



MAKING OUR WORLD
SAFER, SMARTER, BETTER

Annual Review 2023

The Future of Operations

How we empower our partners to stay ahead of the game with intelligent operations technology

At Certis, we believe that technology and people form an inseparable partnership, working hand-in-hand to ensure optimal performance across critical business operations. By facilitating seamless collaboration of the two driving forces, we guide our partners on successful digital transformation journeys, providing them the support and tools necessary to adapt and stay ahead of the competition in an ever-evolving world.

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Certis At A Glance

\$1.46 billion

in revenue for FY23,
with a key focus in driving
digital transformation

**65
years**

of strong heritage in the
security industry

**34
awards and accolades**

in recognition of our growth
from strength to strength

**5
countries and territories**

strengthening our global footprint
in delivering ops tech solutions

**28
technology patents**

to-date, sealing our commitment
towards innovative solutions

**27,000
global employees**

united to form our
future-ready workforce



A SAFER FUTURE FOR THE NEXT GENERATION

Certis is committed to providing a secure and sustainable future, through conscious decisions that address the needs of our customers.

F1 Singapore Grand Prix 2022

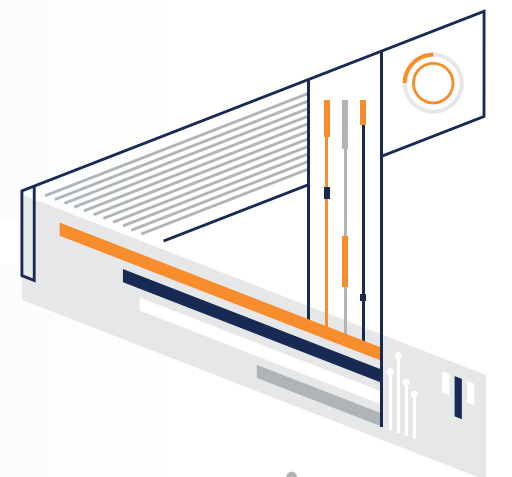
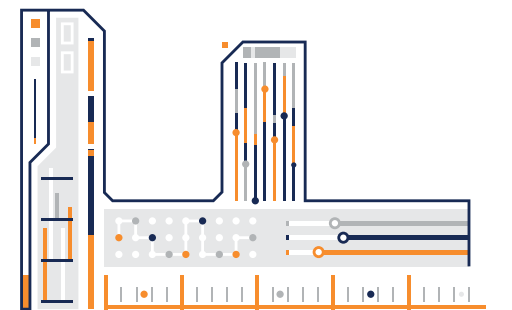
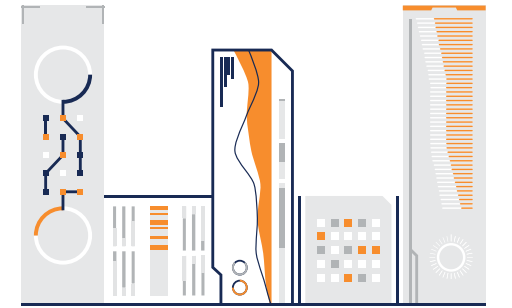
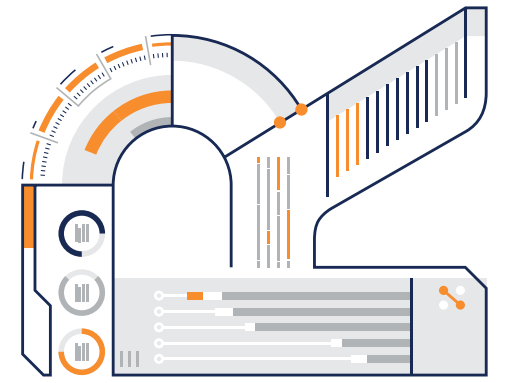
Ensured smooth event operations through the deployment of 1,250 security personnel to oversee traffic management and safety.

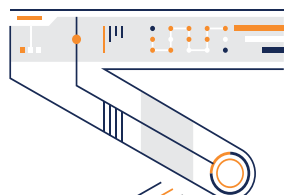
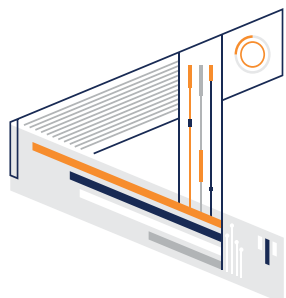
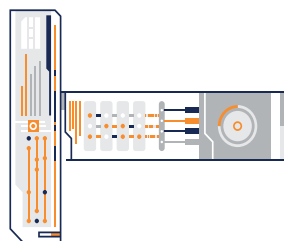
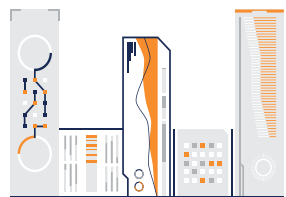
Port Authority of New South Wales

Received commendation from stakeholders for our performance in the resumption of cruise operations post COVID-19 lockdowns.

Residential Housing Precinct in Australia

Overhauled the design and execution of a Security Control Room to improve efficiency for the workforce, resulting in enhanced safety in the precinct.





EMPOWERING SOLUTIONS FOR A SMARTER WORLD

Our digital transformation journey goes beyond the adoption of technology into our solutions. We embrace a smarter, more sustainable way of life.

A Brand New Tech-led Enforcement Command Cell

Designed to cater to customised needs of our clients, the Enforcement Command Cell system fuels efficiency for the management of large-scale deployments.

Certis Group HQ at Paya Lebar Green

The 220,000 sqft office space utilises Certis' AI-powered platform, as well as sustainable solutions for energy efficiency.

Deployment of Optimax at Qatar World Cup

Real-time insights were channeled back to the central command centre for efficient incident analysis, response, and resource deployment.





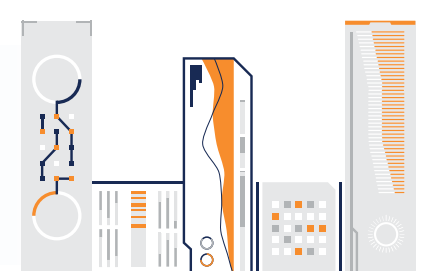
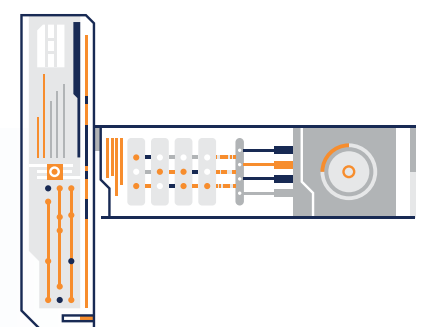
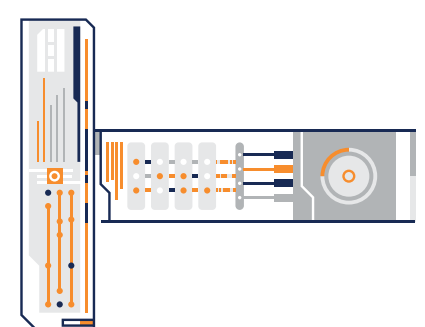
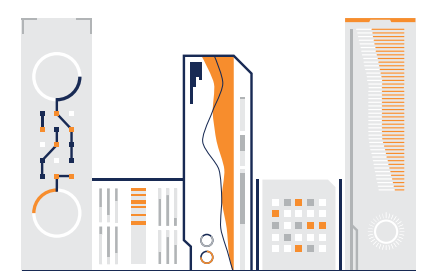
BUILDING A BETTER TOMORROW TOGETHER

Certis empowers positive transformations within and outcomes within our organisation and the industry, to forge a brighter and more inclusive world.

Accolades Across Multiple Aspects
From technology and security to HR excellence, Certis was accorded 34 awards in various aspects of our global business over the year.

Promoting Sustainable Transportation
Committed to protecting the environment, Certis introduced an electric and hybrid fleet in our Singapore operations, to make aplomb for sustainability and energy efficiency.

An Employer of Choice
Certis Hong Kong and Macau received recognition as an Employer of Choice and was further awarded the HR Asia Best Companies to Work for at the Asia Awards 2023.



OUR PURPOSE

To Make Our World Safer, Smarter, Better

At Certis, we understand that our decisions have a big impact on **Our People, Our Planet, Our Communities** and **Our Customers**.

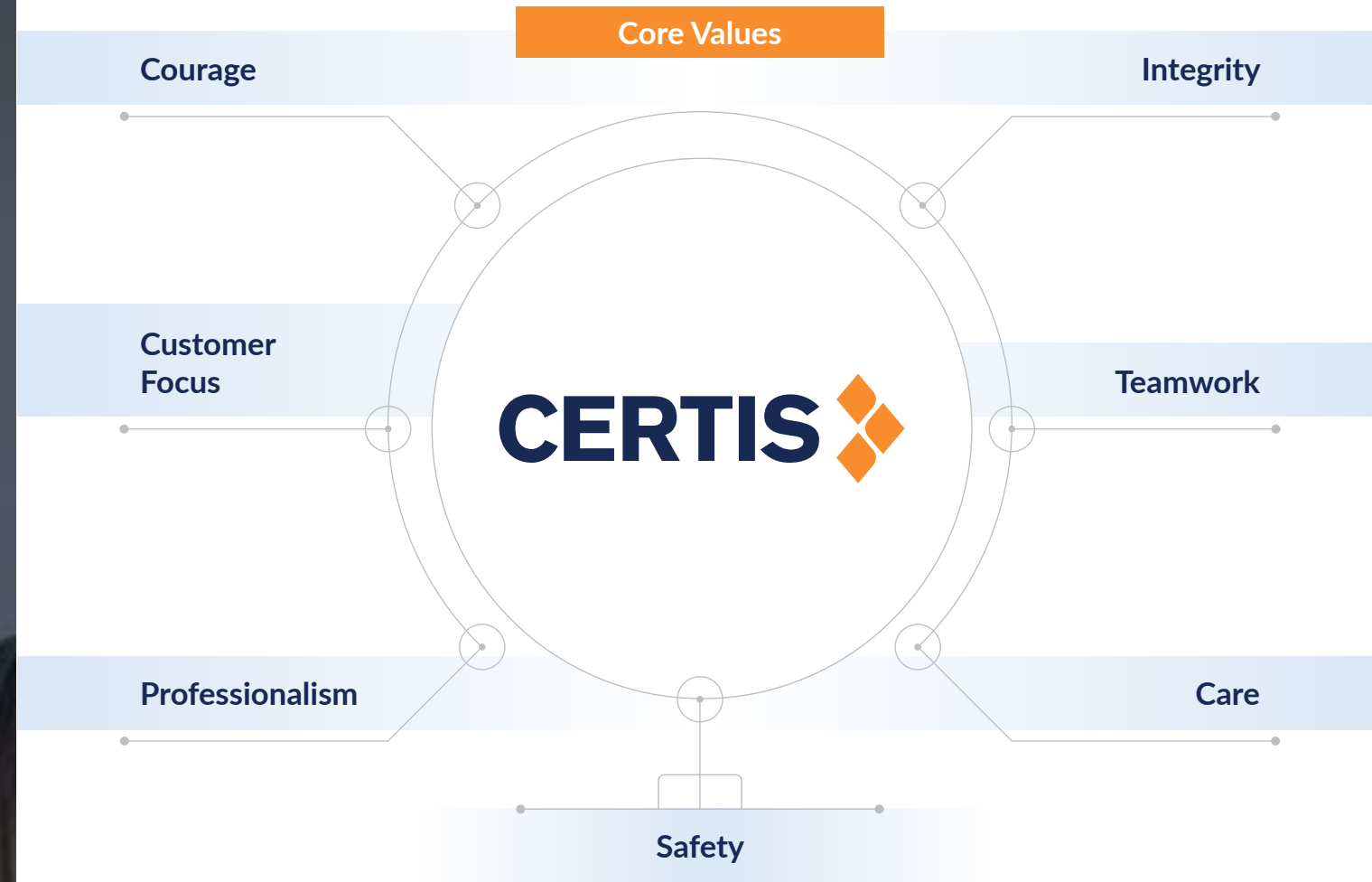
Our Purpose – to make our world safer, smarter, better – steers the choices we make and the decisions we take as a business, to create the most positive impact. Even as we harness our strengths to inspire, nurture and develop our people, and make ethical choices to protect the environment we live in, we continue to empower and uplift our communities and commit to giving our best to customers by supporting them with innovative and sustainable solutions.

At the heart of it, we are about creating outcomes that make the world a safer, smarter and better place for everyone today, and for generations to come.



