Business Impact



SINGAPORE
712 Gold and 66 Silver
 CSDS certification

QATAR
4 Gold and 8 Silver
 CSDS certification

AUSTRALIA
6 Gold and 45 Silver
 CSDS certification

HONG KONG
1 Gold and 3 Silver
 CSDS certification

ENHANCED PROCESSES FOR SUCCESS

Our in-house Allegro and eCSDS apps streamlined work processes, enabling our employees to achieve operational excellence at scale and meet customers' needs at short notice. For delivering high quality corporate services to our employees, we were awarded the OutSystems Innovation Award: APAC Winner Business Impact.

Innovation as Our Way of Life

WE DRIVE INNOVATION AND INTEGRATE DESIGN THINKING IN OUR MINDSET, NO MATTER THE ROLE

CULTIVATING CONTINUOUS INNOVATION

Our culture of innovation in Certis was celebrated at our Certis Spark 21 Lean Six Sigma (LSS+) summit, which saw over 500 employees attending virtually. Certis Spark aims to empower employees to take charge and lead digitalisation across the organisation. The event showcased successes in our innovation and digitalisation journey, and recognised employees who demonstrated excellence in app development, LSS+ and data analytics.



EQUIPPED WITH THE RESOURCES FOR IMPROVEMENT

Certis was awarded the Institute for Adult Learning - Learning Enterprise Alliance award and grant, which included access to learning consultancy, learning communities-of-practice, and funding. This enabled Certis to strengthen support for the development and growth of our global employees.



"Certis has given me diverse work opportunities to grow and take up new roles and responsibilities. The learning modules have enhanced my approach to continuously innovate in our operations."



Sanoj Kutbuddin Mukadam
 Senior Ops Admin & Logistic Associate
 Airport Division
 GSS Certis International



"Certis is an organisation that encourages continuous innovation. The team and I were able to incorporate AI and data analytics in our projects and make a difference to Certis and our customers."



Poh Ju Peng
 Assistant Vice President
 Head, Data Science
 Chief Digital Officer Office

- HIGH TECH DEVICE (IPAD OR DEDICATED)
- VOICE COMMAND & DICTATION



- CRUTCHES & WALKING STICKS
- SPLINTS & STRUCTURAL SUPPORT



- HIGH TECH DEVICE
- VOICE COMMAND &

OUR COMMUNITIES

KEEPING OUR PEOPLE SAFER AMIDST A PANDEMIC ENVIRONMENT
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GOVERNING THE BUSINESS WITH INTEGRITY THE CERTIS WAY
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PAVING THE WAY FOR ENVIRONMENTAL SUSTAINABILITY
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MAKING THE CERTIS DIFFERENCE IN COMMUNITIES AROUND THE WORLD
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OUR ETHICAL BUSINESS POLICY THE CERTIS COMPASS
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Keeping Our People Safer Amidst a Pandemic Environment

CERTIS HAS ALWAYS TAKEN CARE OF OUR EMPLOYEES AND HOLDS SAFETY WITH THE HIGHEST IMPORTANCE. SINCE 2019, WE HAVE TAKEN THIS A STEP FURTHER AND INCORPORATED SAFETY AS A CORE VALUE OF CERTIS, SIGNIFYING LEADERSHIP COMMITMENT TOWARDS IMPROVING THE WELL-BEING OF ALL EMPLOYEES.



IMPROVING WORKPLACE SAFETY AND HEALTH TRAINING GLOBALLY

Since 2019, Workplace Safety and Health training (WSH) has become a core module for all employees and new hires to raise their knowledge of safety. Certis has also strengthened WSH enterprise risk controls across our markets to ensure our employees' safety remains top priority.

WSH IN ACTION: PROTECTING CERTIS AND OUR CUSTOMERS AGAINST COVID-19

Certis' commitment to WSH swung into action with the COVID-19 pandemic. Employee communications throughout COVID-19 were timely and consistent with key information outlining health and safety. Our Executive Leadership team was also hands-on, with our President and Group CEO taking the lead to visit employees deployed at various COVID-19 sites.



