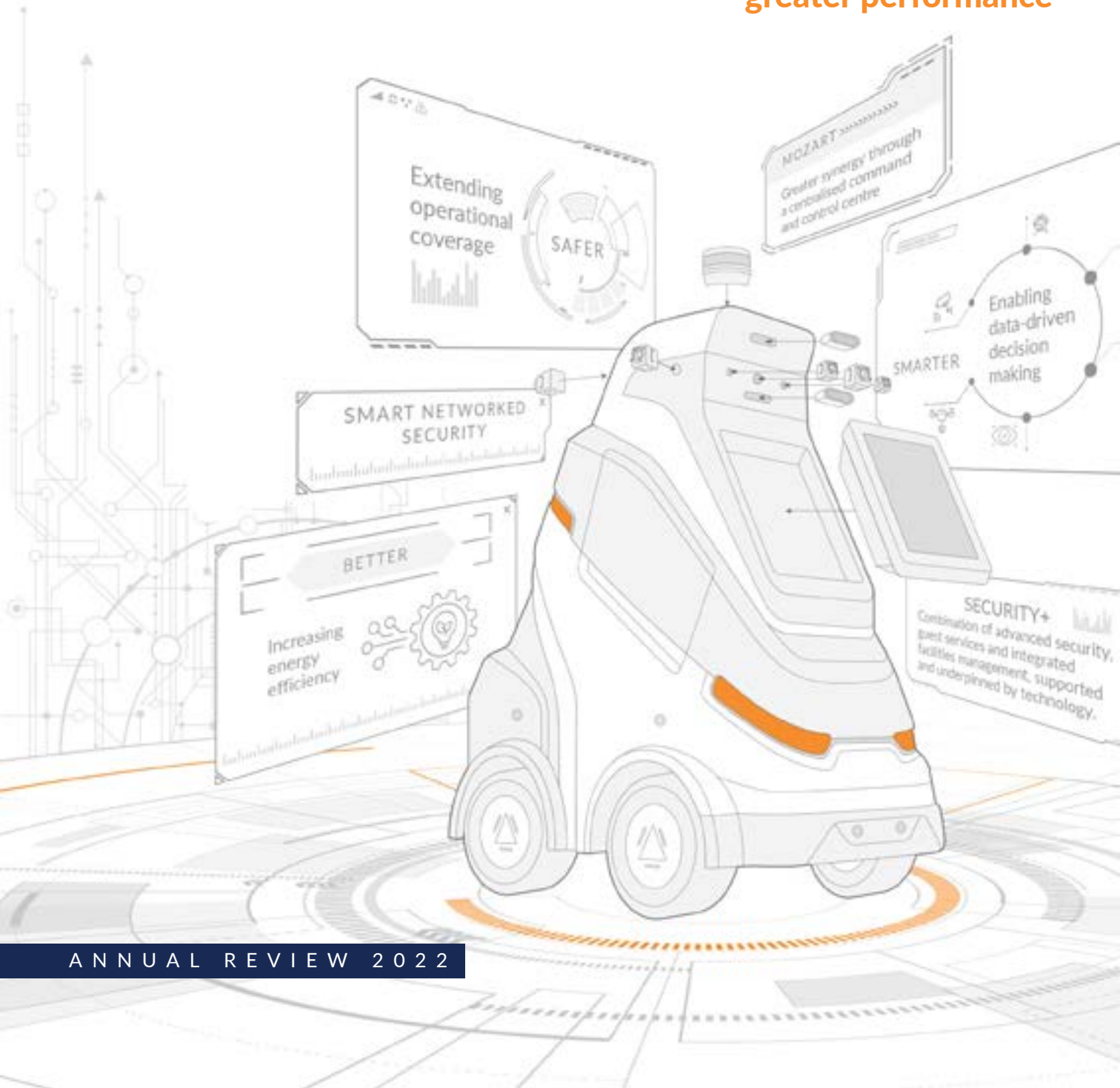


MAKING OUR WORLD

SAFER SMARTER BETTER

INSIDE
Integrating digital
solutions & empowering
partners to achieve
greater performance



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MAKING OUR WORLD SAFER, SMARTER, BETTER

Certis designs and builds smart integrated services for our customers' success, partnering them in their digital transformation journeys, ensuring optimal performance in the heart of their critical and essential business operations. In doing so, our customers enjoy greater peace of mind and can better focus on their core competencies to drive positive results for their business.

Certis is the key partner of choice in providing one-stop integrated solutions for safer, smarter and better outcomes.

CERTIS AT A GLANCE

Revenue
\$1.56 billion

Driving digital transformation

Awards
21

Growing from strength to strength

Technology Patents
28

Crafting innovative solutions

Global Employees
27,000

Building a future-ready workforce

Years of Experience
64

Leveraging our strong heritage in security

Global Presence
6 countries/territories

Delivering ops-tech across Australia, China, Hong Kong, Macau, Qatar and Singapore

LEADING DIGITALISATION IN AUSTRALIA'S RETAIL MALLS



Increased Visibility

Full real-time situational awareness and insights of on-field operations



Reduced Risk of Accidents

Analyses of incident reports to identify patterns of risk, reducing occurrences of safety incidents on site



Faster Response and Better Decision Making

Customised digitalised reporting increased productivity and efficiency by more than 100%



Scan QR code to find out more



Safer, Smarter Security Operations in Australia

Wintergarden is a premium retail precinct located at Brisbane CBD, secured by Certis Security Australia's award-winning Business Operations Support System which is backed by the 24/7 National Operations Centre.

LEADING THE WAY IN SINGAPORE'S HEALTHCARE



Higher situational awareness across all operations

Security operations across all institutions synchronised through ARGUS, Certis' fully digitalised support system with real-time reporting



Optimisation of resources enabled expansion of operations

Healthcare operation system now more fully integrated and closely connected to serve more institutions



Top-of-the-line effectiveness in surveillance and response time

Real-time data-feeds and visualisation has led to higher efficiency and faster response to incidents

Smarter, Better Integrated Operations with Technology

Partnering Certis, One SingHealth Security is powered by an integrated smart command centre, backed by an agile and fully equipped mobile response team. Through technology, all security operations across its nine institutions are now fully integrated.



Scan QR code to
find out more

VISUALISING DIGITAL TRANSFORMATIONS THROUGH THE CERTIS EXPERIENCE



One-Stop Experience, Multiple Environments

The ability to be fully immersed in a limitless variety of environments from a single location



Delivering Customised Solutions

Highly customisable features within tailored solutions brought directly to you

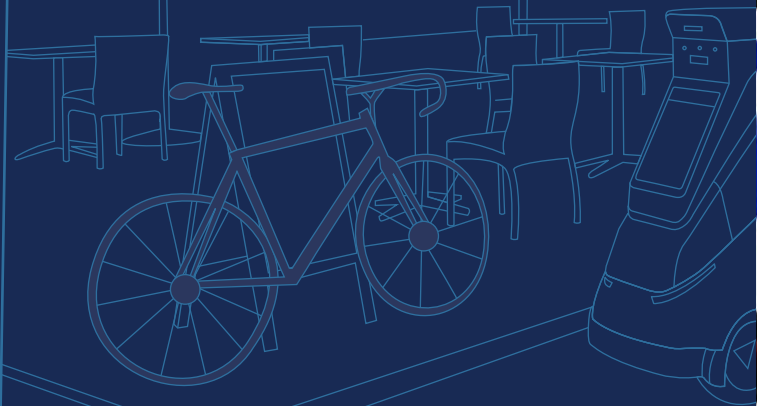


First-Hand Experience of Certis Solutions

Experience our innovative solutions first-hand and effectively visualise how our technology complements your business



Park your bicycles at designated areas as indicated here



One Experience Across Boundaries

The Certis Experience empowers you to visualise solutions specially designed to suit your business needs through real-time simulation of virtual experiences via an immersive streaming and video-conferencing platform.



Scan QR code to find out more

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 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 have 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 a full turn-key solution that guarantees results.

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

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.

Values

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

A WELL-INTEGRATED SUITE OF SERVICES TO MEET YOUR NEEDS

Meeting the Outsourcing Needs of Every Business

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

Advanced Security

Renowned for its rich heritage in physical security services, Certis leads the industry in combining sophisticated ops-tech with manpower that are well-trained to protect.



Integrated Technology Services

The Integrated Operations Centre fuses the best practices into the design of technological services under a single command and control centre to provide world-class solutions for any industry.



Integrated Facilities Management

Certis integrates operations with technology and streamlines intensive work processes to provide a one-stop solution, meeting all facilities management services needs under one roof.



Business Process Outsourcing

Certis offers innovative solutions from logistics to human resources, concierge to customer services so as to help organisations boost their business agility.



Scan QR code to find out more

INNOVATING INTEGRATION

Merging Functions with Security+, to Keep Safer, Go Smarter, Operate Better

In partnering our customers to navigate the challenging business climates and cost challenges of today, Certis developed Security+ which integrates and orchestrates multi-service digital operations, from advanced security, guest services and integrated facilities management to other critical, non-core

services into a single holistic service, supported and underpinned by technology.

With Security+, Certis delivers greater situational awareness and insights to enable our customers to focus on their core business, unleashing synergies between business units and improving the customer experience.

KEEPING EVERYTHING ORCHESTRATED

Conducting an Orchestra of Operations with Mozart
Designed 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 that provide deep insights to improve operational efficiency, security and resource utilisation. By collaborating closely with businesses, we tailor solutions that deliver greater cost efficiencies, improved productivity and higher satisfaction across our customers' operations.

SECURITY+



BPRO®

Business Process Re-Engineering and Operations

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.

Understand complex operations requirements

Redefine the approach together with customers

Customise and operationalise integrated ops-tech solutions

Industries Reaping the Benefits of Security+

- Aviation
- Commercial Property and Retail
- Government
- Healthcare
- Logistics and Transportation

MOZART



Advanced Security



Guest Services



Integrated Facilities Management

Benefits of Mozart

Advanced Situational Awareness

Improved Efficiencies

Single Pane of Visibility

Pre-Emptive and Predictive Operational Insights



Scan QR code to find out more



A HUMAN-CENTRIC TECHNOLOGY ORGANISATION



Empowering People, Driving Critical Business Outcomes

Incorporated by Certis, Augmen+ Technologies (Augment Tech) provides technological and digital solutions, develops in-house customised software and mobile applications to help organisations streamline and optimise their operations across all levels.

Why Augment Tech?

In today's increasingly digital world, businesses must innovate and leverage transformative technologies to thrive. By incorporating technology into every part of their operations, organisations stand to benefit from these outcomes:

- ▶ Better collaboration with suppliers and business partners
- ▶ More personalised customer engagement
- ▶ Higher employee productivity
- ▶ Greater innovation
- ▶ Higher sustainable growth

Augment Tech develops these solutions that provide valuable insights and data so as to sharpen decision-making for businesses in the future.