WHO WE ARE

Partnering Proven Expertise With Tech-Enabled Capabilities



Certis is a leading services partner that designs, builds and operates smart security and integrated services. Our service offerings leverage our security heritage, and are augmented by data and Artificial Intelligence (AI). 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 customers across both the private and public sectors. They have trust in our unique Operational-Design First principle, and share the belief that technology and operations must work hand-in-hand, not in silos.

Focused on our customers' business, we first seek to thoroughly understand their operations, so that we can co-create the perfect experience with solutions that drive optimal outcomes. Underpinned by a 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 safer, smarter, better and more sustainable business operations, for ourselves and for our customers.

OPS TECH

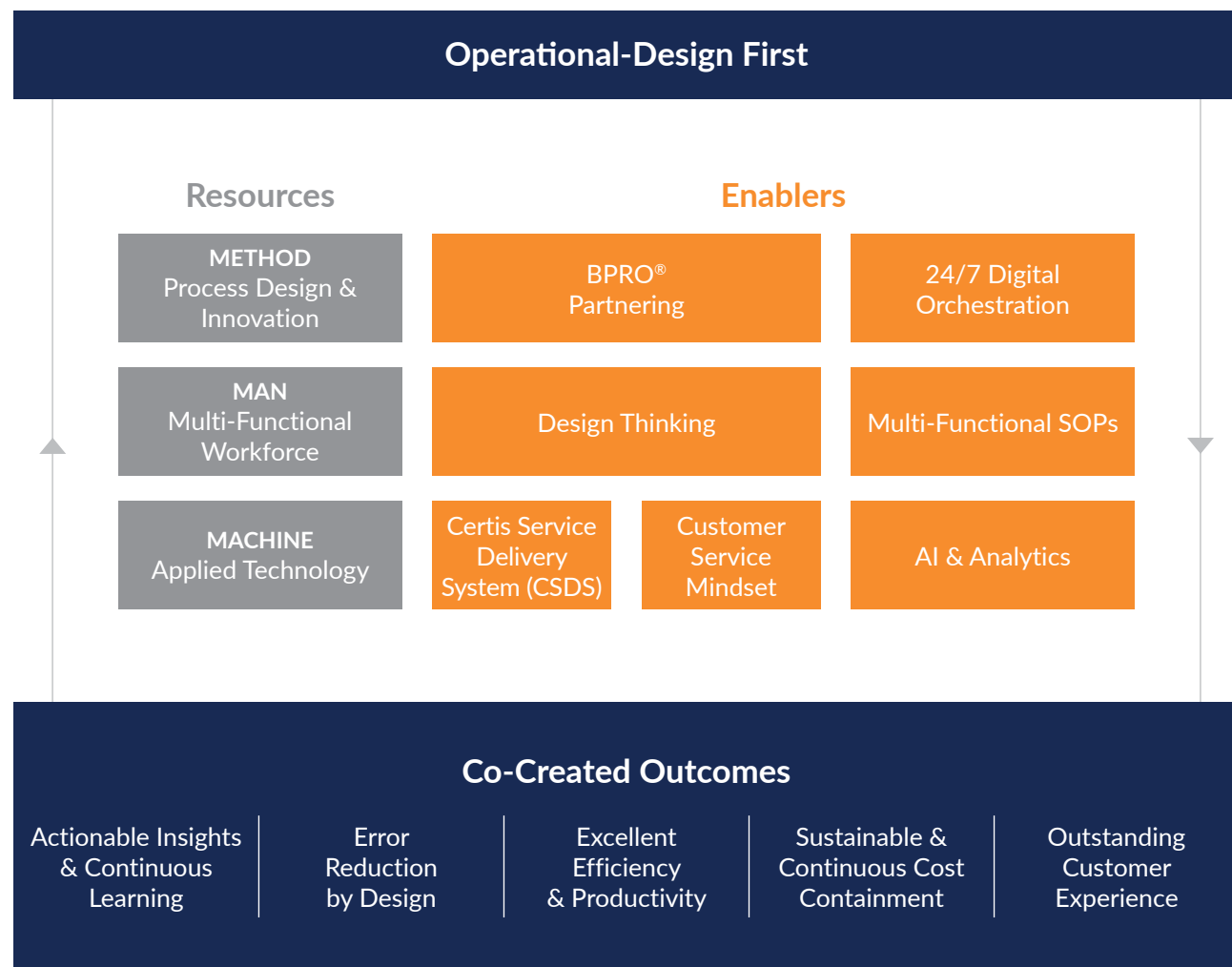
Operations And Technology – In A Single Thread

At Certis, our customers trust our unique Operational-Design First principle, and share the belief that technology and operations must work hand-in-hand.

We design, build and operate optimum solutions leveraging the intelligent use of technology, an experienced team, along with disciplined and robust operational processes for our customers' benefit. We begin with the end in mind, co-creating outcomes that work best for our customers.

Our unique Business Process Re-engineering and Operations™ (BPRO®) framework helps us forge strong and lasting partnerships, collaborating and co-investing with our customers to achieve joint success.

Business Process Re-engineering and Operations™ (BPRO®)



OUR BUSINESS

A Leading Ops Tech Solutions Partner

Backed by over 65 years in physical security, coupled with tech-enabled capabilities that put us at the forefront of innovation, Certis creates solutions that drive transformational outcomes. Today, we are a leading advanced outsourced services partner trusted and preferred by organisations managing some of the most complex facilities around the world.

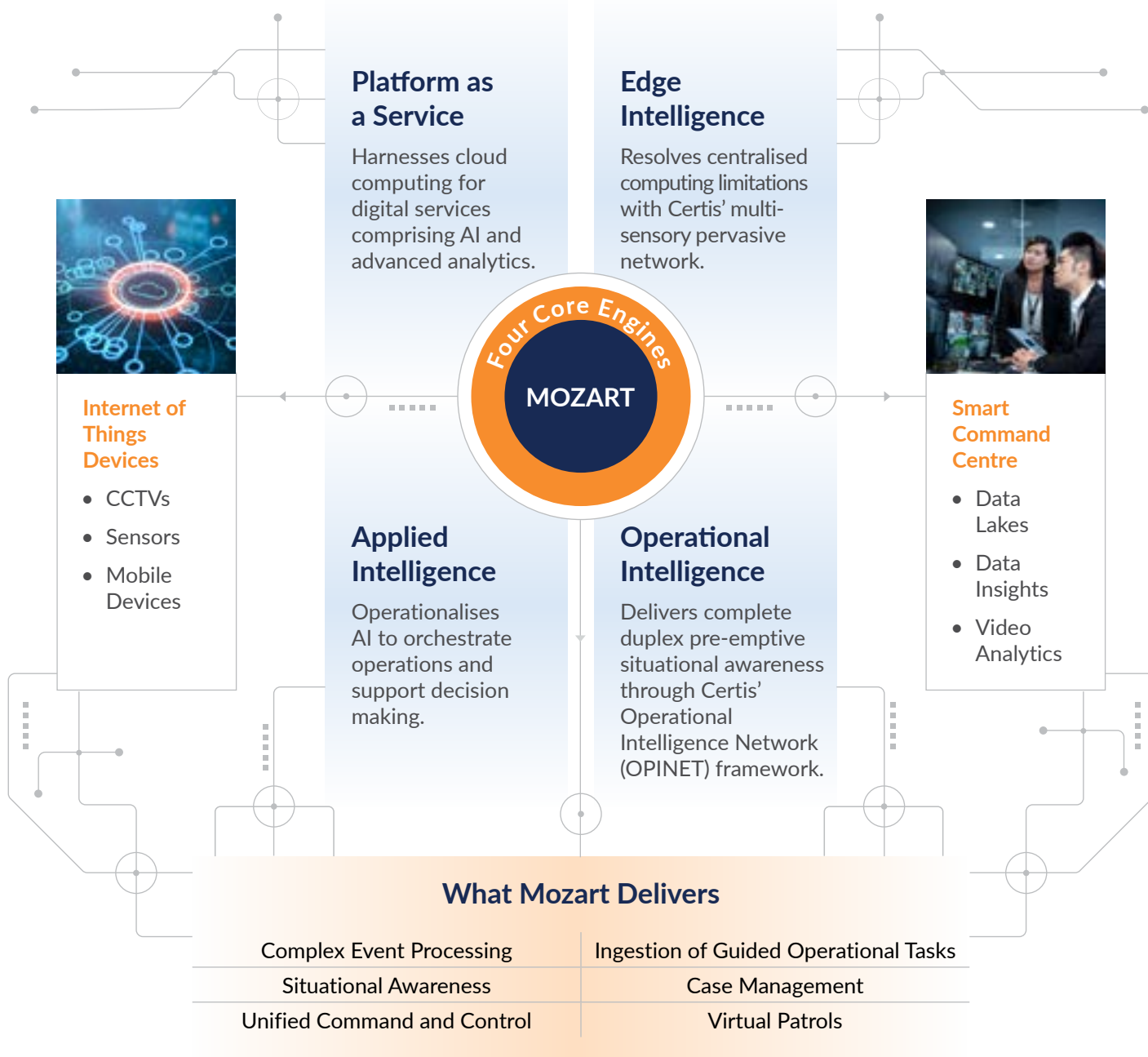


MOZART

Command And Control At Your Fingertips

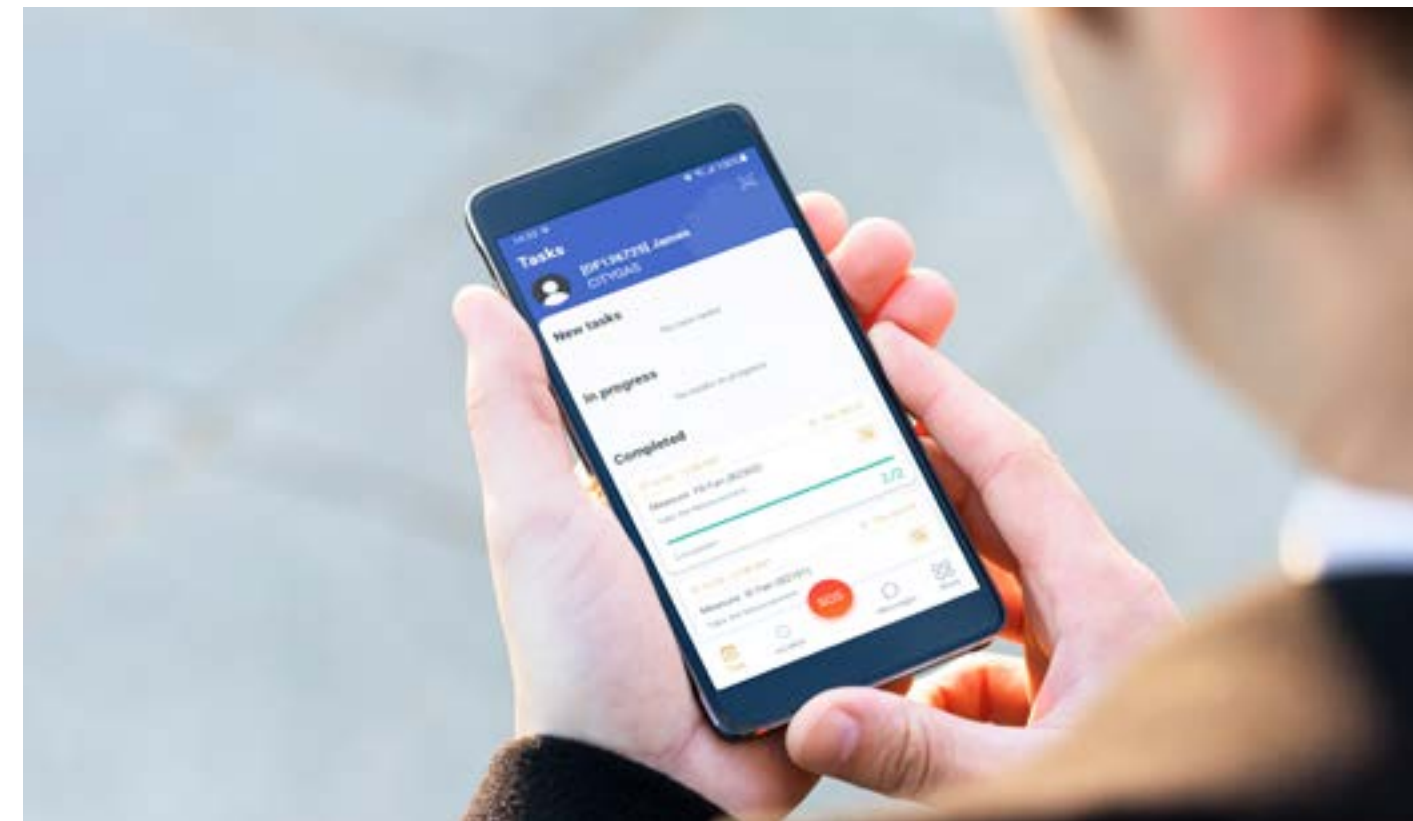
The ability to combine our technology solutions and operations on a single pane of visibility – introducing Mozart, our multi-service orchestration platform developed in-house at Certis. Mozart enables us to oversee entire security operations and manage all aspects of a facility, including guest services and other operational needs.