Photo taken during COVID-19 per market's safe management guidelines



EQUIPPING OUR STAFF FOR SAFETY

Personal Protective Equipment (PPE) was made available to our employees, while adhering to local regulations and guidelines. Additionally, Certis organised training for infection prevention and control to ensure proper donning of PPE in COVID-19 operations in Singapore.

Similar PPE training was provided to teams globally. Workspaces were also fitted with barriers and guides to help ensure safe distancing in accordance with local guidelines.

Employees were separated into different cohorts, with front-liners having staggered reporting times and shifts to ensure their safety and well-being.

All employees in Singapore received a personal thermometer and a Certis United Carepack with essentials such as hand sanitiser. We also created a temperature-taking app, so they could log their temperature readings twice a day. A dedicated COVID-19 Taskforce was set up to manage the crisis which included a para-counselling service.

An in-house swab centre was also set up for high-risk COVID-19 operations, which provided easy access for all our employees to be tested when required.



RECOGNISED FOR OUR COMMITMENT TO SAFETY

Certis was crowned winner in both the professional services and crisis management categories of the SABRE Awards Asia Pacific 2020. As the world's largest communications awards programme, the SABRE Awards recognise superior achievement in branding, reputation and engagement.

From the Group to all our markets, and down to the individual employee, Certis' robust WSH commitment and the response have enabled us to keep ourselves and our customers safe during this pandemic.



Making the Certis Difference in Communities Around the World

ORGANISATIONAL TRANSFORMATION IS ESSENTIAL IN THE BUSINESS WORLD. TRANSFORMATION OF LIVES IS ESSENTIAL IN THE REAL WORLD. CERTIS BELIEVES IN AN INCLUSIVE SOCIETY WITH A SPECIAL FOCUS ON LEVELLING UP OPPORTUNITIES FOR DISADVANTAGED GROUPS IN SOCIETY.

Empowering The Disabled



BREAKING BARRIERS CAMPAIGN

In August 2020, Certis launched the Breaking Barriers initiative in partnership with SPD (formerly known as the Society for the Physically Disabled). The initiative aimed to inspire hope and positivity across the community as well as empower and engage persons with disabilities through suitable employment opportunities and volunteer engagement. They are now supporting our integrated quarantine operations services as call centre operators. SPD is also one of our key vendors contracted to support our efforts to digitise hard copy employee personnel files as part of our HR Transformation.

To support SPD through these challenging times, Certis also donated S\$20,000. Our security officers also underwent disability awareness training sessions to learn how to engage and communicate with persons with disabilities.

CPAS VIRTUAL RUN FUNDRAISER

Even in challenging times, our global employees put their best foot forward in supporting persons with disabilities, collectively walking 10,756km in support of our World Cerebral Palsy Month Fundraiser over 26 days in October 2020. Adding on to our united efforts, Certis donated S\$15,000 to the Cerebral Palsy Alliance Singapore.



Photo taken during COVID-19 per market's safe management guidelines



GOING THE DISTANCE FOR CHARITY

Certis Hong Kong and Macau (HKMO) went the distance in support of the Hong Kong Federation of Handicapped Youth (HKFHY) to promote a "Sports for All" culture amongst persons with disabilities. Our employees participated in a virtual charity walk where they clocked over 44,000 steps (equivalent to 33 kilometres) collectively in 17 hours.

This was the third consecutive year that Certis HKMO had supported the charity event through our donation and participation. Our donation went towards sponsoring wheelchairs for the basketball and marathon teams.

BRINGING SMILES TO THE DIFFERENTLY-ABLED

Our colleagues in Qatar had to innovate new ways to bring smiles to the differently-abled children supported by Hope Qatar, a charity that provides care and support for such children. They created eye-catching props and rehearsed after work to give the kids an unforgettable virtual sing-along. Certis also contributed to Hope Qatar's technology room, which helped promote digital inclusion.