Supported by a digital factory comprising cross-functional teams, Certis partners enterprises to digitalise their capabilities and streamline diverse operations from human resources, cleaning, logistics and transportation.

OPTIMAX - A Feature-Rich Workforce Operations Management Platform

- ▶ Equips organisation with a full overview of its operations
- ▶ Enhances communication and response time amongst employees
- ▶ Drives efficiency and productivity throughout the organisation
- ▶ Improves overall customer experience



Scan QR code to find out more

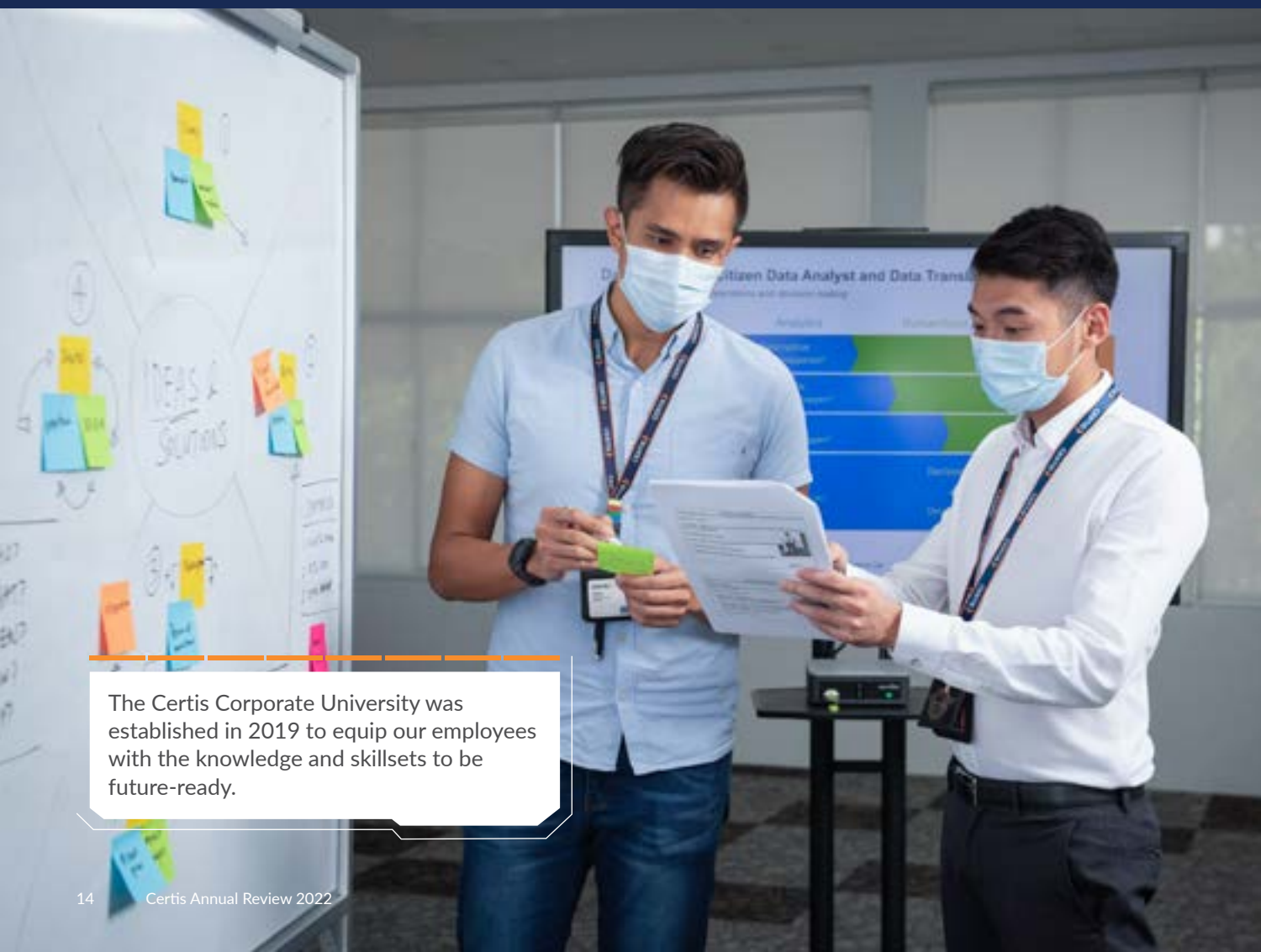


OUR LEADERS

Our senior management team leads with integrity and professionalism, motivating everyone towards achieving both individual and team goals. The Certis leaders of tomorrow facilitate continuous learning and drive improvement in performance by creating, using and managing technological processes and resources.

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The Certis Corporate University was established in 2019 to equip our employees with the knowledge and skillsets to be future-ready.



We believe in driving innovation and digitalisation to optimise operations and simplify work processes to achieve positive outcomes for all our customers.

CHAIRMAN'S MESSAGE



In these extraordinary times, our culture of continuous innovation and commitment to our customers has continued to prevail. We pushed ahead with digitalisation as a key strategy to help our customers transform through our Security+ and BPRO® solutions.

A Salute to Our Employees

For over two challenging years, Certis has played active and key roles alongside governments and customers in various countries in battling the pandemic. We remained focused to protect our communities, our employees and to support our customers during these challenging times.

I am proud that Team Certis continued to demonstrate dedication, agility and resilience. This was not an easy feat considering the need to adapt to rapidly changing COVID-19 conditions, while remaining a trusted partner to our partners and the stakeholders we serve.

Our front-liners made immense sacrifices, and many went beyond their core duties to serve their respective communities. In Singapore, we worked tirelessly to support the government in quarantine and social distancing efforts. In Australia, we stepped up our work at public transportation hubs, security and crowd management at retail malls. In Hong Kong, Macau and Qatar, we continued to strengthen health safety protocols in security operations and kept the facilities COVID-19 safe.

This was all made possible only through the incredible dedication of our 27,000 employees to keep people, assets and operations safe across our businesses.

On behalf of the Certis board, I wish to salute all our employees for their amazing performance under such challenging circumstances. Thank you!

Significant Progress in Business and People Transformation

In these extraordinary times, our culture of continuous innovation and commitment to our customers has continued to prevail. We pushed ahead with digitalisation as a key strategy to help our customers transform through our Security+ and BPRO® solutions.

Despite the challenging business climate, we have gained new customers who trust us to lead them in their digital transformation. We have accelerated our capabilities to deploy a network of smart robots to perform 24/7 security services that optimise manpower efficiency and the customer experience.

This continued success depends on our ability to retain and attract world-class talent. We have continued to grow our pool of tech team members, enabling us to develop tech-enabled solutions to support our customers quickly and efficiently.

Our employees are part of a purpose-driven organisation to make the world safer, smarter and better. We continue to provide them with



Building Strong Sales Momentum

Resilient performance of S\$1.56b, and staying committed to long-term investment in technology



Implementing Flexible Work

Supporting our employees with hot-desking and flexible work arrangements



Pushing Ahead with Digitalisation

Accelerating our capabilities to deploy a network of smart robots to perform 24/7 security services



Making a Difference in the Community

Uplifting the lives of persons with disabilities and disadvantaged children



opportunities to be recognised for their good work, grow their career aspirations and to provide both upskilling and reskilling programmes to help them stay relevant and future-ready.

We have also implemented hot-desking and flexible work arrangements, such as providing shared working areas, dedicated lockers and collaboration corners where staff can seamlessly carry out their duties whether in or out of the office. Last October, we stepped up employee engagement efforts and launched our wellness programme to help our global colleagues appreciate and take care of their mental health. Since then, employees attended virtual sessions ranging from mindfulness and stress management yoga to financial literacy every week.

To show our appreciation to all team members across the Group, we distributed #StayAwesomewithCertis careboxes to all 27,000 employees. This was our recognition for the dedication of our people who have been selfless in keeping the business going despite all challenges.

In the field of Human Resources, we bagged several prestigious awards. These included the "Employee Experience of the Year – Business Services" at the regional Asian Experience Awards 2021, "Excellence in Women Empowerment Strategy – Gold" and "Employer of the Year – Silver" at the Singapore HR Excellence Awards 2021, "Digital Transformation – Silver", "Employee Engagement – Silver", "Employee Wellbeing – Silver" and "Learning and Development – Silver" at

CHAIRMAN'S MESSAGE

the 15th Singapore HR Awards, "Best Companies to Work for in Asia" at the Hong Kong HR Asia Awards 2021, and "Caring Company Award 2020" by the Hong Kong Council of Social Service.

ESG Integrated into Core Business and Future Workplace

Certis has embarked on integrating Environmental, Social, and Governance (ESG) strategies into our business. We are actively tracking and reducing the carbon footprint of our vehicle-fleet, in order to improve operational efficiency and yet provide cleaner security operations for the benefit of the planet and future generations. In Q1 2022, we deployed the first batch of four electric vehicles (two fully-electric goods vans and two sedans) as part of a longer-term plan to electrify our vehicles.

Our upcoming global headquarters is being designed to be a technology-enabling and digitally connected building with green solutions and considerations. It will be a green and smart building inside out. It will also adapt to evolving needs, and provide comfort, convenience and experience to all users, including employees and tenants.

Making a Difference in the Communities We Serve

We have continued to play a socially responsible role in the communities we operate in. As a good corporate citizen, we partnered charities and social service agencies to transform families and build an inclusive society. Driving positive change and empowering our beneficiaries to live their lives with purpose, passion and pride remain our key commitment even in challenging times.

In Singapore, Certis employees volunteered their time for Project #BYOBclean, an initiative by Temasek Foundation to provide hand sanitisers to every household in Singapore, so as to help the community stay safe and healthy. Volunteers were deployed across the island where they helped residents with queries and the collection of hand sanitisers at automated machines. We also launched the first of its kind "DaretoDream" initiative (pictured right), a programme that gave persons with disabilities the opportunity to lead active, healthy lives.