Through Mozart’s ability to integrate and present real-time data from across all areas of operations on a single screen, large-scale critical operations involving multiple processes, systems and responses can be managed within one platform for enhanced situational awareness, seamless coordination of action, and better decision making.



AUGMEN+ TECHNOLOGIES

A Technology-Driven Organisation With A Human Touch by Certis



Augmen+ Technologies - Enhancing Performance, Driving Greater Results

In today’s increasingly digital world, businesses must innovate and leverage transformative technologies in every part of their organisation to thrive. Through technology, they can better collaborate with customers, suppliers and business partners, enhance employee productivity and promote sustainable growth.

Augmen+ Technologies (Augmen+ Tech) develops technological solutions that provide valuable insights and data, so as to sharpen decision-making for businesses. Supported by a digital factory comprising cross-functional teams, Augmen+ Tech partners enterprises to digitalise their capabilities and streamline diverse operations from human resources to cleaning, logistics and transportation.

Optimax - A Feature-Rich Workforce Operations Management Platform

Augmen+ Tech’s very first digital offering, Optimax, is powered by a dynamic and flexible tasking engine, customised to suit the needs of any organisation in any industry.

With increased emphasis on greater work-time flexibility, Optimax is equipped with task management tools to enhance remote workforce coordination and productivity. Ultimately, organisations can streamline their processes and deploy manpower resources more effectively and efficiently.

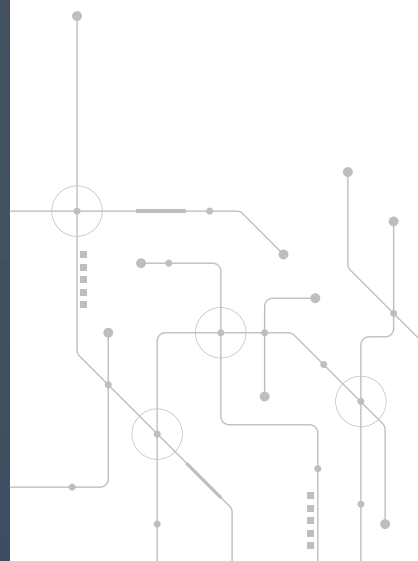
- Rapid deployment within seven days
- Low-cost commitment
- End-to-end operations solution
- Universal accessibility via mobile devices
- Cyber secure and scalable to enterprise versions
- Deep domain knowledge powered by Certis



OUR LEADERS

Certis has come a long way since its humble beginnings, evolving into a key driver of the industry through an endless desire for progress. As we step out of the shadows of a challenging period into an era of endless possibilities, we look to our senior management team to continue carrying the torch to lead the organisation to greater heights.

AT A GLANCE



Overcoming the Odds

Powering through an unprecedented crisis, surmounting one challenge after another and coming out stronger.



A Leading Tech-Led Service Provider

Reinventing ourselves by pushing ahead with a digital-first strategy, focusing on our Operational-Design First philosophy.



Reaching Out, Touching Lives

We have expanded our CSR efforts beyond our shores, helping to bring joy and relief to more people in need, worldwide.

Chairman's Message



Olivier Lim
Chairman

A New Purpose

We have emerged stronger from the pandemic – our agility, resilience, ops tech capabilities, digitalisation efforts and more were tested and validated. We entered a new phase with challenges on many fronts: geopolitical conflicts and tensions, an uncertain economic outlook and strong inflation pressures globally. As the pandemic transitioned into an endemic state all around the world, each of our markets presented fresh challenges including sourcing of talent for our operations.

I am proud of what the Group has achieved collectively, not just surviving but thriving in an unprecedented extended crisis, surmounting one challenge after another. Team Certis has demonstrated yet again the critical attributes necessary to navigate headwinds: grit, determination and a sense of purpose to deliver great value in complex dynamic situations.

It was therefore an opportune time for us to launch our new Purpose: **To Make Our World Safer, Smarter and Better** – a Purpose that now unites and aligns our 27,000-strong global workforce to make a meaningful impact – creating a better world, for our people, our customers and our communities.

The Future, Today

At Certis, we value the importance of having a culture of continuous innovation and commitment to excellence. We have come a long way in the past decade since we started recognising that manpower heavy operations could be reimaged. We built our future on strong foundations as a trusted and high

quality traditional physical security services provider. Today, we are a change agent for our customers in the domains of security, facilities and precinct management, concierge services, operations technology, systems integration, analytics, AI and others. We orchestrate all of this through Certis' design thinking process. This is embedded in our culture.

These capabilities were hard won through profound culture shifts, digital transformation, building an in-house technology workgroup, and embracing cutting-edge technologies to enhance our capabilities and deliver innovative solutions. We have invested heavily in digitalisation, development of AI-powered analytics, IoT integration, and cloud-based platforms, resulting in solutions such as Security+ and BPRO®. We developed proprietary operations orchestration applications in-house and deployed them successfully. These advancements have not only improved the efficiency of our operations but have also enabled us to offer more comprehensive and customised services to our valued clients.

Today, we are unique in Singapore, possibly the region, in being able to design, build, system integrate, and operate large complex bespoke ops tech solutions for the most demanding clients. We are not simply a consultant as we ultimately implement and operate our recommendations.

Having all these capabilities under one roof gives the customer peace of mind that our recommendations are not theoretical, but based on vast experience orchestrating complex operations.

Chairman's Message



Despite the pandemic restrictions over the past years, we made significant strides in our ongoing commitment towards sustainability and ESG, with renewed focus on our people, community, customers and the environment.

We have, in essence, become a transformative force for customers seeking to improve previously manpower-heavy and siloed functions across security, facilities management, property management, concierge, and technology domains, including sensors, analytics and AI. We reduce costs while enhancing situational awareness, decision-making, and quality of service delivery.

These enhancements have strengthened our ability to mitigate risks and provide a safe and secure environment for our customers to operate their core businesses. These capabilities also gave us the right to serve on the world stage, such as providing security services at the FIFA World Cup 2022, and to partner world-class venues, such as being the security and facilities management partner of choice for Jewel Changi Airport, amongst many others. The new technology contracts signed in the past year further attest to the confidence our customers have in our capabilities.

Certis has also expanded its training and consultancy services, offering comprehensive programmes to enhance the skills and knowledge of our workforce and clients. These programmes cover areas such as security awareness, crisis management, and risk assessment. We believe that investing in the development of our people is key to maintaining our competitive edge and ensuring the highest standards of service delivery.

Making A Difference in Our Communities

Despite the pandemic restrictions over the past years, we made significant strides in our ongoing commitment towards sustainability and Environmental, Social and Governance (ESG), with renewed focus on our people, community, customers and the environment. I am particularly heartened by our Corporate Social Responsibility (CSR) outreach efforts that are designed to deliver impactful programmes and bring joy to our beneficiaries, enabling them to live purposeful, passionate, and proud lives.

Globally, we launched the care box initiative, distributing over 1,800 packages to eight CSR partners in Singapore, Hong Kong and Qatar, providing health and wellness items to the less privileged during the pandemic. To lead with example and empathy, our senior leaders also came together to pack school bags with supplies, snacks and personalised messages for beneficiaries of Beyond Social Services.

In Singapore, we continued our long-standing Breaking Barriers programme in support of SPD's efforts to integrate persons with disabilities into society, and also delivered laptops to many student beneficiaries from The Straits Times School Pocket Money Fund for their education.

Our community outreach efforts go beyond the shores of Singapore. In Australia, we sponsored the Special Children's Christmas Party for the second consecutive year, benefiting almost 4,000 children from the Greater Sydney region.

Chairman's Message



We are also seeing strong growth in our overseas businesses, which brought in S\$546 million revenue last year, the second-best performing year in Certis' history. Overall, the Group posted a return on equity of 11.6% for the year.

In Certis Hong Kong and Macau, our colleagues also provided Hong Kong Society for the Blind (HKSB) with walking aids and writing instruments suited for the visually-impaired and took part in an activity to personally understand the challenges they face. In Qatar, the GSS Certis International team showed strong support for a virtual workout session with Joan Hung, a former Singapore national team Goalball athlete, in a partnership with the Singapore Disability Sports Council.

On the environmental front, the Paya Lebar Green development, which will house the new Certis Group Headquarters in 2025, has been awarded the Building and Construction Authority (BCA) Green Mark Platinum Super Low Energy certification, as well as achieved all five sustainability badges under the latest Green Mark 2021 scheme.

Financial Performance

In FY23, our Group revenue closed slightly lower at S\$1.46 billion, as the global economy emerged from the pandemic in the face of significant cost pressures. Despite this, I'm pleased to report that revenue from non-COVID-19 related contracts have grown steadily and we are well-positioned to capitalise on this growth. We are also seeing strong growth in our overseas businesses, which brought in S\$546 million revenue last year, the second-best performing year in Certis' history. Overall, the Group posted a return on equity of 11.6% for the year. Since FY16, despite the heavy investments in transformation, we have delivered an estimated annualised total shareholder return of 10.8%.

A Safer, Smarter, Better Future

We have expanded our client base significantly over the years, with Certis becoming the trusted partner of choice for organisations across various industries and geographies. This growth is a testament to the trust and confidence that our clients have in our capabilities and solutions.

As we look ahead, we do not take this trust for granted. Certis remains dedicated to pushing boundaries and shaping the future of integrated security and facilities management. We will continue to invest in research and development, forge strategic partnerships, and expand our global presence to better serve our clients and stakeholders.

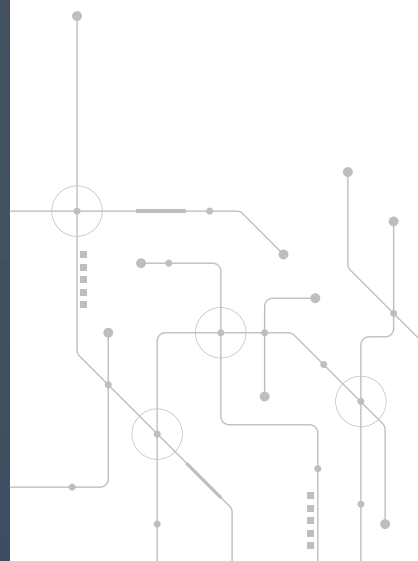
I extend my sincere gratitude to our Group CEO Paul, Team Certis, our customers, and our shareholders for their unwavering commitment and support. I am indebted to my esteemed board colleagues for their invaluable insights and guidance.

Together, we will continue to build upon our achievements and create a safer, smarter, and better world.

Sincerely,

Olivier Lim
Chairman, Certis

AT A GLANCE



A Leading Digital Security+ Operator

We have successfully expanded our offerings beyond security since the introduction of Security+ in 2018.



Caring for Our Own

We are honoured to have been recognised by industry peers for investing in, and caring for our people.



A New Home

One prominent milestone last year was the groundbreaking of Paya Lebar Green, which will be home to the new Certis Group Headquarters come 2025.

President & Group CEO's Message



Paul Chong
President & Group Chief Executive Officer

Stronger than before

Certis has weathered the pandemic to emerge better-positioned for the future, even as the world faces new economic challenges globally, catalysed by international tensions. This new normal today demands the need for us to pivot towards new capabilities and elevate the quality of our service, so as to secure our future.

We stand at the threshold of a new chapter – one that positions Certis as an unequivocal leader in data-powered smart operations, with unrelenting progress in embracing digital transformation, enhancing operational efficiency, and elevating our commitment to excellence.

Our Data-powered journey

In 2015, we embarked on an aggressive transformation to revolutionise our competencies, introducing a suite of technological components to complement security services. This subsequently led to the birth of Security+ in 2018, where we successfully expanded our offerings beyond security. Certis had since firmly moved into the integrated facilities management space, as exemplified by the new customers we have brought on over the years.

In today's fast-evolving landscape, digital adoption across virtually all industries has reached a significant turning point after an acceleration through Covid-19. Companies are increasingly recognising the profound value stemmed from harnessing big data, analytics, AI, and seamless operational integration.

Certis is no different, seeing proof of this right here in Singapore. Long-time customers and key institutional partners across both public and private sectors have taken the leap of faith with us. This success is not achieved based on costs alone, but through our stellar track record backed by a strong 65-year operational experience, along with expertise in large-scale smart technology implementation, with a laser focus on optimisation to meet – and exceed – outcomes set by our customers.