Levelling Up Opportunities For The Youth

CHARITREES

Certis proudly supported ChariTrees as a Gold Donor for the third year running.

The annual fundraiser was held in support of the #ENGAGE initiative by The Rice Company which provides digital services and art programmes to vulnerable children; as well as the Samaritans of Singapore (SOS) for intervention and suicide prevention services.

As part of the festivities, our management associates came together to decorate our Certis ChariTree along the Marina Bay Waterfront Promenade to spread some joy and cheer.



Making the Certis Difference in Communities Around the World

Levelling Up Opportunities For The Youth

COMMUNITY GIVE-BACK TWO

Certis partnered The Business Times Budding Artists Fund (BT BAF) on the Community Give-Back programme for the second year. Comprising art and digital technology workshops, this initiative aimed to inculcate the spirit of “giving back” with BT BAF children and youth using their talents to give back to the community. As the presenting sponsor, Certis donated S\$20,000 towards BT BAF.

To kick start the programme, over 20 employees from Certis and BT BAF youth engaged a group of children from Morning Star Community Services, creating paper robots and making them come alive with stop-motion videography.

The Community Give-Back programme saw more than 100 children from four volunteer welfare organisations engaged in creative workshops led by youth from BT BAF.



Photo taken prior to COVID-19

CONTRIBUTING TO THE SMITH FAMILY LEARNING FOR LIFE

Certis Security Australia has participated in the Smith Family Challenge since 2009, in which teams of four competed in a 2-day adventure race over 100km off-road by foot, bike and on the water to the finish line. In 2020, the team raised A\$48,000 for the event. All teams covered their own event costs, allowing 100% of donations to go directly to supporting young Australians in need to get the most out of their education and create better futures for themselves.

Governing The Business With Integrity The Certis Way

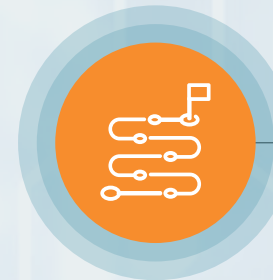
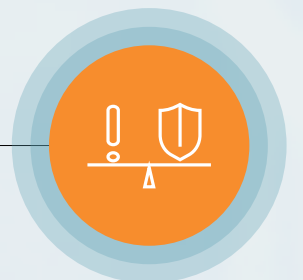


ZERO-TOLERANCE FOR BRIBERY AND CORRUPTION

Certis is committed to conducting ourselves with utmost integrity in everything we do to uphold the trust and confidence given to us by our employees, customers and communities. We have robust and established policies covering business ethics, anti-bribery & corruption and conflicts of interest, and Certis employees embody our core values of integrity and professionalism in all dealings. A whistleblowing channel is available to report any fraud, corruption, illegal acts or unethical practices, and such reports are investigated thoroughly and expeditiously.

MANAGING AND CONTROLLING RISKS

As part of Certis' Enterprise Risk Management Programme, we have implemented the Integrated Assurance Framework (IAF) across the Group to identify key risks and controls. These risks and their controls are reviewed on a structured timeline through clearly identified risk owners. This is to promote a culture of awareness to ensure risk management principles are embedded in all our decision-making and business processes.



MODERN SLAVERY STATEMENT

Certis Security Australia established a three-year roadmap to embrace our responsibilities under the Modern Slavery Act 2018 and drive improvement across management systems, human resources & recruitment, procurement & supply chain, risk management and customers & stakeholders.

Certis Security Australia is a long-standing supporter of Corroboree Services Group, an Australian Supply Nation certified organisation, with over 40 years of experience working with Aboriginal and Torres Strait Islander communities. The partnership increases job opportunities within the security sector for these communities and meets the guidelines of the Indigenous Procurement Policy, including assisting the growth of Corroboree Group through shared resources services.