Over in Australia, Certis Security Australia partnered the Special Children's Christmas to deliver gifts to children at the Fowler Road Special School in Sydney,

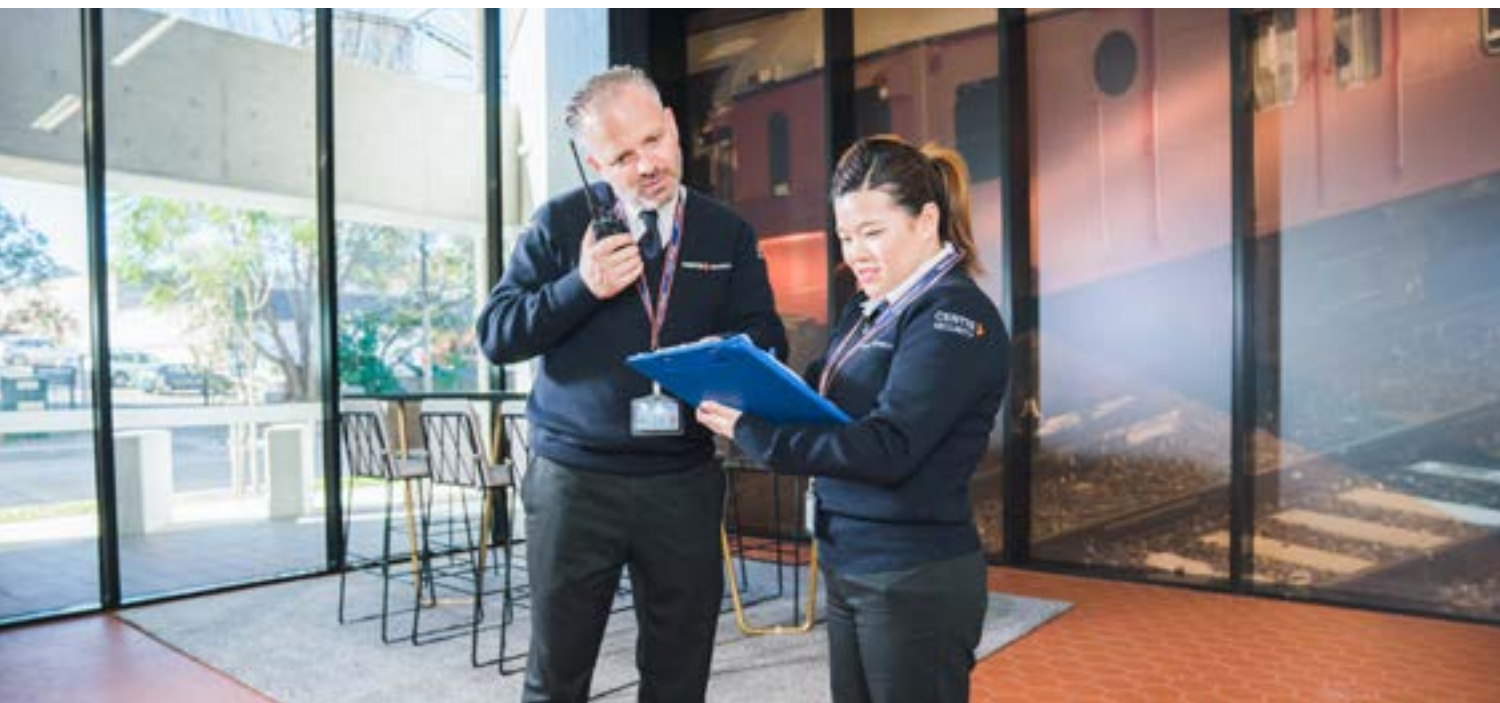
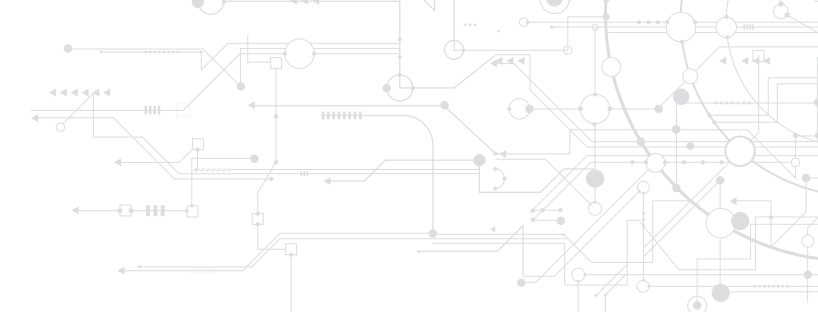


Photo taken prior to COVID-19



spreading much festive cheer to the vulnerable and underprivileged during the holiday season.

Certis Hong Kong and Macau brought light and joy into the lives of those in need during the Mid-Autumn Festival. Together with LoveXpress Foundation, a charity organisation that aims to nurture love and integration of autistic individuals into society, our employees volunteered their time together with a group of autistic youths to hand-deliver mooncakes, face masks and daily necessities to elderly living alone.

Financial Performance in FY2022

The Group revenue for FY2022 dipped slightly to S\$1.56b, partly due to the easing of COVID-19 restrictions. Despite this, we have continued to build strong sales momentum for non-aviation revenue, especially in our overseas markets. Our return on equity remained strong at 24.5%.

Through the years, revenue has held steady as we continue to demonstrate strength and commitment to support our customers. We are committed to long-term investment in technology and transformation that will deliver results to our customers and shareholder.

Thank You for your support

I thank our customers for their trust in us, especially during these challenging times. We will continue to do our best to support them in their needs as we emerge stronger in the post pandemic world.

I also thank all my fellow board members for their guidance, support and counsel. In the last year, we welcomed Allen Lew and Lim Chin Hu to the board, who bring with them valuable experience in digital transformation and strategy.

Finally, on behalf of the board, we thank our front-liners and leaders for their intense efforts and steadfast commitment. We also express deep appreciation to our President and Group CEO for his exemplary leadership during this difficult year. Together, we are stronger and I am confident we can look forward to a safer, smarter, better and sustainable future together.

Olivier Lim
Chairman

FY2022 refers to the period commencing from 1 April 2021 to 31 March 2022

PRESIDENT & GROUP CEO'S MESSAGE

Certis is committed to investing in technology so as to extend our lead by developing new ops-tech products and build organic tech capabilities in these markets.



A Brighter, Better Future Ahead

The global business environment has evolved at a tremendous pace since the pandemic. The accelerated transformation of consumer trends and business demands has resulted in the need for many companies to pivot their focus on organisational agility, flexibility and responsiveness.

Yet, COVID-19 had also brought about various opportunities in pandemic-related security operations, enabling Certis to forge ahead in keeping businesses and the community safe.

I am proud that in the last two years, Certis had responded successfully to the pandemic in many ways. We supported our customers across Singapore, Australia, Hong Kong, Macau and Qatar to navigate a most challenging landscape, led primarily by the experience of our very own digital transformation, which was then applied to help our customers fortify their core business, sharpen their competitive edge, so as to boost their productivity and achieve positive outcomes.

Our BPRO® and Security+ solutions have now come of age, and Certis is now the partner of choice for

technology-led critical security services for some customers, and the digital conversion of in-house operations, for others.

Even as Certis remains steadfast in serving our customers and the community, we continue to transform and strengthen our digital capabilities by investing and developing ops-tech offerings, with the ultimate goal to expand organic tech capabilities for our customers across the markets.

Accelerating Digital Transformation For Certis – And Our Customers

In 2015, we embarked on an aggressive digital transformation across our business offerings. Having since demonstrated the effectiveness of our evolution into a tech-empowered service provider, we now lend our experience and expertise into digitally transforming other businesses.

Agility in transformation is in our DNA. The year saw the enhancement of Allegro, an app – built entirely in-house – designed to improve employee engagement and user experience. From temperature tracking, a back-to-office ticketing system to ART-tests reporting, employees are able to access and submit information



Accelerating Digital Transformation

Developing innovative solutions for our customers with our new start-up Augmen+ Technologies



Making Inroads with Security+ Globally

Integrating Security+ and BPRO® in projects across all industries



Enhancing Performance with Innovation

A trusted partner globally in navigating challenges and growing stronger through technology



Achieving Recognition For Our Solutions

An award-winning organisation with accredited facilities management solutions



on-the-go, and completely paperless, anywhere and anytime. Likewise, in Australia, we developed BOSS, a mobile app that integrates operations seamlessly to produce real-time reporting, coupled with modern analytical capabilities, which continues to place our customers on the digital frontier.

Even as our Executive Briefing Centres (EBC) peppered across the markets continue to showcase Certis' innovative tech-enabled solutions to our global customers, the year saw the development of the Certis Experience Centre – an immersive streaming and video-conferencing platform, complete with multiple scenarios designed to help our customers visualise digital transformation solutions at the comfort of their home or office during strict pandemic restrictions.

We launched a new corporate start-up named Augmen+ Technologies (Augment Tech), a nimble outfit created to focus on the development and delivery of newer and innovative technological solutions to our customers.

Augment Tech's first digital service offering is Optimax – a feature-rich workforce operations management software tool. Optimax equips businesses with a full overview of their operations, delivers enhanced communication and reduces response time between employees, drives efficiency and productivity throughout the organisation and improves the overall user experience. We have on-boarded new customers, and made over 100 product demonstrations beyond our security industry and core markets.

PRESIDENT & GROUP CEO'S MESSAGE



Building on the success of our own transformation and as a reflection of the confidence our customers have placed on us, Certis shifted into higher gear in FY2022 to focus our innovation and technological development efforts, gaining good momentum on enabling our BPRO® and Security+ solutions across the markets, and empowering our customers along their own digital transformation journey.

In Australia, we were awarded the Queensland retail portfolio managed by JLL. Wintergarden, a premium retail precinct located in the Brisbane Central Business District, engaged our integrated ops-tech solution to increase the visibility of service delivery and proof of service, strengthened safety measures, digitalised incident reporting and overall transformed the orchestration of operations.

One of Australia's largest logistics providers was also most recently added to our list of customers, having incorporated our technology into their operations across New South Wales, Victoria, Queensland and Western Australia.

In Hong Kong, we co-innovated – alongside Hong Kong's government authorities – to create BPRO® solutions to optimise the deployment of

LeaveHomeSafe Ambassadors and security operations in 21 public indoor facilities across the country. Over in Macau, we now provide BPRO® consulting services to Studio City. Certis Technology Macau worked on the installation, testing and commissioning of Security and Access Control System and Hotel Locking System for Phase 2 of Studio City.

In Qatar, our partnership secured a contract with Hamad International Airport to provide highly trained and tech-capable security staff to operate an innovative screening technology, enhancing the safety and security of passengers and improving the efficiency of security screeners.

In Singapore last year, we were first awarded a contract by Lendlease, an Australian integrated real estate and investment group, to design, develop and implement innovative ops-tech to transform Paya Lebar Quarter's shopper experience while maintaining safety and security within the mall. In FY2022, Lendlease extended our security contract for three additional sites – Parkway Parade, Jem and 313@Somerset with the use of our BPRO® model that leverages technology to enhance the work efficiency of deploying security manpower.

Even as we cautiously pivot into living with COVID-19 in our midst, Certis continued to build-up our presence in the healthcare industry in FY2022, with the appointment by One Singhealth Security to integrate their security operations under one command centre through Argus, our fully- synchronised, digitalised support system complete with real-time reporting, optimisation of resources across all its institutions in Singapore.