This combination of factors forms the cornerstone of unlocking cost efficiencies and driving superior outcomes. With Certis harnessing these technological advancements, especially in the use of data, our clients are now empowered with insights and solutions that redefine operational excellence.

This tech advantage is not just limited to Singapore. In Australia, we worked with the New South Wales Land and Housing Corporation, a long-time client, to introduce ops tech solutions in one of their housing precincts to improve its security blueprint. The introduction of new technologies, complemented with the use of AI-enabled data analytics, saw a significant improvement in the state of security of the precinct, lowering incident rates and police presence.

Certis Australia further entrenched our position as a leading security services partner for key infrastructure clients, with several new wins including the Port Authority of New South Wales, as well as expanding our aviation portfolio with Port Macquarie and Albury regional airports. We now screen over 100,000 passengers travelling through our Australian airport-clients daily.

President & Group CEO's Message



In March this year, we launched the Certis Purpose across the Group: **To Make Our World Safer, Smarter, Better**. The resonance of our Purpose is profound, and reverberates throughout our journey and defines our reason to being today.

Over in Hong Kong, we have made significant strides in the field of operations technology at Terrace Concerto, a subsidised housing project managed by Hong Kong Housing Society. In addition, our technology business also gained traction in new business segments, including our first operational-design first project with Chu Kong Shipping Enterprises – the operator of the largest high-speed passenger fleet and network of waterway passenger transport in Guangdong, China, Hong Kong and Macau.

We also expanded our security business footprint, acquiring new partnerships with both the Leisure and Cultural Service Department as well as the Hong Kong Trade Development Council. These partnerships are testament of the confidence from our clients in our providing positive outcomes for their operations, businesses and brands.

Our tech edge scored us the biggest goal in Qatar last year, at the FIFA World Cup 2022. Over 2,000 personnel were deployed to secure practice pitches and fans' accommodation, while Augmen+ Tech's Optimax centrally orchestrated operations from a single command centre to manage the extensively-dispersed manpower operations across venues. The use of Optimax provided a unified, real-time overview of operations, emergencies, manpower efficiencies and accorded the most efficient deployment of resources.

These key highlights hail from the Certis Digital Core – a beacon of innovation that empowers our clients with unprecedented visibility into what matters most to them: resources, operations, real-time data and outcomes. This digital bedrock that we have created from our operational-design-first discipline remains pivotal in catalysing transformations for our clients, powering them further by harnessing the influence of data and analytics.

Our commitment to a tech-enabled future doesn't stop at just the solutions we provide. On the backend, our digital proof of service and billing systems have further cemented our clients' digitalisation efforts. With automated recording of services rendered, we are able to streamline processes and enhance efficiency for all parties.

Celebrating wins and milestones

In the pursuit of excellence, our efforts were also recognised through various awards, accolades and accreditation achieved throughout the year.

Our national contribution towards pandemic containment efforts saw us being awarded the President's Certificate of Commendation, awarded to organisations that made exceptional efforts that significantly impacted Singapore's fight against Covid-19.

Certis was awarded the SG Mark in 2022 in the digital solutions category for design and build of the AI-enabled robots, used for security and enforcement purposes – a further nod to our digital capabilities and how we integrate the use of them on ground alongside our human workforce.

In addition, we are honoured to have received recognition from our industry peers for our efforts in investing in and caring for our people. We have achieved Excellence in Workplace Flexibility (Silver) and Employer of the Year (Bronze) at the HR Excellence Awards 2022, as well as two silvers for the Best HR Digital Transformation Strategy and Best Employee Wellness Strategy at the HR Online Employee Experience Awards 2022, reaffirm our commitment to creating a positive and supportive work environment for our people.

President & Group CEO's Message

Another prominent milestone was the groundbreaking of Paya Lebar Green, which will be home to the new Certis Group Headquarters come 2025. In time, our new global headquarters will incorporate and showcase our latest tech capabilities across the gamut of services we provide.

Securing our future with a new Purpose

This year, we celebrate 65 years of Certis. Certis has come a long way since its inception, evolving from an escort and guard unit in the Singapore Police Force, to an international cutting-edge operations technology solutions provider today.

In March this year, we launched the Certis Purpose across the Group: **To Make Our World Safer, Smarter, Better**. The resonance of our Purpose is profound, and reverberates throughout our journey and defines our reason to being today.

Over the years, we have been at the forefront of safeguarding lives and assets both in Singapore and our overseas markets. Our legacy as a security services provider harmonises seamlessly with our latest evolution into a smart operations technology operator spanning security, facilities management and other capabilities, demonstrating our will and means to grow and meet the demands of the world today. The Certis Purpose therefore epitomises our emergence to be leaders in data-powered smart operations, as we create a better world, for our people, our customers and our communities.

Onwards to the next lap

At Certis, we envision ourselves to be the most advanced operation technology solutions partner globally. Our core capabilities start with security, yet our deep expertise in operations, coupled with our strong capabilities in advanced technologies and commitment to quality over the decades have now put us in a unique advantage to provide an unparalleled offering. With our expertise and experience, our customers can focus on their core business while we manage their critical operations.

The next lap in our journey remains clear: digitalisation will increasingly become a core differentiator between us and our competitors. We want to grow our portfolio of clients taking up smart solutions with us over the next two years.

To achieve this, we will continue to invest in driving deeper technology expertise, cultivating stronger capabilities in how we utilise AI, machine learning and data in our systems to create better outcomes. We aim to expand our technological capabilities in the markets we serve, such that it becomes a core offering for all our customers and their operational needs, unlocking even greater value for our stakeholders through these new innovations.

As we embark on this exciting journey, we are confident that with our dedicated team, strong partnerships, and unwavering commitment to excellence, Certis will continue to achieve sustainable growth and create long-term value for our stakeholders.

I would like to express my gratitude to our team members, customers, and shareholders for their unwavering support and trust in Certis. Together, we will navigate the challenges and seize the opportunities that lie ahead, further solidifying our position as the most advanced integrated security services partner globally.

Thank you.

Paul Chong
President and Group CEO
Certis

Board Of Directors

Olivier Lim
Chairman



Mr Olivier Lim joined the Board in October 2014, and has held the appointment of Chairman since February 2015.

Mr Lim was previously with 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.

Concurrently, Mr Lim is presently Chairman of Starhub Ltd. and PropertyGuru Group Limited, as well as Deputy Chairman of the Singapore Tourism Board. He is also the lead independent director of DBS Group Holdings Ltd and DBS Bank Ltd, and a director of Raffles Medical Group. 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 (SDC), JTC Corporation and the Accounting and Corporate Regulatory Authority (ACRA).

Mr Lim holds a First Class Honours degree in Civil Engineering from the Imperial College of Science, Technology and Medicine in the United Kingdom.

Board Of Directors

Allen Lew
Deputy Chairman



Mr Allen Lew joined the Board in January 2022 and was appointed Deputy Chairman in May 2023.

Mr Lew was Senior Advisor at Singapore Telecommunications Limited between April 2021 and April 2023. He was Chief Executive Officer, Group Strategy and Business Development, and Country Chief Officer Thailand of Singtel from April 2020 to April 2021 and Chief Executive Officer for Consumer Australia and Optus from 2014 to 2020. Prior to this, Mr Lew was Country Chief Officer in Singapore and CEO, Group Digital Life from 2012 to 2014.

Mr Lew began his career with the Singtel Group in November 1980 and held various senior leadership roles over the years. His first regional exposure was as COO of Advanced Info Service Public Company Ltd (AIS) based in Thailand, Singtel's regional mobile associate. He was the Chief Operating Officer of AIS

for three years before his posting to Optus in Australia in late 2001, initially as the 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 Board Member and Chairman of the Audit and Risk Committee of Raffles Medical Group, and a Board Member of Citibank Singapore Pte Ltd. He was formerly on the boards of Sentosa Development Corporation, Energy Market Authority and Singapore Institute of Technology.

He holds a Bachelor of Electrical Engineering from the University of Western Australia under a Colombo Plan Scholarship and a Master of Science (Management) from the Massachusetts Institute of Technology in the United States.



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. 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 Pte Ltd, 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, the Global Cyber Alliance, and was recently appointed advisor to InfoCepts Pte Ltd. 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.

Board Of Directors

Jonathan Popper 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.



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 President & Group Chief Executive Officer



Mr Paul Chong joined the Board in November 2018.

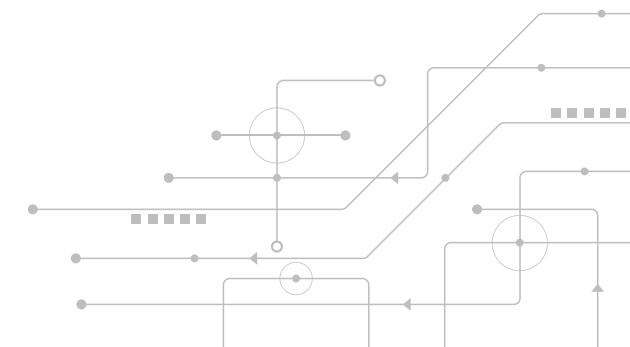
The President and Group Chief Executive Officer of Certis, Mr Chong joined Certis as its founding Chief Executive Officer in 2004. He has led the organisation in its transformation from a statutory board of Singapore's Ministry of Home Affairs to a privatised entity with a global presence. Under his 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 five-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.



Board Of Directors

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 several independent board roles. She is currently a Senior Advisor with Rainmaking Innovation, a ventures development firm regionally headquartered in Singapore focused on partnering with global companies and high growth startups to build, grow and accelerate businesses through entrepreneurship and innovation.

Her board portfolio includes an Independent Non-Executive Director role with Jollibee Foods Corporation (PSE-listed), Board Director with Certis Group and homegrown fintech digital exchange startup, SDAX Financial. She is also the Vice-Chair of the National Volunteer and Philanthropy Centre, Vice-Chair with 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 (RMG) 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 of the Singapore Institute of Directors and is an accredited member of the Institute of Public Relations Singapore.



Quek Bin Hwee 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, SIA Engineering Company Limited and Marelli Holdings Co., Ltd. She is also a Board member of the National Heritage Board and Gardens by the Bay. She was also previously a

director of Mapletree Oakwood Holdings Pte. Ltd. and 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.

Board Of Directors

Lim Chin Hu Director



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

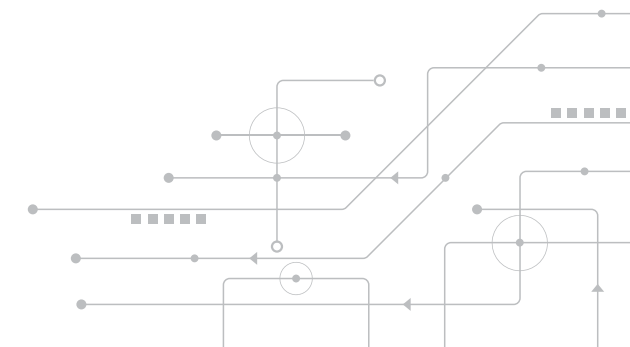
He was CEO of Frontline Technologies Corp. Ltd, an SGX-listed company that was acquired by British Telecoms in 2008. He was instrumental in bringing Frontline public in 2001 and expanding its footprint from a Singapore-only business to a pan-Asia premier IT services company with a presence in South East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

He is currently serving as a board member of Singapore Exchange Limited, Singapore Technologies Engineering Ltd, Kulicke & Soffa Inc (Nasdaq: KLIC), G-Able (Thailand) Ltd, Heliconia Capital Management Pte Ltd, SP Telecom Pte Ltd, Singapore Health Services Pte Ltd (SingHealth), ALPS Pte Ltd and Integrated Health Information Systems Pte Ltd.

Mr Lim previously served as a board member of Infocomm Development Authority of Singapore (IDA), a board member of Singapore IT Federation (SiTF) 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.

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. He was also a recipient of the Singapore Public Service Medal (PBM) in 2022.