Certis Security Australia's Reconciliation Action Plan (RAP) also aims to strengthen relationships with these communities. The RAP framework and Corroboree Certis collaboration create a more just, equitable and reconciled workplace that we hope other organisations across Australia will emulate.

Our Ethical Business Policy

The Certis Compass

THE CERTIS BUSINESS ETHICS POLICY SETS FORTH THE BASIC PRINCIPLES THAT GUIDE OUR BUSINESS CONDUCT. WE BELIEVE HOW WE CONDUCT OURSELVES AND HOW WE INTERACT WITH OTHERS DEFINES WHO WE ARE AND WHAT WE REPRESENT. THE POLICY ALSO SERVES TO ENSURE OUR CUSTOMERS CAN PUT THEIR TRUST IN US AND OPERATE WITH PEACE OF MIND.

ETHICAL BUSINESS PRACTICES

- All our employees observe and comply with an ancillary Anti-Bribery and Corruption Policy and anti-bribery and anti-corruption legislation and regulations where we operate. We also strictly prohibit fraudulent acts and participation in any activity reasonably suspected of involving proceeds of crime.

We believe in fair competition and compliance with competition laws. Further, we also believe in fair dealing, safety and quality in our dealings with clients and third parties and expect all who work with us to share our commitment to ethical business principles.

ETHICAL WORKPLACE

- Every Certis employee is expected to always act in the best interests of Certis and be free from conflicts of interest that could adversely influence, or appear to influence, our judgment. All employees are required to make an annual declaration of any potential or actual conflict of interest.

Certis is an equal opportunity employer with transparent employee compensation and management systems based on merit and ability. We are committed to maintaining a healthy and open workplace free from discrimination and abusive, offensive or harassing behaviour, and encourage employees to report any acts of harassment.

INFORMATION PROTECTION

- Certis safeguards confidential information from unauthorised access and prohibits employees from using it for any collateral purpose or personal gain. We comply with all relevant personal data protection legislation and require employees to adhere to the Group Personal Data Protection Policy in handling personal data.

We also respect intellectual property rights by marking and safeguarding all confidential and proprietary materials according to internal guidelines. Company resources are subject to responsible use and not used to engage in any illegal activity.

GOVERNANCE

- Employees who act in breach of this policy or who retaliate against the raising of ethical concerns in good faith will be subject to disciplinary action, including termination of employment.

We provide multiple channels for the reporting of potential violations of this policy, and review and update as needed to ensure that it continues to be adequate and effective.

Paving the Way for Environmental Sustainability

AS COVID-19 ACCELERATES THE PACE OF DIGITALISATION, IT IS A GREAT OPPORTUNITY FOR COMPANIES TO TRANSFORM INTO MORE SUSTAINABLE BUSINESSES. CERTIS HAS STARTED ON THIS GREENING JOURNEY, AND IS READY TO SHARE OUR EXPERIENCE WITH OUR CUSTOMERS.

PROVIDING SUSTAINABLE SOLUTIONS TO OUR CUSTOMERS



Certis helps our customers in their sustainability journeys by providing a holistic real-time overview of multi-site facilities and Internet of Things sensors to achieve resource optimisation and energy usage reduction.

GREENING OUR INFRASTRUCTURE



Certis will leverage energy efficiency opportunities to reduce the impact of our infrastructure on the environment.

Green Blueprint For Tomorrow

REDUCING OUR CUSTOMERS DOWNSTREAM CARBON FOOTPRINT



In the near future, Certis aims to roll out electric and hybrid vehicles to achieve fuel optimisation and operational excellence through data analytics and automation. In doing so, we will help our customers reduce their carbon footprint and make their operations greener and smarter. As part of our efforts, Certis developed a route optimisation application for Singapore that utilises data analytics and automation to chart transport routes for greater efficiency.



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