The outlook in FY2023 remains challenging. Nevertheless, we will forge ahead by strategically improving our core business, retain our existing clientele base and capture more market share in our geographic markets, even as we increase customer mindshare towards Certis' digital solutions.

Building Strength From Within

We have been working hard at distinguishing ourselves from our competition. Last year, we won the AVSEC Global Award 2021 for 'Organisation of the Year' at the AVSEC Global Symposium in Dubai. This prestigious award recognises individuals and organisations for demonstrating exceptional performance across key areas in the security field.

Additionally, we were awarded the Frost and Sullivan 2021 Singapore Facility Management Competitive Strategy Leadership Award for proven leadership position in delivering impactful business outcomes through tech-enabled Integrated Facilities Management solutions.

We had also been accredited as a Certified Facilities Management Company (GoldPlus) by the Singapore International Facilities Management Association for providing extensive facilities management services that exceeds industry standard and quality.

Our global headquarters will undergo redevelopment that will, when completed, incorporate our new tech capabilities better while fortifying our security structures. Construction work commenced in late 2021 and is expected to be completed by 2025. As a result, we have moved some of our operation teams from our headquarters to three new premises at Paya Lebar Quarter, Certis East Coast and Certis Commonwealth in Singapore.

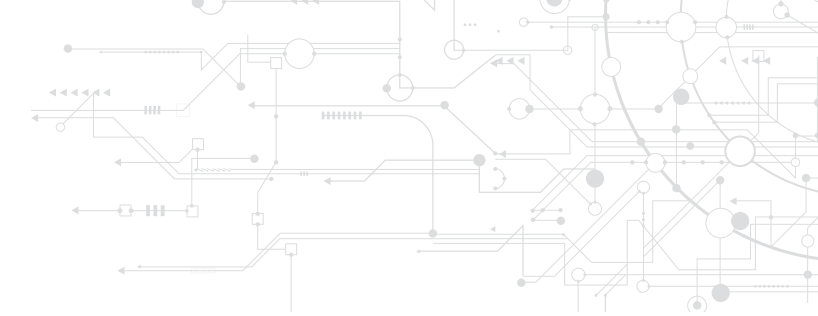


Photo taken during COVID-19 per market's safe management guidelines



Looking Ahead

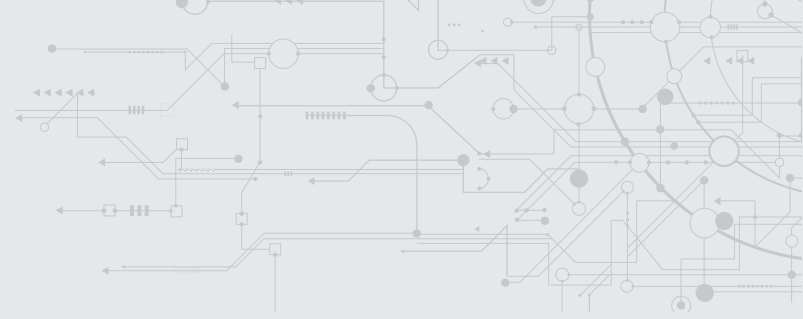
Certis takes much pride in providing one-stop integrated solutions to our customers, so as to generate productivity savings and efficiency throughout their organisations. To attain this objective, we will continue to innovate and expand on our suite of services. To maintain our leadership position in our industry, we will continue to build up our technological capabilities for our customers and to integrate more smart technology into our solutions to stay ahead.

Concurrently, we will continue to drive efforts in optimisation and digitalisation throughout the Group, sharpen our risk management and compliance, and strengthen our Environment, Social and Governance policies and practices to meet global standards.

At Certis, by understanding that our employees are the key driver to our success, we will continue to place emphasis on employee engagement and development, the mental wellness of employees amidst a challenging year and to provide continuous upskilling and reskilling opportunities for all.

We will move forward together, as one Certis.

Paul Chong
President & Group Chief Executive Officer



BOARD OF DIRECTORS

Mr Olivier Lim joined the Board in October 2014.

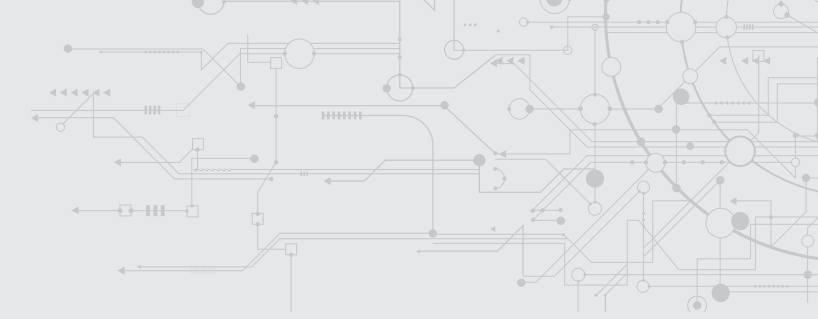
Mr Lim is currently Chairman of Certis CISCO Security Pte. Ltd. and Property Guru Group Limited. He is the lead independent director of DBS Group Holdings Ltd and DBS Bank Ltd, and a director of StarHub Limited and Raffles Medical Group. He is also a member of the board of trustees of the Singapore Management 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 JTC Corporation, 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.



Olivier Lim
Chairman



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. 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 SDAX 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 SingHealth, Ensign Infosecurity Pte Ltd, and the Global Cyber Alliance. He advises entities in banking, technology, cybersecurity, philanthropy, and is also a Justice of Peace and Honorary Fellow of St John's College, Oxford.

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.



Khoo Boon Hui
Director

Mr Jonathan Popper joined the Board in August 2018.

Mr Popper has been with Temasek since February 2013 and currently serves as Managing Director, Portfolio Development. Most recently, he served as Managing Director, Investment, with responsibility for Temasek's 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.



Jonathan Popper
Director

BOARD OF DIRECTORS



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.



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.

Ms Chong Ee Rong joined the Board in December 2018.

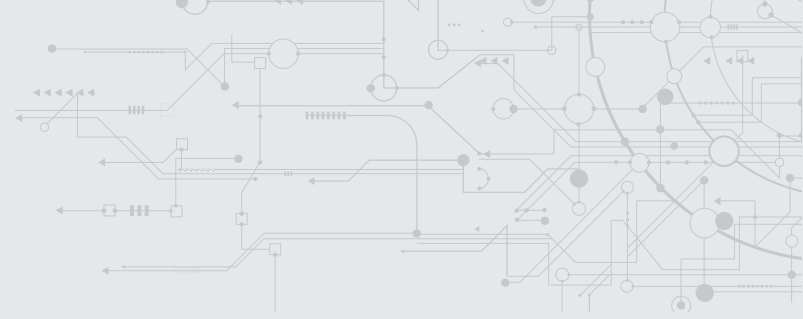
She is a seasoned business leader, active board member and is currently an Independent Non-Executive Director with Jollibee Foods Corporation (PSE-listed), as well as Chair of the Corporate Governance Committee. She is Vice Chair of the National Volunteer and Philanthropy Centre, Council Member of the Singapore Business Federation, and Chairperson of the Young Business Leaders Network – Singapore's official representative to the ASEAN Young Entrepreneurs Council and Association.

Her previous executive roles include leadership positions with listed healthcare group – Raffles Medical Group as Deputy Managing Director. Prior to RMG, she spent eighteen years with global integrated marketing agency - Ogilvy & Mather, across the region building global brands and businesses through various stages of growth and transformation.

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 with the Singapore Institute of Directors and an accredited member of the Institute of Public Relations Singapore.



Chong Ee Rong
Director



BOARD OF DIRECTORS



Quек Bin Hwee
Director

Mrs Quек Bin Hwee joined the Board in May 2019.

Mrs Quек 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 Quек has extensive experience in statutory audits, corporate governance, corporate restructuring, fraud investigations, business and finance.

Mrs Quек 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 Quек 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 Quек holds a Bachelor of Accountancy (Honours) degree from the University of Singapore, and is a chartered accountant with the Institute of Singapore Chartered Accountants.

Mr Allen Lew joined the Board in January 2022.

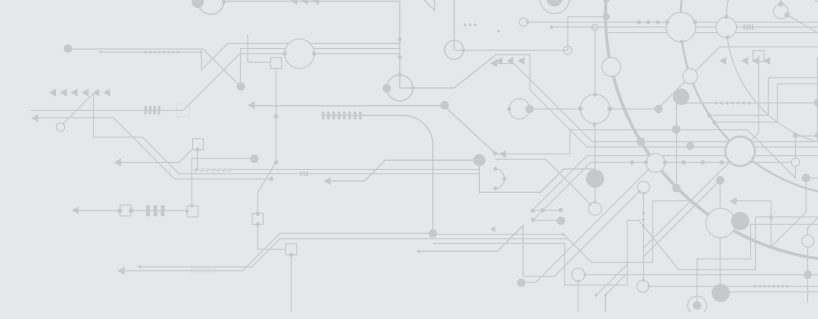
Mr Lew has been Senior Advisor with Singapore Telecommunications Limited (Singtel) since 1 May 2021. He took on the roles of CEO Group Strategy & Business Development and Country Chief Officer Thailand of Singtel from April 2020 to April 2021 and was appointed Chief Executive Officer, Consumer Australia and Chief Executive Officer, Optus from October 2014 to March 2020. Prior to that, Allen was Country Chief Officer Singapore and CEO, Group Digital Life from 2012 to 2014.

Mr Lew began his career with Singtel in November 1980 and has served in various senior management roles both in Singapore and overseas. His first overseas posting was to Advanced Info Service Public Company Limited (AIS), Singtel's regional associate. He was the Chief Operating Officer of AIS for three years before his posting to Optus in late 2001, as Managing Director of Optus Mobile and later as Managing Director of Optus Consumer Business. He returned to Singapore as CEO Singapore in 2006 and held that position until March 2012.

Mr Lew is a Board Member and Chairman of the Executive Committee of Advanced Info Service Public Company Limited (AIS) and Co-Vice Chairman of Globe Telecom. He is also a member of the Board and the Chairman of Audit & Risk Committee of Raffles Medical Group. He was formerly on the boards of Sentosa Development Corporation, Energy Market Authority and Singapore Institute of Technology.



Allen Lew
Director



Lim Chin Hu
Director

Mr Lim Chin Hu joined the Board on 1 April 2022.

Mr Lim was CEO of Frontline Technologies Corp. Ltd, a SGX-listed company that was acquired by British Telecoms in 2008. He was instrumental in bringing Frontline public in 2001 and expanding its footprint from a Singapore-only business to a pan-Asia premier IT services company with a presence in South East Asia, China and India.