Executive Leadership Team



Paul Chong
President &
Group Chief Executive Officer



Goh Soo Lim
Group Chief Financial Officer



Ng Wai Kit
Chief Technology &
Organisation Development Officer



Dr Jaclyn Lee
Chief Human Resources Officer

Executive Leadership Team



Ronald Poon
Chief Executive, Singapore



Ng Boon Gay
Deputy Chief Executive
Singapore (Operations),
Head, Physical Security Business



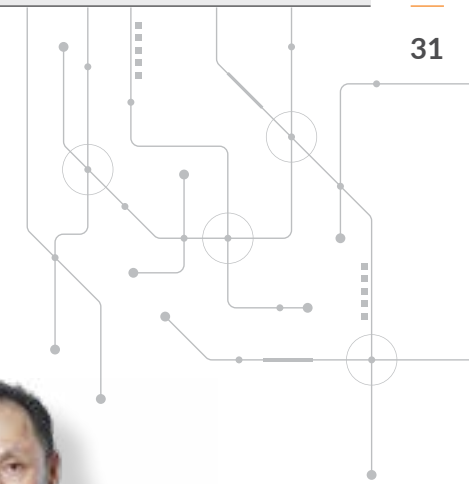
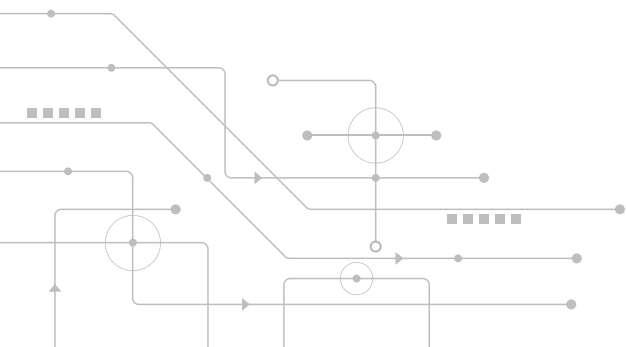
Benny Lim
Chief Executive,
Hong Kong & Macau



Leonard Oh
Chief Executive,
Technology Services Business



Joseph CP Tan
Advisor,
Technology Services Business





YEAR IN REVIEW

With its rich heritage in security and relentless innovation, Certis has empowered people, its customers and its future through transformation, security and technology for over 65 years.

Today, we continue to be a driving force in the industry, helping businesses across the world rise above their challenges toward a safer, smarter and better world.



SAFER Empowering Through Transformative Security



HIGHLIGHTS

2023 saw Certis take on greater opportunities, forging partnerships and co-creating solutions with clients from around the world.

Our multi-service offerings leverage our strong heritage in security, and are augmented by applied AI solutions.

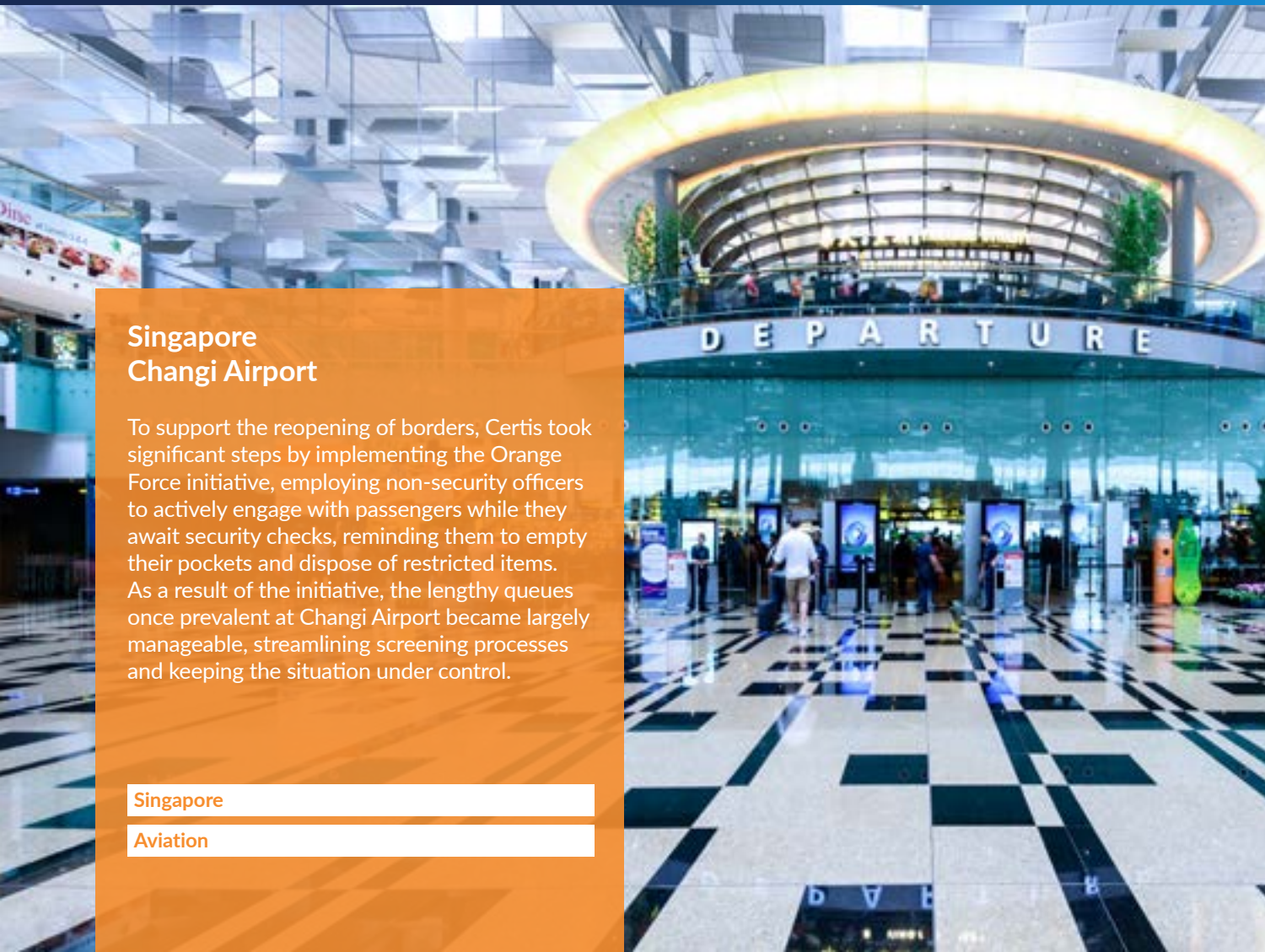


Port Authority of New South Wales

Certis secured the contract for security services for Port Authority New South Wales, ensuring safety at Sydney Harbour, Port Botany and Port of Eden. As the chosen provider, we handled cruise day operations, asset protection, passenger and baggage screening, and special events. Despite having only two weeks to resume cruise operations when pandemic restrictions were lifted, Certis successfully delivered and received positive feedback from the Port Authority and stakeholders of our service delivery.

Australia

Logistics and Transportation



Singapore Changi Airport

To support the reopening of borders, Certis took significant steps by implementing the Orange Force initiative, employing non-security officers to actively engage with passengers while they await security checks, reminding them to empty their pockets and dispose of restricted items. As a result of the initiative, the lengthy queues once prevalent at Changi Airport became largely manageable, streamlining screening processes and keeping the situation under control.

Singapore

Aviation



National Environment Agency (NEA) in Singapore

Certis is the appointed service provider for the NEA's Gravitrap, providing an overview of the mosquito population and density in Singapore, as well as the system's expansion into 52 Singapore Armed Forces camps to aid in dengue control and ensuring the servicemen's safety. We've also secured a contract for a multi-site expansion of the Wolbachia Project to increase coverage from 19% to an estimated 30%, as part of Singapore's fight against mosquito-related diseases.

Singapore

Government



F1 Singapore Grand Prix 2022

Certis was entrusted with managing traffic control and the safety of over 302,000 visitors at the F1 Singapore Airlines Singapore Grand Prix 2022. After months of intense preparation with our key stakeholders, including the Land Transport Authority and Traffic Police, we deployed 1,250 security personnel across downtown Singapore to oversee traffic enforcement, road closures and safety, resulting in the smooth and successful operation of the event.

Singapore
Event

Ready For The Future



HIGHLIGHTS

Breaking ground on Paya Lebar Green, Certis' future global headquarters with state-of-the-art security, connectivity and technology features.

Certis made greater steps in technology adoption, to provide a wider range of solutions to address the changing global landscape.



Enforcement Command Cell

As part of our efforts to enhance the management of large-scale operations in Singapore, Certis developed the Enforcement Command Cell, enabling real-time monitoring and providing immediate assistance. This technology is adaptable to our client's needs and ensures efficient operations with minimal resources and manpower required. It fosters collaboration, streamlines monitoring, and enables us to execute operations effectively through our innovation.

Singapore

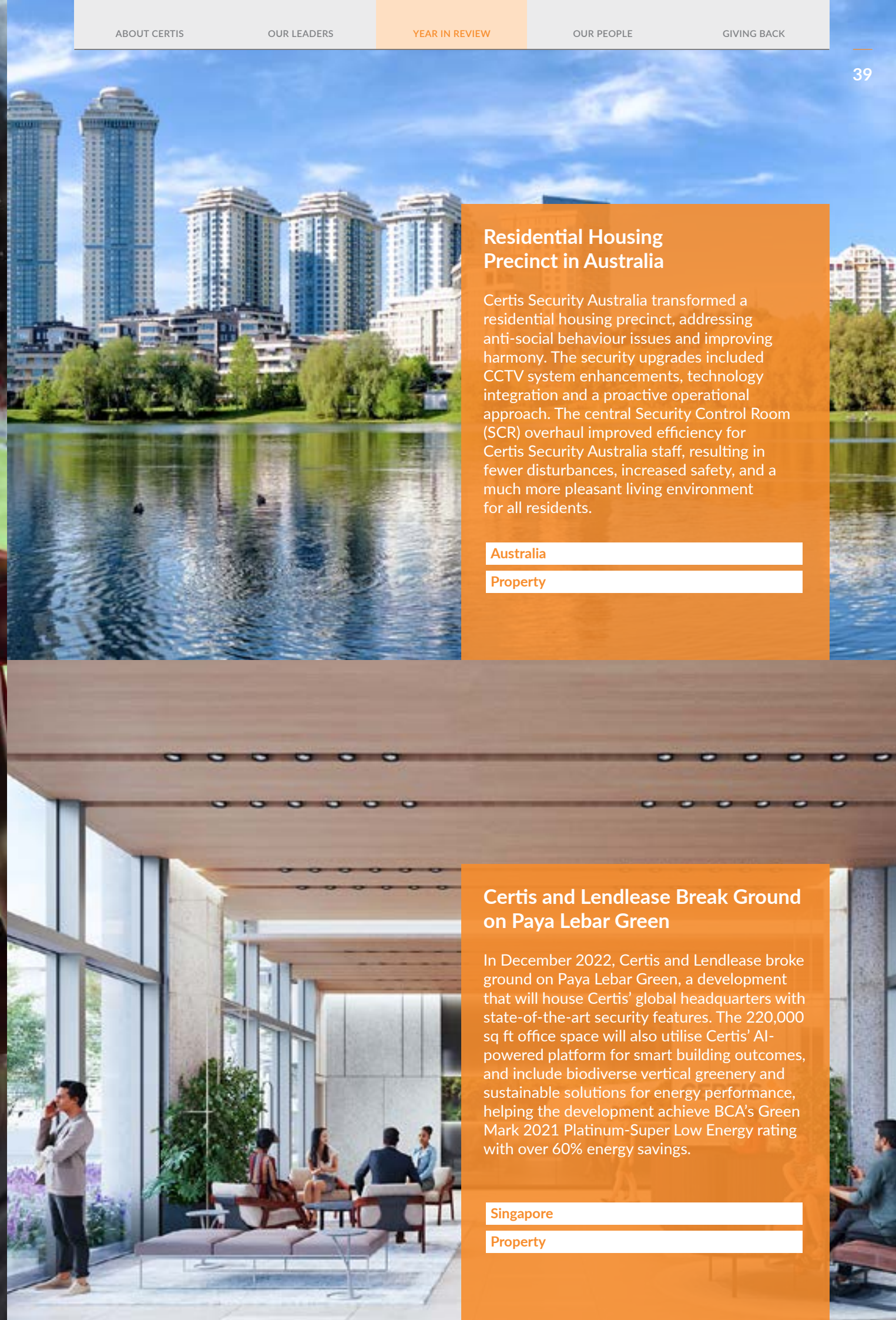


FIFA World Cup Qatar 2022

During the 2022 FIFA World Cup in Qatar, over 2,000 Security Officers from GSS Certis International were connected remotely to our Central Command Centre through the Optimax Go app, allowing for better data consolidation and analysis, enabling the team to respond to incidents more efficiently. This resulted in increased visibility of our deployment and efficient dissemination of instructions and standard operating procedures, ensuring effective communication with our Security Officers across venues spread over the city.

Qatar

Event



Residential Housing Precinct in Australia

Certis Security Australia transformed a residential housing precinct, addressing anti-social behaviour issues and improving harmony. The security upgrades included CCTV system enhancements, technology integration and a proactive operational approach. The central Security Control Room (SCR) overhaul improved efficiency for Certis Security Australia staff, resulting in fewer disturbances, increased safety, and a much more pleasant living environment for all residents.

Australia

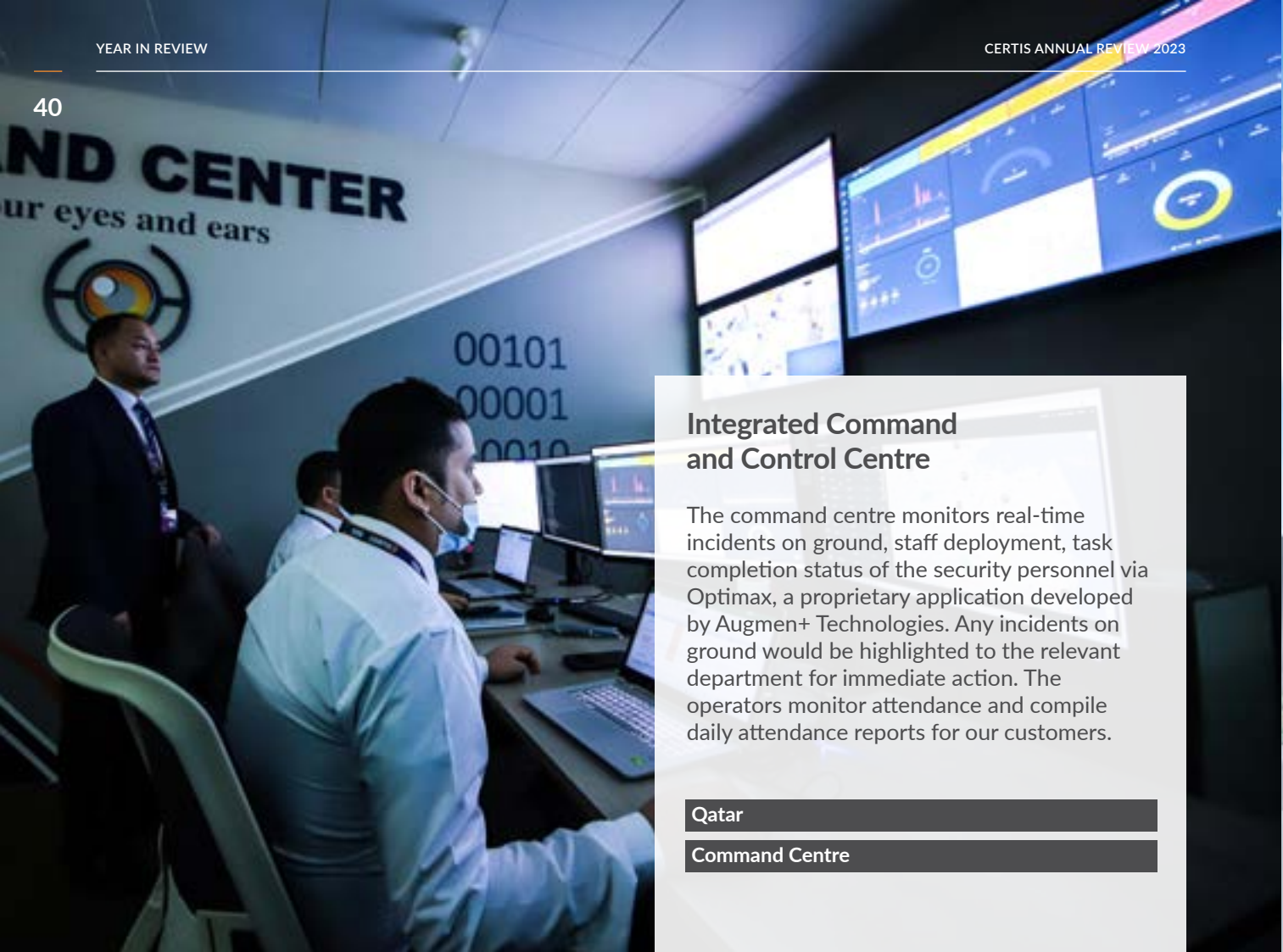
Property

Certis and Lendlease Break Ground on Paya Lebar Green

In December 2022, Certis and Lendlease broke ground on Paya Lebar Green, a development that will house Certis' global headquarters with state-of-the-art security features. The 220,000 sq ft office space will also utilise Certis' AI-powered platform for smart building outcomes, and include biodiverse vertical greenery and sustainable solutions for energy performance, helping the development achieve BCA's Green Mark 2021 Platinum-Super Low Energy rating with over 60% energy savings.

Singapore

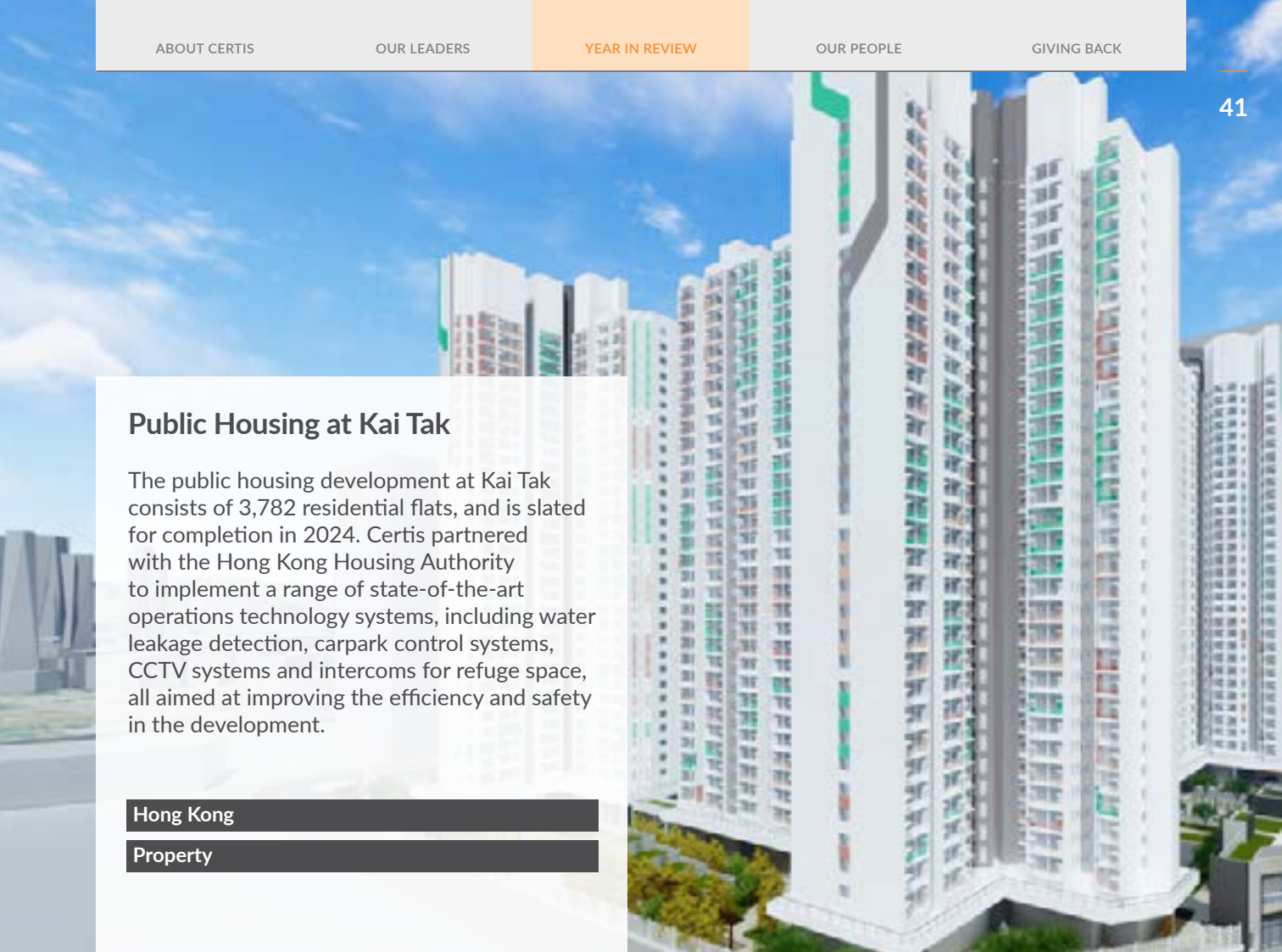
Property



Integrated Command and Control Centre

The command centre monitors real-time incidents on ground, staff deployment, task completion status of the security personnel via Optimax, a proprietary application developed by Augmen+ Technologies. Any incidents on ground would be highlighted to the relevant department for immediate action. The operators monitor attendance and compile daily attendance reports for our customers.

- Qatar
- Command Centre



Public Housing at Kai Tak

The public housing development at Kai Tak consists of 3,782 residential flats, and is slated for completion in 2024. Certis partnered with the Hong Kong Housing Authority to implement a range of state-of-the-art operations technology systems, including water leakage detection, carpark control systems, CCTV systems and intercoms for refuge space, all aimed at improving the efficiency and safety in the development.

- Hong Kong
- Property



Build4Asia 2022

A significant milestone for Certis Hong Kong, Build4Asia 2022 gave visitors a glimpse into our operations-technology and AI-enabled offerings, generating positive brand equity with the Hong Kong Science & Technology Park. Over 3,000 guests visited our booth, and the event reached over 400,000 via news coverage, providing us with substantial leads to follow up on, proving to be an exceptional success for the group.

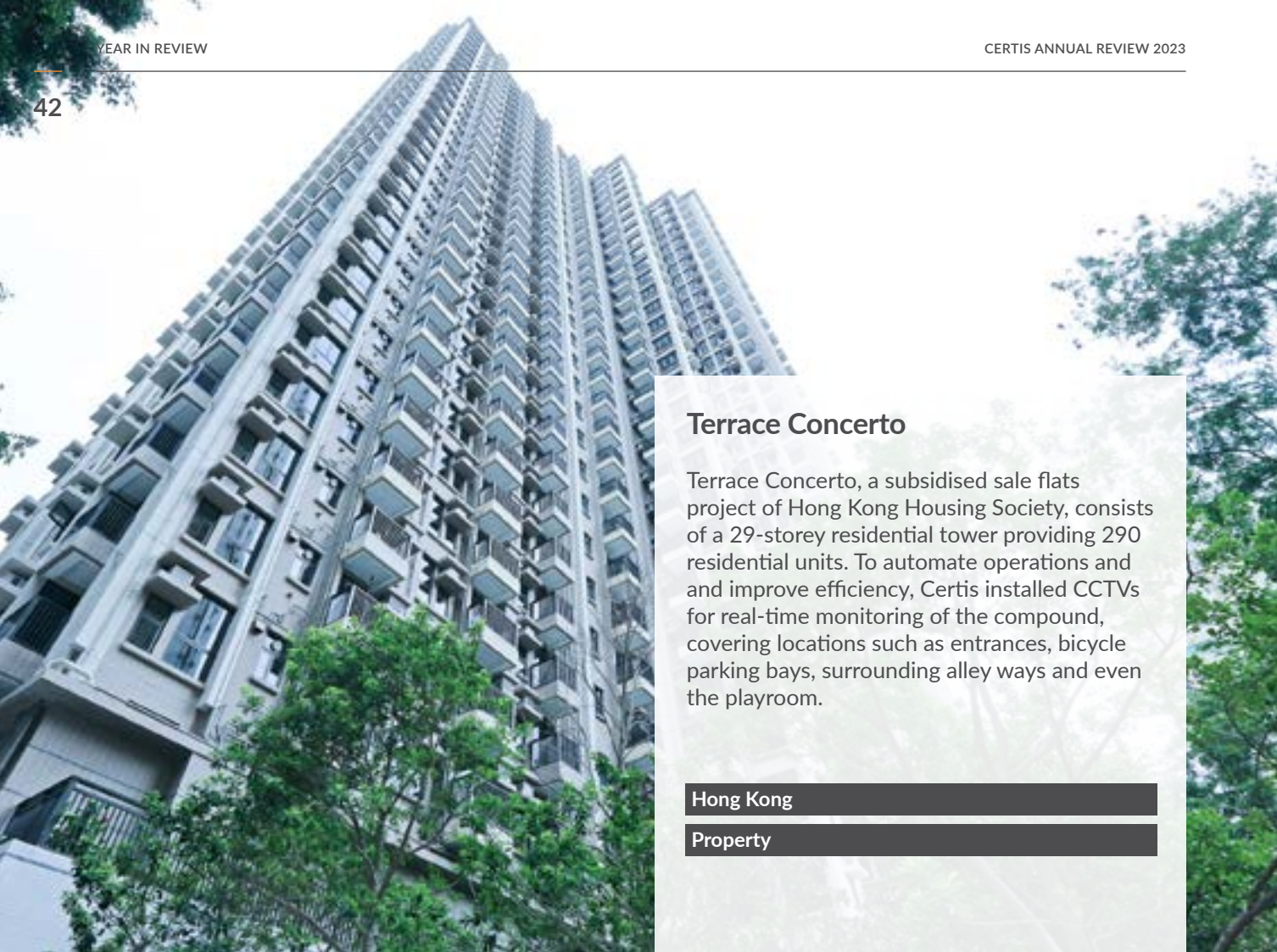
- Hong Kong
- Event



152-155 Connaught Road

The office building at 152-155 Connaught Road in Sheung Wan is a prominent business hub. The development partnered with Certis to incorporate various systems, including carpark control, CCTV, security and access control, intercom, system network and more, to enhance security, communication and overall functionality within the building, helping create an exceptional environment for tenants.