Mr Lim has over 30 years of experience in the technology industry. He started his career with Hewlett Packard (HP) in 1981 and held various management positions in HP Singapore and South East Asia. He was with Sun Microsystems (now Oracle) from 1992 to 2000 and held various positions including Managing Director of Sun Singapore, Country Director for Sun Microsystems in Philippines, Indonesia, Thailand and Vietnam, and Director, Partner and e-Channels for Sun Microsystems in Asia Pacific.

Mr Lim previously served as a board member of Infocomm Development Authority of Singapore (IDA), a board member of SiTF (Singapore IT Federation) and a council member of IT Standards Committee, National Infocomm Manpower Council and Singapore Institute of Directors. He previously served on the boards of Telstra Corporation, a leading telecommunications company listed in the Australian Stock Exchange, Keppel DC REIT, Personal Data Protection Advisory Committee and SGX Listing Advisory Committee.

Since his retirement from full-time executive work in 2011, Mr Lim has been involved actively in serving various organisations as a board member of Singapore Exchange Limited, Kulicke & Soffa Inc (Nasdaq: KLIC), G-Able (Thailand) Ltd, Citibank Singapore Ltd, Heliconia Capital Management Pte Ltd, Singapore Technologies Engineering Ltd, SP Telecom Pte Ltd, Singhealth Pte Ltd, ALPs Pte Ltd and Integrated Health Information Systems Pte Ltd.

Mr Lim holds a Bachelor of Science from La Trobe University, Melbourne, Australia. He attended the International Director's Programme at INSEAD and UCLA Director's Training program as part of his continuing lifelong education as a director. Mr Lim is a Fellow of Singapore Institute of Directors.

EXECUTIVE LEADERSHIP TEAM



Paul Chong
President &
Group Chief Executive Officer



Goh Soo Lim
Group Chief Financial Officer



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 (Operations)



Nelson Yau
Deputy Chief Executive,
Singapore (Commercial)



Lim Kang Song
Chief Executive,
Australia



Benny Lim
Chief Executive,
Hong Kong & Macau



Joseph CP Tan
Chief Executive,
Technology Services Business

YEAR IN REVIEW

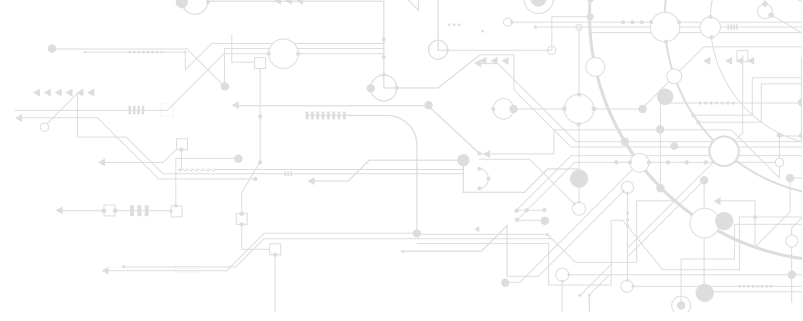
In the last two years, Certis has demonstrated courage and dedication in keeping facilities and people safe in Australia, China, Hong Kong, Macau, Qatar and Singapore. Certis will continue to play an active role in navigating ongoing challenges in the post pandemic world, making it safer, smarter and better for all.

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Certis is an industry leader and partner of choice, driving digital transformation and optimising operations across six countries/territories and in more than 10 industry sectors.

We deliver customised smart integrated solutions that streamline work processes and improve efficiency for all our customers.



ENSURING SAFER OPERATIONS

A leader and a trusted partner



Co-Innovating with Partners

to develop solutions to secure assets



Ministry of Health Singapore

Singapore

Government

By combining technology with its COVID-19 taskforce experience, Certis was able to develop a customised Integrated Quarantine Operation Service for the Ministry of Health. Services included carepack distribution, self-testing reminder calls, secure escorts to key administrative sites and a 24/7 Hotline for enquiries.



Gold Coast Turf Club Partnership

Australia

Sports Facilities

Appointed in FY2022, Certis Security Australia is the security partner to one of Australia's most prestigious horse racing and entertainment venues. Through a dedicated security workforce and technological know-how, Certis Security Australia ensures that visitors have an enjoyable experience, while staying safe and secure.



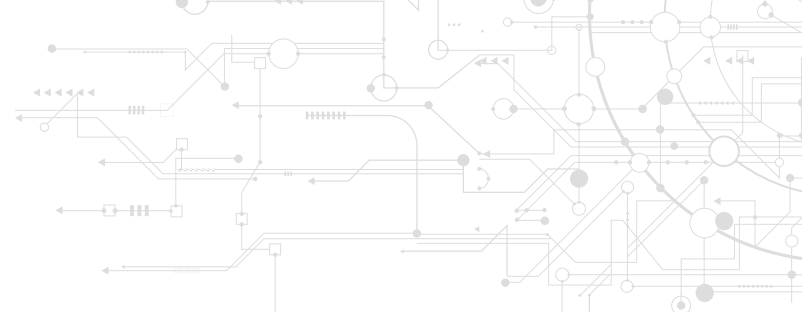
Hamad International Airport

Qatar

Aviation

Hamad International Airport, one of the world's leading airports, recently installed an innovative advanced baggage screening technology to enhance the safety of passengers and increase efficiency. As a preferred partner, GSS Certis International (GSSCI) is the only security services provider that has been trained to operate the system. GSSCI is proud to secure the safety of over 30 million travellers in and out of this world-class airport annually.

ENSURING SAFER OPERATIONS



Optimising Operations with Technology

to safeguard valuable retail assets and to improve the overall customer experience for shoppers



Making a Difference with Technology

to protect assets and human lives in the aviation industry



Australia Logistics



Hong Kong Government



Singapore Retail



Australia Aviation

Certis Security Australia has been a security partner of Qantas Freight for over 50 years. On a national scale, we have been ensuring the safety of all working personnel and passengers in the air freight logistics industry in Australia, managing security screening at all Qantas Freight facilities. In FY2022, Certis was appointed to manage additional sites, expanding our footprint to Tasmania and Northern Queensland.

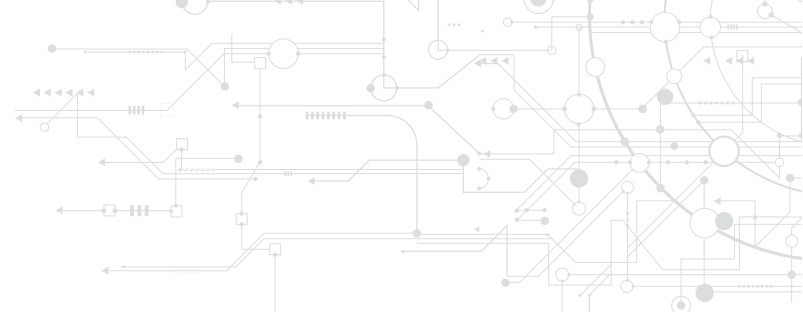
Working closely with the Government since FY2022, Certis Hong Kong has been promoting and encouraging the use of the LeaveHomeSafe mobile application to contain the spread of COVID-19. Aided by our friendly ambassadors, the enforcement of COVID-19 measures was smooth for the public to safely enter the Food and Environmental Hygiene Department's indoor facilities across Hong Kong.

Certis integrated our unique BPRO® solution by combining manpower, ARGUS devices, electronic attendance recording, data analytics, digitalised tasking and reporting so as to optimise security operations at three Lendlease shopping malls for an improved visitor experience.

Appointed in FY2022, Certis Security Australia is a key security partner to an expanding regional airport in Southern Australia. Being a leading service provider in the aviation industry, Certis was selected to provide security screening services and airfield security operations for the airport. On-ground-security ensures all air travellers continue to enjoy a pleasant and safe passage in and out of the airport.

DELIVERING SMARTER SOLUTIONS

Integrating data-driven solutions for greater outcomes



BOSS mobile application streamlines the screening process of potential threats with a **Focus on Usability, Efficiency and Real-Time Analytics**



One of Australia's largest logistics companies

Australia Logistics

Photo taken prior to COVID-19

Since FY2022, Certis Security Australia has implemented BOSS - a mobile application for security officers, across nine logistics sites in Australia. The application employs innovative technology to improve operations in freight screening, static guarding services, ad hoc guarding, mobile escorts and alarm response.

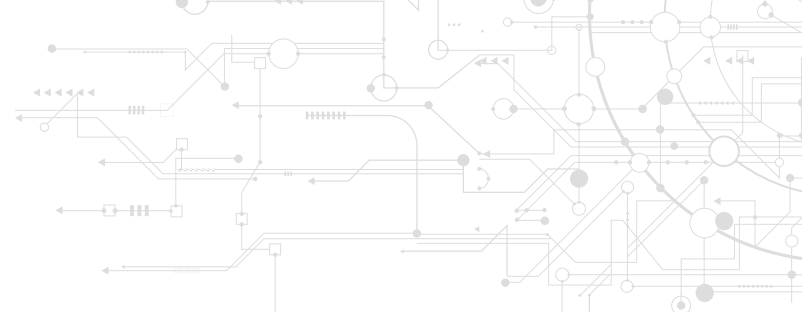


PropEx 2021

Hong Kong Property

Certis Hong Kong successfully staged its first exhibition in PropEx from 4 to 6 November 2021. Partnering Microsoft, Certis Hong Kong leveraged the platform to provide a glimpse into our tech enabled capabilities and unique service offerings in the security industry. Certis took advantage of the occasion to provide a top level experience with a stunning booth design, extraordinary offerings and showcasing our AI-enabled capabilities to over 8,000 guests at the event.

DELIVERING SMARTER SOLUTIONS



Demonstrating applied intelligence and tech enabled capabilities that

Digitalises and Integrates Processes for Greater Effectiveness



Certis HK Webinar 2021 Series

Hong Kong Property

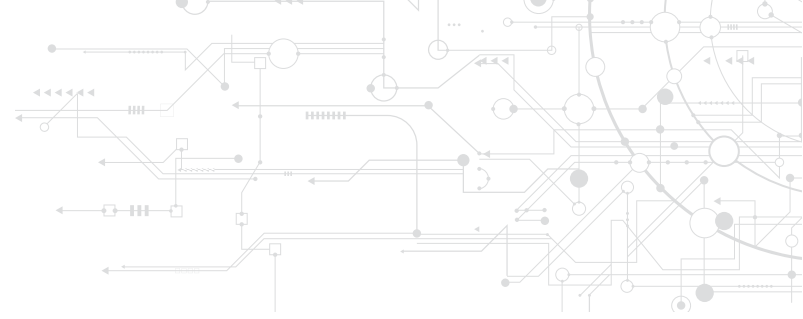
Certis Hong Kong launched its first webinar series focusing on property security. This inaugural webinar series showcased how organisations could manage their premises more effectively with applied intelligence and operations-technology capabilities. The webinar was attended by 100 current and potential customers to learn more on our cost saving features and operational efficiency in different markets.



Studio City Phase 2

Macau Integrated Resort

As one of Europe and Asia's most influential developer, owner and operator of integrated resorts, Melco Resorts & Entertainment entrusted Certis Technology Macau with the installation, testing and commissioning of the security, access control system and hotel locking system for phase two of Studio City. The systems efficiently secure 250,000sqm of gaming, retail and hotel space.



ACHIEVING BETTER PERFORMANCE

Delivering award winning services to our customers



 **JLL Vendor Award Winner in Service Excellence 2021**

As a partner of over 35 years to JLL, Certis Security Australia has consistently adapted to their evolving needs while maintaining high standards to provide top-class security and customer service for a range of sites.



 **AVSEC Global Award 2021: Organisation of the Year**

Certis was recognised as the “Organisation of the Year” at the AVSEC Global Symposium in Dubai for demonstrating exceptional performance across key areas in the aviation security field.



 **Excellent Service Award by SPRING Singapore**

Bagging a total of 637 Silver, 258 Gold and 149 Star awards for service excellence, Certis was honoured to have registered the highest number of awards jointly issued by the Singapore Retail Association and Singapore Hotel Association.



 **Singapore Hotel Association Outstanding Star Award**

Certis was recognised in providing excellent service by the Singapore Hotel Association in the Non-Hotel Sector category for delivering exceptional service and creating memorable experiences for guests.



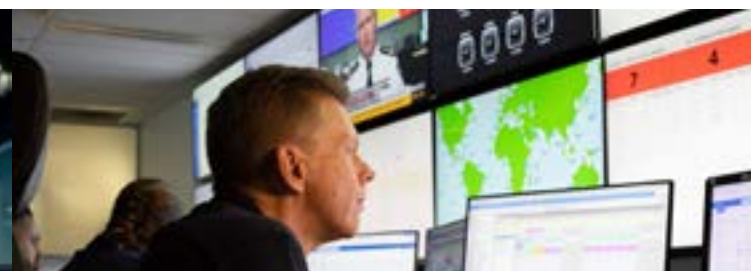
 **Frost and Sullivan 2021 Singapore Facility Management Competitive Strategy Leadership Award**

Certis remains the only facilities management company in Singapore to be recognised by Frost & Sullivan for our proven Competitive Strategy Leadership in delivering impactful outcomes through tech-enabled, integrated solutions.



 **Certified Facilities Management Company (GoldPlus)**

Certis was given the highest accreditation by Singapore International Facility Management Association, for providing FM services that exceeded industry standards, and proved our leadership position in the FM industry.



 **International Cyber Security Certification**

Certis Data Orchestration Platform - Mozart's accreditation of ISO15408 EAL2 affirmed the effectiveness of Certis' internal assurance framework in strengthening the cyber security capabilities of its technologies.


21

Industry awards won in FY2022



Scan QR code to find out more

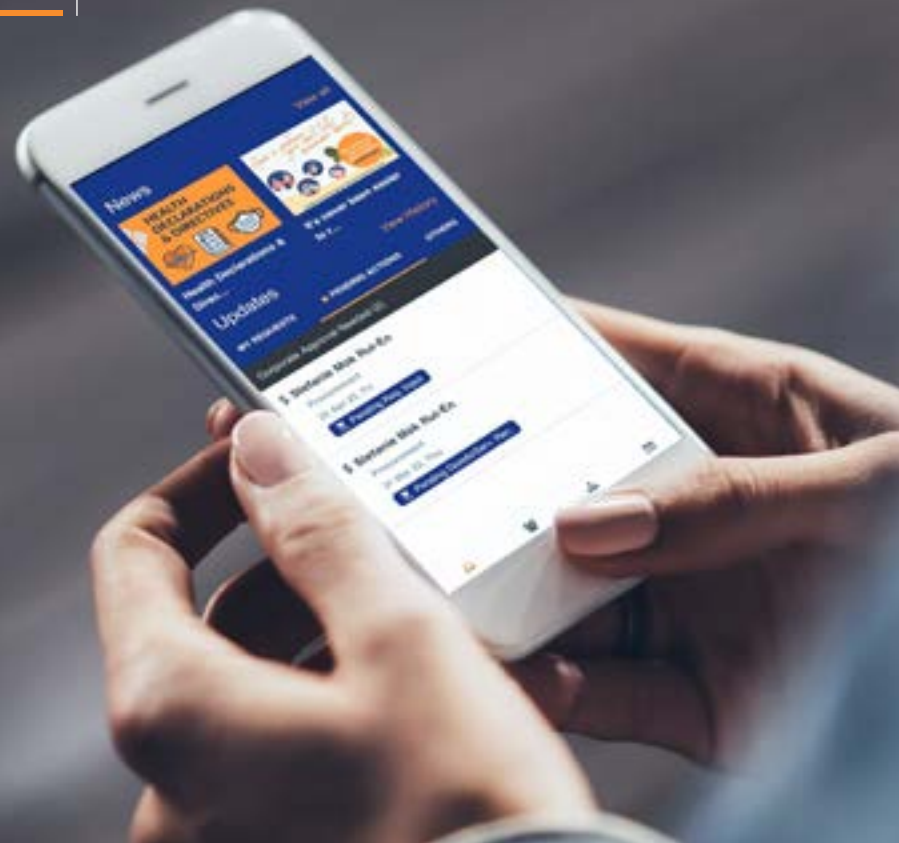
OUR PEOPLE

People are the most critical asset for Certis. To enable our people to perform at their full potential, Certis provides diverse career opportunities, training in personal development and skills, and an empowering culture to innovate and leverage technology.

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Our Allegro mobile app provides employees with on-demand access to useful features such as leave applications.



72% of our employees agree that Certis is a great place to work, and it is recognised as one of Singapore's Great Place to Work-Certified™ Companies.



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

EMPOWERING OUR PEOPLE

Encouraging a conducive workplace by investing in the safety and wellness of our teams



Keeping employees well in mind and body

We stepped up employee engagement efforts and launched our global wellness programme to enhance the wellbeing of our employees. 47 events and workshops were organised from October 2021 to January 2022. Employees could attend weekly virtual sessions ranging from mindfulness and stress management yoga to financial literacy. We deployed the Employee Assistance Programme for employees in all countries to readily reach out to trained mental health professionals on work and personal issues. We provided premium subscriptions to the Calm mobile app for employees to access relaxation and mental fitness tips anytime and anywhere.



47

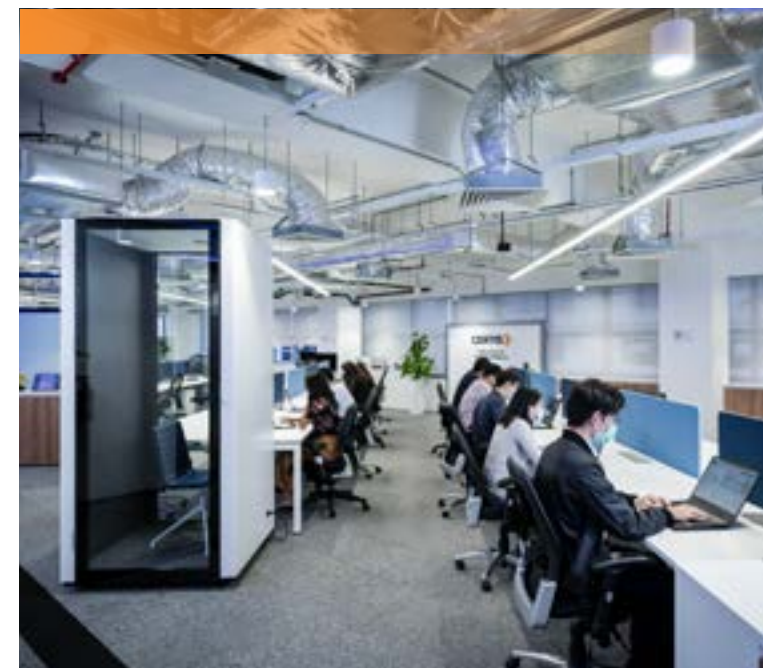
Events and workshops held last year

Work Safe at Certis

Safety is a top priority for Certis and it includes providing a safe, healthy and conducive workplace across Certis' global operations. Certis Security Australia, for instance, has a three-year workplace safety strategy, "A Fresh Pair of Eyes", that aims to enhance and embed safety into the business. Certis Security Australia was nationally certified for the Occupational Health and Safety Management System ISO 45001, which validates our commitment to reducing work-related injuries and adoption of industry best practices.



Photo taken prior to COVID-19



New Ways of Work

Certis has implemented a flexible work model for our people to continue to be productive and efficient while working from home or the office. With the new work model, all office-based employees in Singapore have no individual desk or office. Employees can choose to work from Certis East Coast, Certis Commonwealth or Csuites at Paya Lebar Quarter at their convenience and flexibility. There are also ample collaborative spaces in each location where employees can connect to innovate and create solutions for tomorrow.

ENABLING INDUSTRY 4.0

Fostering a culture of innovation and developing our people through digitalisation



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

Upskilling and Reskilling for a Better Future

Last year, Certis launched the Individual Development Plan for employees to pursue their own development opportunities including job rotations, on-the-job-training experience, overseas exposure and informal coaching moments. Measures such as learning leave, learning credits and learning hours were implemented to support our employees' learning journeys.



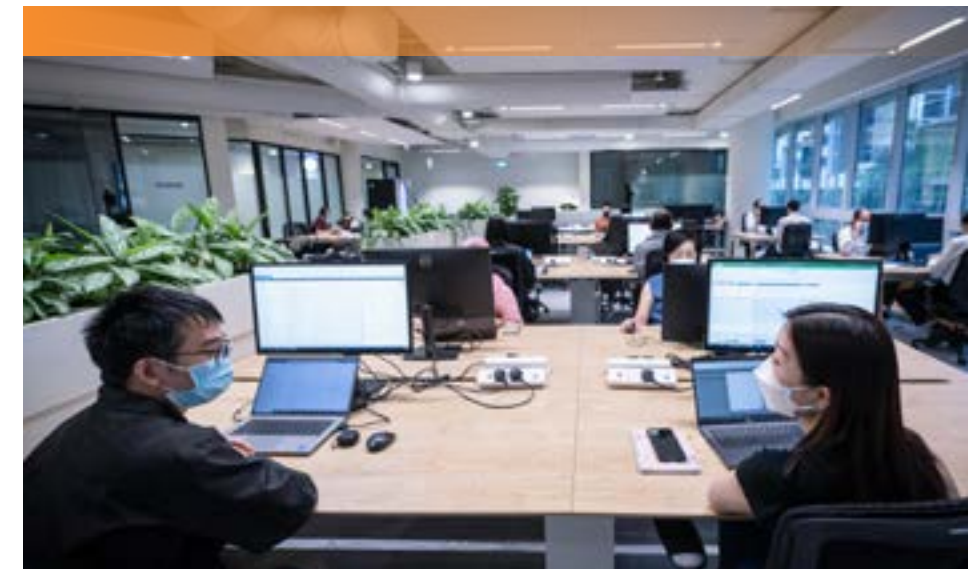
>16,000 active Allegro users



Building a Digitally Smart and Savvy Workforce

Allegro was one of our core innovations designed to improve employee engagement and user experience. Evolving alongside the pandemic and employees' needs, Allegro's features have evolved from temperature tracking, to a BackToOffice ticketing system, and now ART-tests reporting. Employees are able to access and submit information on these digital developments anywhere anytime, facilitating both their work and safe workplace measures. Use of Allegro frees up time for other tasks and increases business productivity. More than 16,000 employees use the application regularly since its launch.