- Hong Kong
- Property



Terrace Concerto

Terrace Concerto, a subsidised sale flats project of Hong Kong Housing Society, consists of a 29-storey residential tower providing 290 residential units. To automate operations and improve efficiency, Certis installed CCTVs for real-time monitoring of the compound, covering locations such as entrances, bicycle parking bays, surrounding alley ways and even the playroom.

Hong Kong

Property

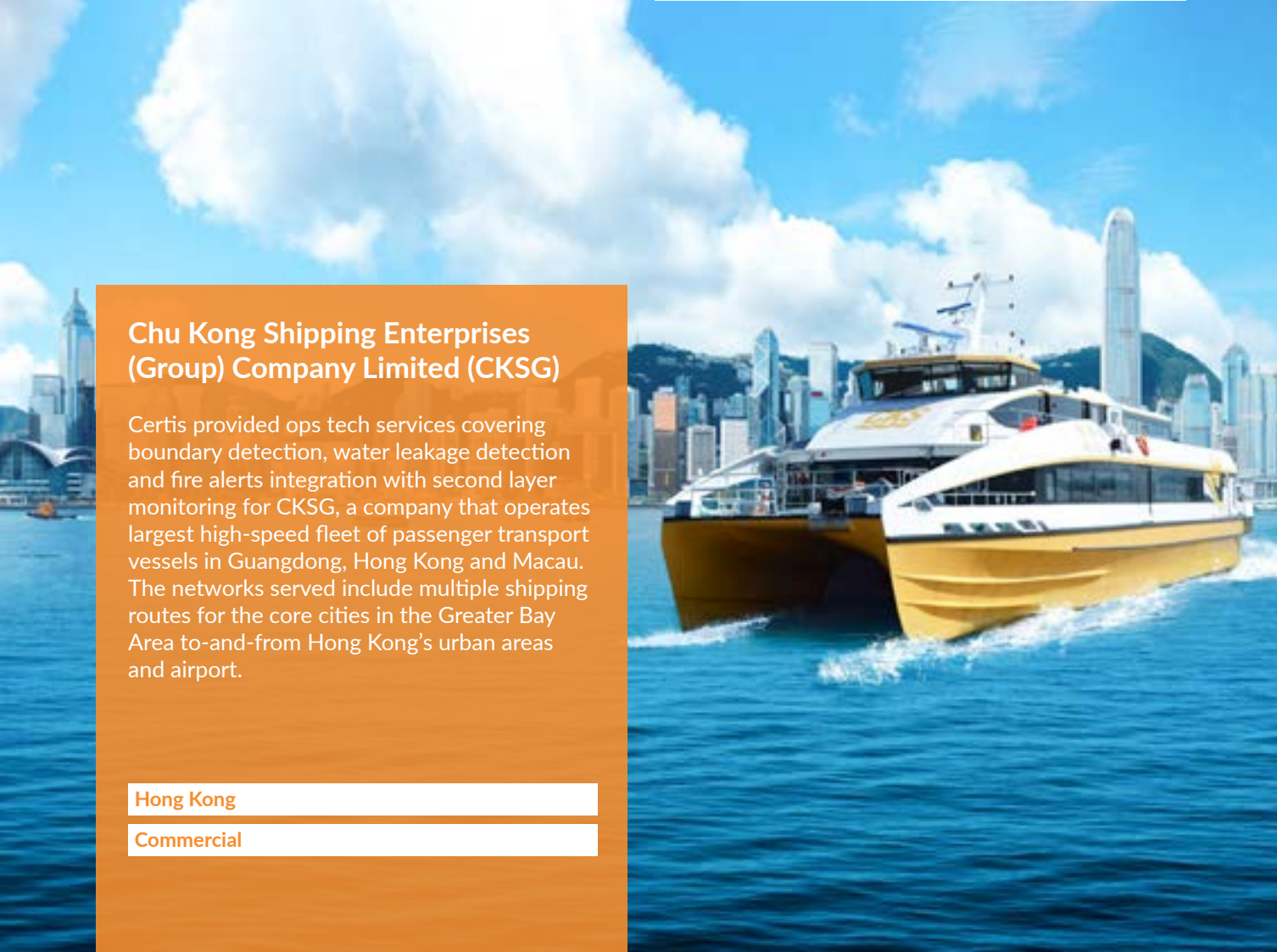
Delivering Results-Driven Excellence



HIGHLIGHTS

Certis continues to elevate our position as a leading security provider and exceptional workplace.

Advancing in the technological sphere with the integration of AI, IoT sensors and advanced analytics.



Chu Kong Shipping Enterprises (Group) Company Limited (CKSG)

Certis provided ops tech services covering boundary detection, water leakage detection and fire alerts integration with second layer monitoring for CKSG, a company that operates largest high-speed fleet of passenger transport vessels in Guangdong, Hong Kong and Macau. The networks served include multiple shipping routes for the core cities in the Greater Bay Area to-and-from Hong Kong's urban areas and airport.

Hong Kong

Commercial

Singapore Good Design Awards 2023

Certis is proud to receive the Singapore Good Design Mark in Digital Solutions for our AI-enabled security robots, Peter, Oscar, and Casey. These robots enhance patrol, traffic enforcement and outdoor security operations while addressing community needs. Through the integration of AI, IoT sensors and advanced analytics with a smart command center, they demonstrate our commitment to making the world safer and smarter.

Singapore

Awards





Infocomm Media Development Authority of Singapore (IMDA)

Certis Technology Singapore has received the Data Protection Trustmark from IMDA, affirming our commitment to data privacy and protection, providing customers and partners with the assurance that their personal data is well-protected. Certis follows industry-leading frameworks to ensure responsible data handling and cybersecurity, regularly reviewing policies and practices to mitigate risks and working closely with partners to ensure compliance with the Personal Data Protection Act.

Singapore
Awards

HR Asia Best Companies to Work for in Asia Awards

Certis Hong Kong has been awarded this prestigious commendation, a recognition programme for organisations that have been identified by their employees as one of Asia's employers of choice. Targeted at companies across Asia with the best human resource practices and highest levels of employee engagement and workplace culture, the high-profile award attracts applications from Fortune 500 companies, MNCs and government-linked companies.

Hong Kong
Awards



TO GREATER HEIGHTS

As a leading force in the industry, Certis continues to empower the world around us through ethical and innovative business choices and programmes, and these accolades are testament to our efforts.

Group

SABRE Communications Awards
Professional Service Firms, Business-to-Business category – Finalist

HR Excellence Awards 2022
Organised by Human Resources Online

Excellence in Workplace Flexibility – Silver

Employer of the Year – Bronze

Excellence in HR Communications Strategy – Bronze

Excellence in Workplace Wellbeing – Finalist

Communicator Awards 2022
Annual Report – General Corporation/Business for Corporate Communications (Award of Excellence)

Design Features – Overall Design for Corporate Communications (Award of Excellence)

HR Online Employee Experience Awards 2022
Best HR Digital Transformation Strategy – Silver

Best Employee Wellness Strategy – Silver

Singapore

Infocomm Media Development Authority
Data Protection Trustmark Certification

SG Good Design Award
SG Mark 2022 - Winner of Digital Solutions Category

National Awards: President's Certificate of Commendation (COVID-19)
Certis CISCO Auxiliary Police Force

Australia

Australian Security Industry Awards (ASIAL)
St John Save A Life Awards (3 awardees)

Australian Medals Foundation Awards

Outstanding Female Security Professional – Finalist

Hong Kong & Macau

The Mandatory Provident Fund Schemes Authority
Good MPF Employee Award

eContribution Award

Mandatory Provident Fund Award

HR Asia & Business Media International
HR Asia Best Companies to Work For 2022

Asia Pacific Customer Service Consortium 20th International Customer Relationship Excellence Awards
Employee Engagement Program of the Year (Security Management)

People Development Program of the Year (Security Management)

Chamber of Security Industry
2022 Best Security Guard Award

The 18th Occupational Health Award
Joyful @ Healthy Workplace Best Practices Award (Enterprise / Organisation Category) – Outstanding Award

Hong Kong Community Investment and Inclusion Fund Social Capital Builder Logo Award

The Hong Kong Council of Social Service
Caring Company Award

Employees Retraining Board
Manpower Developer Award

Hong Kong Qualifications Framework
Star Employer Award

Qatar

CMO Asia Awards 2022
Winner of Best Innovative Practices in HR category

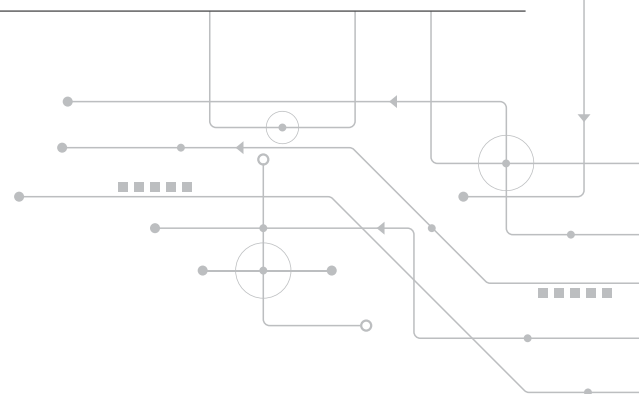


OUR PEOPLE

At Certis, we take care of our greatest assets — our people. Beyond the incorporation of new technology to help facilitate better working processes for our employees, we've also put in place various wellness and training programmes that help create a workplace that's conducive, productive and fulfilling for all.

Unlocking Every Potential

Empowering our people to step up and maximise their abilities through development opportunities.

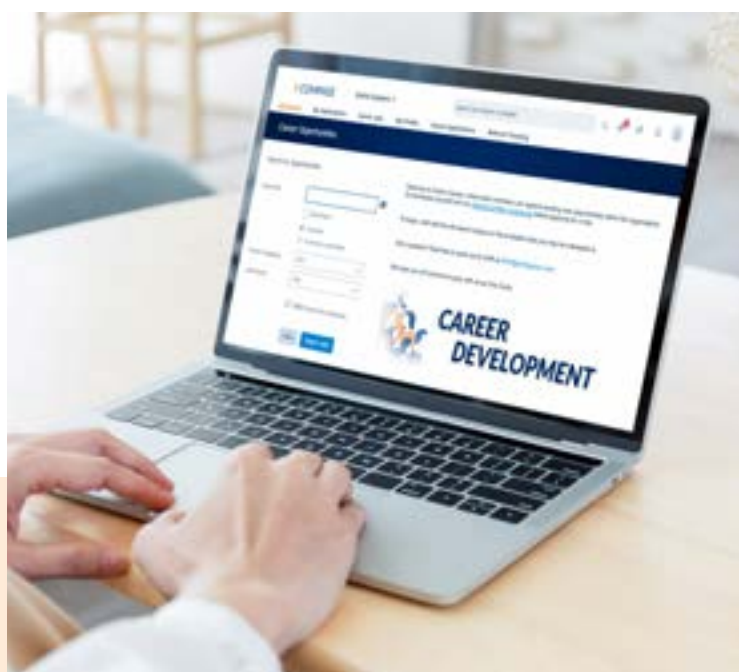


Shaping the Leaders of Tomorrow

The Certis Management Associate Programme nurtures new leaders who are aligned with our Purpose of making our world safer, smarter and better. Over 24 months, our Management Associates are immersed in an all-round experience of our business from technology to corporate roles, guided by experienced industry leaders for professional and personal growth. The programme unlocks potential through a personalised career roadmap, a curated learning journey including mentorship, and involvement in world-class projects.

Boundless Opportunities

Certis Careers is a brand new, one-stop portal for our global management employees exploring available roles based in Singapore. With Certis Careers, team members are just a click away from exciting new opportunities within the organisation, as we continue to grow together.



Growing As One Certis

Helping our people move forward and progress personally, and professionally.