In November 2021, we embarked on the development of the Certis Innovation Portal. This is a centralised project management portal for cross-functional learning; sharing of best practices; financial and organisational dashboards; seamless project registration and approval; and access to work improvement toolkits, templates and learning resources.



Certis's Training Milestones For The Year



100% of tech staff upskilled in tech and digital literacy courses.



Management staff clocked **a total of 25,200 learning hours in FY2022**, averaging over 37 hours per person.



Over 10% of eligible global tech staff pursuing a graduate certificate and/or Masters programme.



More than 78% of frontline staff completed at least one digital workplace programme.



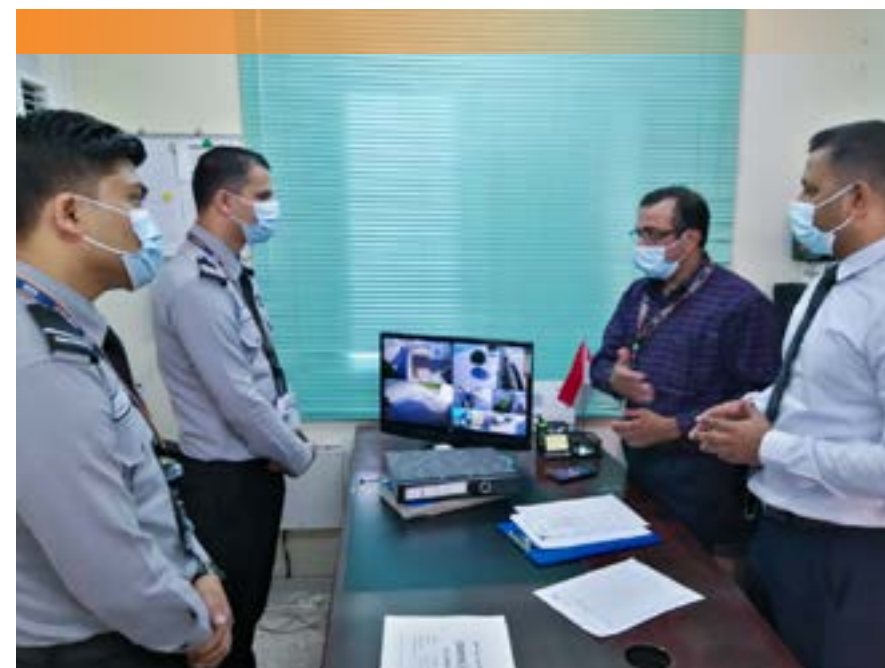
Average of **60 hours of training per management staff** and **50 hours per associate staff**.

ACHIEVING GREATER IMPACT

Guiding our people to thrive and achieve better outcomes



Leadership Development is Key
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. Our executive leadership team is actively involved in a pilot programme where each leader mentors several employees outside their immediate teams to understand and support their career goals, aspirations and personal development.



Growing Our People

Certis launched a series of coaching workshops to equip our people managers and senior leaders with necessary skills to manage, oversee and coach their teams confidently – more in demand now as teams increasingly work remotely. In addition, new leadership modules were designed and developed in-house to prepare supervisors and people managers with the relevant leadership competencies to lead and manage their teams in today's dynamic business environment.


13

Prestigious Human Resource and Service awards won last year

Awards

Certis prides itself as a choice employer that cares for its employees holistically – from attracting the right talent, providing meaningful careers and growth opportunities, and taking good care of their health and well-being.

In recognition of our achievements in people management, we won several prestigious Human Resource and Service awards last year.



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



Asian Experience Awards 2021

- ▶ Employee Experience of the Year - Business Services



HR Excellence Awards 2021

- ▶ Excellence in Women
- ▶ Empowerment Strategy - Gold
- ▶ Employer of the Year - Silver



HR Asia Awards 2021

- ▶ Employee Well-Being - Silver
- ▶ Employee Engagement - Silver
- ▶ Digital Transformation - Silver
- ▶ Learning and Development - Silver
- ▶ Leading HR Practitioner - Bronze



Hong Kong HR Asia Awards 2021

- ▶ Best Companies to Work For in Asia



International CRE Awards 2021

- ▶ Best Use of Knowledge Management
- ▶ Customer Satisfaction Quality System
- ▶ Field Support of the Year



Excellent Service Awards 2021

- ▶ 185 Star, 374 Gold, 854 Silver



The Hong Kong Council of Social Service

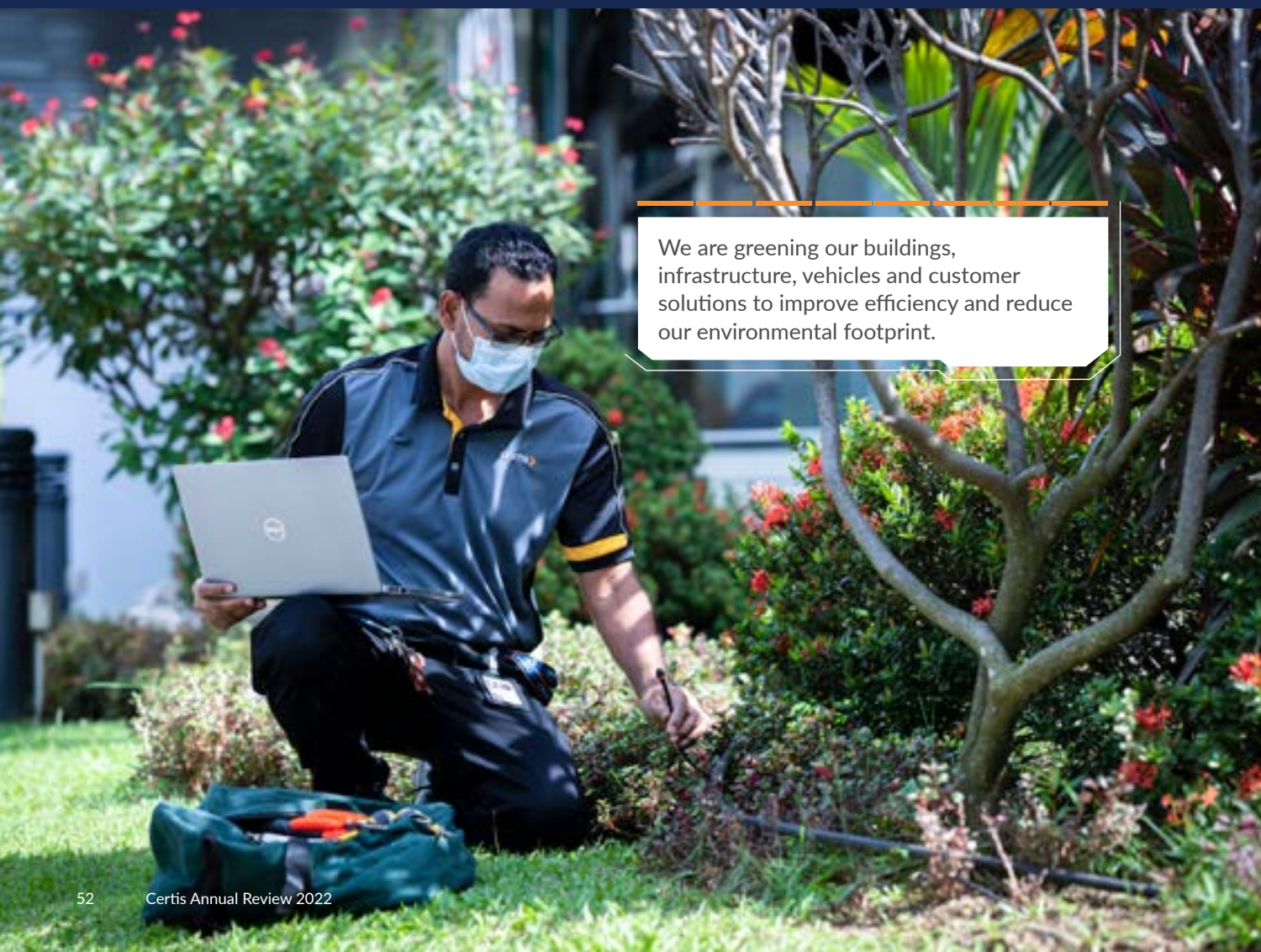
- ▶ Caring Company Award 2020/2021

GIVING BACK TO THE COMMUNITY & PLANET

At Certis, we believe in positive transformations of communities to build an inclusive society with special focus on levelling up opportunities for disadvantaged groups. Our corporate social responsibility efforts are aligned to our purpose - to make the world safer, smarter and better by everything that we do.

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We are greening our buildings, infrastructure, vehicles and customer solutions to improve efficiency and reduce our environmental footprint.



We are intensifying our community efforts and investments to help disadvantaged and vulnerable groups impacted by the prolonged COVID-19 pandemic.

DEVELOPING SUSTAINABILITY



Photo taken prior to COVID-19

Global warming leads to rising sea levels and extreme weather, which are threatening the lives and livelihoods of communities all over the world. As a responsible corporate citizen, Certis is committed to protecting the environment by optimising the energy consumption of our vehicular fleets and buildings, and reducing carbon emissions throughout our global operations.

We are actively working on several green initiatives. This includes measuring the global carbon footprint of our buildings and infrastructures, and developing smarter and cleaner operations to reduce energy consumption and carbon emissions for both Certis' and our customers' operations. For our global fleet of over 700 vehicles, we practise route optimisation to reduce mileage and fuel consumption. In Australia with close to 100 vehicles, we have transited half of the fleet to hybrid vehicles, which has reduced more than 40% of carbon emissions from fuel consumption since 2019.

Our goal over the next few years is to progressively electrify our global fleet, recognising that electric vehicles (EVs) have significantly lower lifecycle emissions and zero tailpipe air pollution. Our customers will benefit too in their decarbonisation efforts and reporting as they enjoy lower supply-chain emissions by using our EV-powered services.

As one of the largest fleet operators in Singapore with more than 600 vehicles, we are deploying our first fleet of electric vans and sedans. This will familiarise Certis drivers with current and upcoming EV technologies such as vehicle performance, safety and battery charging methodology.

In March 2021, Certis announced a partnership with Lendlease to redevelop our global headquarters in Paya Lebar, Singapore. When completed in 2024, this will be a green and sustainable development that uses the latest building and digitalisation technologies to minimise usage of electricity, water and materials.

In September 2021, Certis Security Australia partnered uniform manufacturer Worn Up to upcycle old uniforms, plastic trays and other items into new products. Certis' Sydney Airport staff contributed to this green initiative by donating almost 500 old screening trays, while other sites had been providing old and unused uniforms, which were turned into a variety of items including animal collars.

In May 2022, our Certis Bukit Timah building was awarded the Green Mark Certification by the Building and Construction Authority.

PROVIDING COMPREHENSIVE SUSTAINABILITY SOLUTIONS

At Certis, we are innovating and integrating environmental sustainability into our customer solutions. Green solutions can help our customers gain a competitive advantage and build resilience against tomorrow's challenges. With our years of experience in managing operations for major customers such as healthcare institutions, retail malls and national precincts, we are making use of technology and data analytics to pre-empt potential malfunctions, optimise energy and reduce manpower resources in critical areas such as energy management, water management, waste management and air distribution systems.

Data Analytics

- ▶ Digital twinning
- ▶ Model development
- ▶ Feature engineering

Operation Technology

- ▶ Command centre infrastructure
- ▶ Hosting
- ▶ DevOps
- ▶ Machine to machine
- ▶ Platform to platform

- ▶ Threshold, trending, anomaly detection
- ▶ Early warning and forecasting
- ▶ Visualisation

- ▶ IOT sensors
- ▶ Mozart
- ▶ Monitoring
- ▶ Asset Tagging

- ▶ Extract transform and load
- ▶ Data warehousing, data lake

Certis Sustainability Services

- ▶ Energy
- ▶ Water
- ▶ Waste
- ▶ Disinfection
- ▶ Sanitation



Internet Of Things (IoT) Sensors

to detect temperature, differential pressure and water leakage to reduce the need for routine inspections



Holistic Water Solutions

to reduce water consumption, energy for heating and chemical discharge to the environment



Mozart's Analytics Capabilities

to predict utility (electricity, water and cooling) consumption, pre-empt possible faults and schedule timely maintenance



Analysis and forecasting of Crowd Density Data

for calibrating the building load and energy usage



Cooling and ventilation systems that can perform at more than **90% Efficiency Rate** to reduce energy wastage



Integrated Sensors

in public amenities to optimise the use of electricity and water, and provide real-time updates

MAKING A DIFFERENCE

Certis believes in an inclusive society and is committed to uplifting the lives of disadvantaged groups wherever we operate. In the past year, we increased our efforts in bringing hope and to making a difference to the lives of our beneficiaries.

Empowering Persons with Disabilities



Launch of 'Dare to Dream'
Certis' 'Dare to Dream' initiative was launched on 23 February 2022 to encourage Persons with disabilities (PWDs) to lead active and healthy lives. The initiative comprises two components – the Certis Superheroes Challenge to identify new talent and develop the next generation of para athletes, and support of the national goalball women's team to compete in overseas sporting competitions.



Supporting the Singapore National Goalball Women's Team

As part of the 'Dare to Dream' initiative, Certis employees from Singapore, Australia, and Hong Kong interacted with Joan Hung, a Singapore national goalball athlete.

During the virtual session, Joan brought all participants through high-intensity exercises and shared her journey as a visually impaired individual, including her experience representing Singapore in goalball, a sport catered specifically to the visually-impaired.



Helping Children with Disabilities Overcome Challenges in Qatar

GSS Certis International (GSSCI) organised a virtual engagement activity for the beneficiaries of HOPE Qatar in March 2022. HOPE Qatar provides services to children with disabilities to help them overcome their challenges. At the event, GSS Certis employees created props and choreographed song and dance routines to engage the children. GSSCI presented Hope Qatar with a donation for HOPE Qatar to purchase items to serve children with autism and other sensory issues.



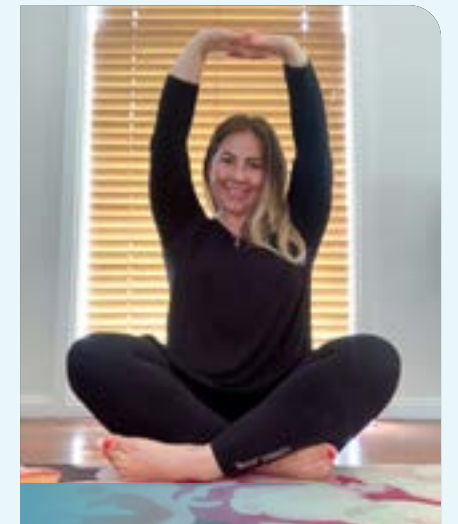
Bringing Light and Joy in Hong Kong

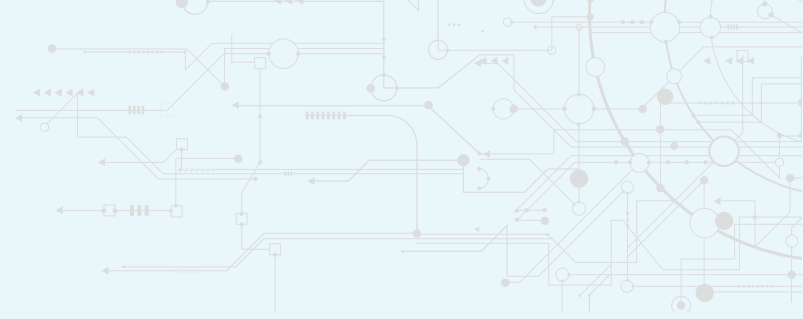
Certis Hong Kong and Macau brought light and joy into the lives of those in need during the Mid-Autumn Festival in September 2021. This initiative was organised by LoveXpress, together with a group of autistic youths, our employees hand-delivered mooncakes, face masks and daily necessities to the elderly living alone in remote areas.



Breaking Barriers 2.0

As part of Breaking Barriers 2.0 initiative in November 2021, Certis implemented a programme to train SPD beneficiaries and employees in core customer service skills in Singapore. Certis also organised a virtual activity where global employees engaged the beneficiaries through song and dance routines, and fitness exercises.





MAKING A DIFFERENCE

Levelling Up Opportunities for Children and Youth



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



Spreading Joy at Christmas in Australia

In December 2021, Certis Security Australia partnered the Special Children's Christmas Party to deliver bags of gifts to children at Fowler Road Special School in Merrylands, Sydney. This programme brought much joy to the most vulnerable children who suffer from serious illness, mental or physical impairment, domestic violence or underprivileged circumstances, and took their minds off the daily challenges they face.



Certis Community Give-Back - 3rd Edition

In December 2021, Certis partnered The Business Times Budding Artists Fund (BT BAF) for the third year running in a series of annual give-back activities. Comprising art and digital technology workshops, the Community Give-Back programme had BT BAF youth lead a coding session together with Certis employees for disadvantaged children.



Charitrees

Certis was the Gold Donor for ChariTrees 2021 an annual event featuring specially designed Christmas trees lighting up Marina Bay Waterfront Promenade to support charitable causes. Our donation helped to support digital inclusivity and mental well-being for disadvantaged children and youth.



Volunteering for Project #BYOBClean

In April 2021, Certis employees in Singapore volunteered their time for Project #BYOBClean. This was an initiative by Temasek Foundation to provide 500ml of non-alcohol hand sanitisers to every household and help the community stay safe and healthy. Our volunteers were deployed across the island and helped residents with queries and the collection of hand sanitisers at automated machines.

OUR GOVERNANCE COMPASS

Managing Enterprise Risks

A central pillar of our governance is the Integrated Assurance Framework (IAF) that combines pre-emptive risk management with assurance-driven audits. The IAF adopts a comprehensive risk universe comprising strategic, financial, operational, compliance and information technology risks. Their risks controls are reviewed by risk owners regularly. This is to promote a risk-aware culture and ensure that management principles and practices are well embedded in our decision-making and business processes.



Ethical Business Practices

Certis and its employees are committed to good corporate governance and the highest standards of integrity and ethics in dealing with all stakeholders. We have zero tolerance for any form of bribery and corruption throughout our global operations. All employees are required to attend training and comply with anti-bribery and anti-corruption legislation, regulations and corporate policies. We strictly prohibit fraudulent acts and participation in any activity reasonably suspected of involving crime proceeds.



Ethical Workplace

Every Certis employee is expected to always act in the best interests of Certis. All employees are required to make an annual declaration of any potential or actual conflict of interest. Certis is an equal opportunity employer based on merit, ability and transparent employee compensation. We maintain a healthy and open workplace free from discrimination and abusive, offensive or harassing behaviour, and encourage employees to report any inappropriate acts.



Whistleblowing

Certis has an independent whistleblowing channel for employees, suppliers and other stakeholders to report any suspected or actual fraud, corruption, illegal acts or unethical practices by employees of Certis. Such reports will be investigated objectively, thoroughly and expeditiously. We review the whistleblowing policy regularly to ensure its adequacy and effectiveness.



Information and Intellectual Property Protection

Certis safeguards confidential information and prohibits employees from using it for any collateral purpose or personal gain. We require employees to adhere to the Group Personal Data Protection Policy and relevant personal data protection legislation. We respect intellectual property rights by marking and safeguarding all confidential and proprietary materials accordingly. Company resources must not be used to support or engage in any illegal activity.

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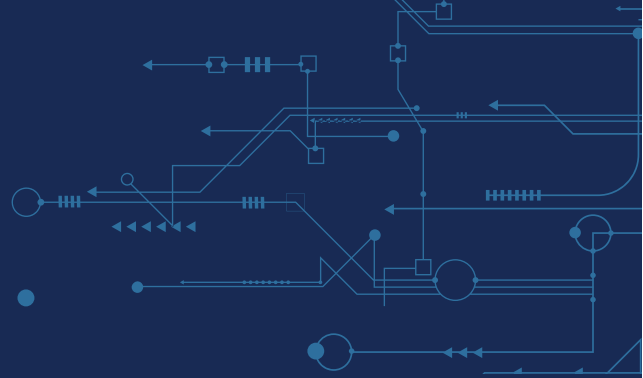
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MAKING OUR WORLD
SAFER, SMARTER, BETTER





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