Bringing Out the Best in Our People

As we move forward, Certis is dedicated to grooming future leaders who will take the organisation to greater heights. Certizens have the option to participate in over 40 customised different leadership programmes designed and delivered by in-house facilitators. These programmes are structured around the Certis Leadership Competency Framework, which equips them for the present and future leadership roles. One such programme is Leading Others, a crucial peer-to-peer learning programme at Certis, aimed at strengthening leadership skills for Certizens assuming greater responsibilities. Through reflection and sharing of experiences, participants gain insights into leading and managing others, addressing challenges and fostering growth. The programme also equips them with valuable knowledge, skills and practical tools, enabling effective leadership and collaboration for achieving growth and results.



Supporting Growth and Learning

Co-created by People Managers and Heads of Departments (HOD), the Team Dashboard on our Learning Management System (LMS) is designed specially for HODs to support their team's learning and growth. With the Team Dashboard, they can now view their team's learning hours and completion status for Core Programmes on-the-go anytime, anywhere on the LMS app.



Growing As One Certis

Our Accolades

As we move ahead on our journey to make the world safer, smarter and better, Certis' efforts have garnered us 30 international awards across a variety of categories. The long list of awards that ranges from Excellence in Workplace Flexibility to the President's Certificate of Commendation (COVID-19) is testament to our growth and dedication to our teams and customers over the years.



Charting our Growth

We encourage our teams to work closely with their People Managers to chart a development plan that fulfils their career aspirations for the coming year. People Managers play an active role in supporting their team members' career growth, and ensuring they are accountable for reaching personal development target and learning hours. This in turn develops our employees to have skills and aptitude for bigger opportunities in their careers.

Forging Ahead With Innovation

Journeying into digital transformation with our workforce.



Enhancing the Certis Employee Experience

The new and improved Certis eShop is a one-stop portal for our Business Units to easily purchase a wide range of items for business needs. Our Business Units can choose from over 5,000 items from ecommerce platforms like FairPrice, Amazon and Shopee. The platform also enables them to make product comparisons quickly. Additionally, the eBox, an automated parcel delivery locker, streamlines resource allocation. Our officers from Certis Aviation Security, Certis Land Security and Secure Logistics Services can order their uniform items through Allegro and collect them from conveniently located eBoxes location at different Certis premises across Singapore within two days from the date of delivery.



Coming Together for Innovative Solutions

Our annual Certis Hackathon showcased remarkable ideas from colleagues worldwide. From using Raspberry Pi for pantry tracking to Power BI for a centralised employee records system, we utilised tech solutions to improve daily operations. Nine teams presented innovative ideas addressing organisational improvements over a three-day hybrid event. Judged by our Senior Leaders, teams also praised participants for their collaborative spirit, encouraging more employee-led innovations and solutions that can aid in their work.



Staying Ahead of Technology

As technology continues to evolve, Certis has introduced seven technology courses to help our team members keep up with the emerging advancements. These include an introduction to the Internet of Things (IoT) using Raspberry Pi – a hands-on workshop about how to use IoT to build a remote monitoring system to capture real-time temperature and humidity data, as well as Insights into Robotics, an elearning module that educates staff on modern robotics concepts and their impact on the modern workforce, with a focus on building a positive mindset towards the oncoming shifts in robotics technology.

A Dynamic Work Culture

Fostering greater connection with our Certizens beyond the workplace.

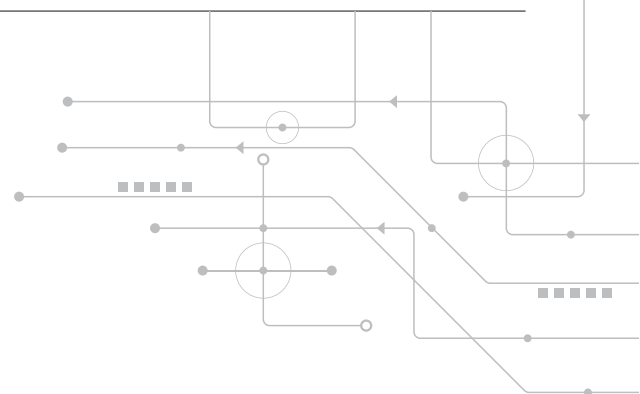


Onward to New Horizons

In October 2022, Certis Security Australia's Head Office team got together to say goodbye to the previous West Ryde office and to celebrate the move to the new Macquarie Park Head Office. As a reward for everyone's hard work and to prepare them for the more streamlined environment, the Senior Leadership Team prepared a BBQ lunch and gave everyone a chance to connect and share their hopes for the future.

Connecting Through Food and Fun

The Inaugural One Certis Fiesta in November 2022 was an exciting day of conversations, collaboration and celebration. The employee engagement event brought out the spirit of camaraderie amongst our corporate employees. The event included a delicious buffet and lucky draw on top of a dialogue session with Certis HKMO Chief Executive Benny Lim, along with team-building activities and awards to recognise our employees who live and breathe our core values through the annual Certis Pinnacle Awards.



A Dynamic Work Culture

Getting Active with the Team

The Certis Sports & Recreation Club (CSRC) promotes employee well-being through a diverse range of activities. In the past two financial years, CSRC had organised 86 events, spanning sports, staycations, talks, workshops, and leisure activities. E-racing and e-sports impact tournaments were successfully introduced, while sports tournaments in bowling, basketball, and badminton resumed post-COVID-19, where members actively participated in individual and team competitions. Additionally, CSRC organised staycations, movie and musical tickets, as well as 17 workshops that included terrarium making and cooking classes.



Prioritising Employee Wellness

In August 2022, GSS Certis International organised a recreational get-together for their quarterly engagement session. This was in the lead-up to the Qatar FIFA World Cup and the team was happy to spend some time sweating it out and having fun together before the global event. During the session, our colleagues played badminton and had relay races.

GIVING BACK TO THE COMMUNITY AND PLANET

At Certis, we believe that change starts from within.

Even as we progress, we must ensure to not lose sight of why we do what we do — to make our world safer, smarter and better. That is why Certis is committed to the betterment of those around us, through conscious decisions that empower and help make a difference.



SUSTAINABILITY

A Better Tomorrow

At Certis, we are deeply committed to sustainability, working towards a better tomorrow with a focus on our people, the environment, our community and our customers. We prioritise the safety and well-being of our employees. As a world-class organisation, we strive for the highest standards of excellence in all the markets we operate in. Industrial certifications we hold include the Bizsafe Organizational Certification (Singapore) and ISO 45001 (Australia and Qatar). Our Modern Slavery Statement (Australia) exemplifies our strong support for equity in our business.

Our employees are important to us, and we support their growth and development through competency courses, coaching pods and an internal mobility portal. Certis complies strictly with regulations and fair employment practices, ensuring non-discriminatory hiring through complying with Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP) guidelines. We also strive to create a psychologically safe environment for all, ensuring everyone has a voice at the table through the ALIVE charter. Mental well-being initiatives and employee assistance programmes have also been put in place, along with mental health training for senior leaders.

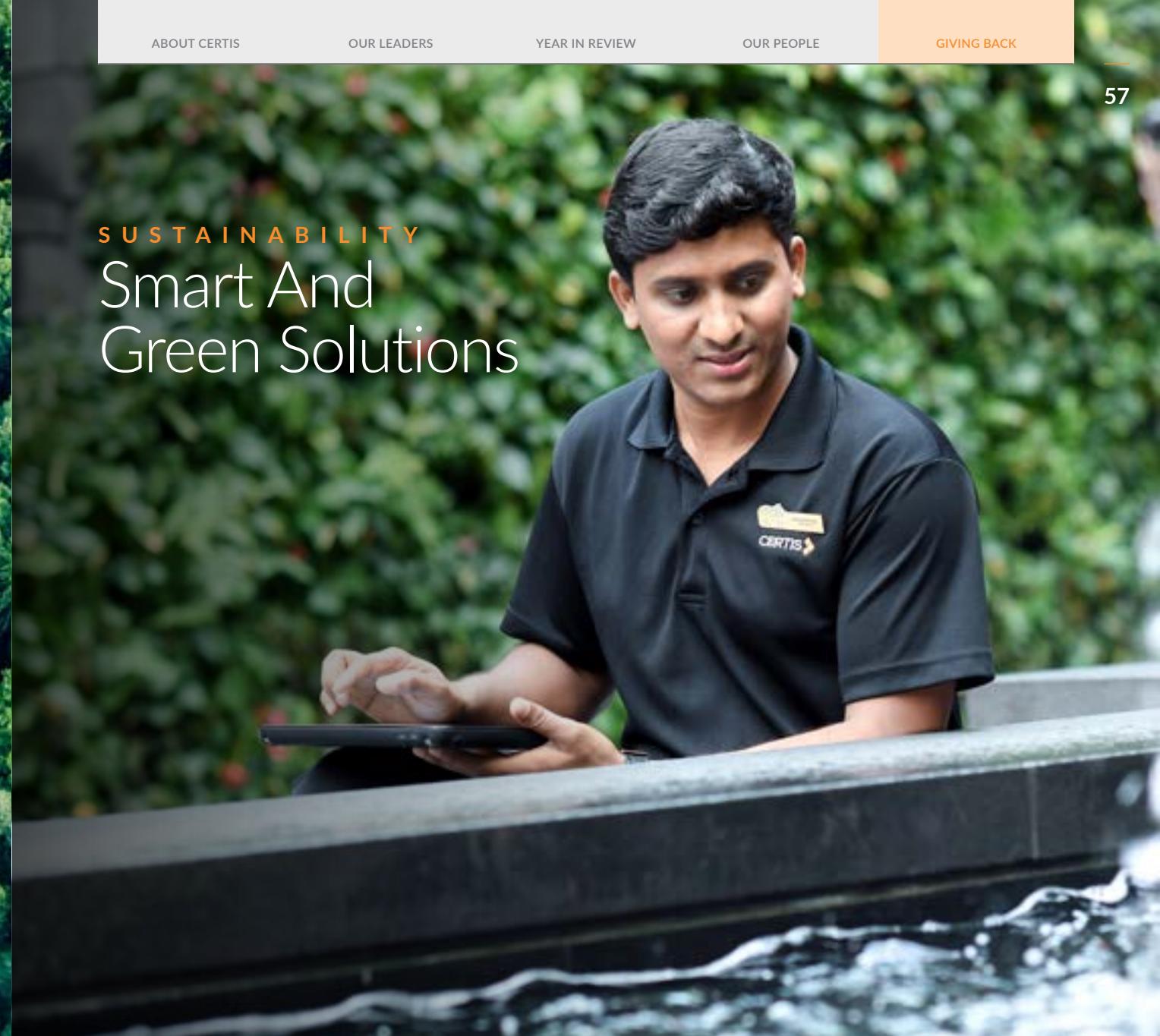
With a strong commitment to protecting the environment, we have optimised fleet routes to reduce carbon emissions, piloted electric vehicles in Singapore and invested in ensuring our buildings are green and energy-efficient. Our projects have received awards for sustainability and energy efficiency. Certis also proudly promotes responsible consumption through waste sorting, recycling and the digitalisation of contracts. Technology has also played a vital role in our sustainability journey, demonstrated through pilot projects with Jewel Changi Airport, which led to a 10% reduction in water consumption. We also have plans to commence trials on the use of electric vehicles in FY24, including electric cars and motorcycles for our operations, to evaluate the efficiency of these vehicles.

Compliance and risk management are paramount, supported by codes of conduct and cybersecurity measures. These are constantly updated in keeping with the changing landscapes we operate in, and complemented through channels that enhance corporate governance, such as the Certis Whistleblowing Channel.

Certis is dedicated to sustainability, leading by example and providing ethical solutions for our customers' needs. We strive to create a better and more inclusive future while driving positive change in the industry.

SUSTAINABILITY

Smart And Green Solutions



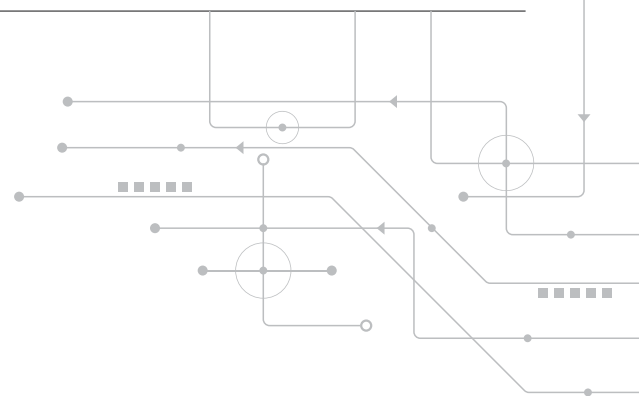
HIGHLIGHTS

Committed to sustainability, we have transformed projects such as Jewel Changi Airport through technology and smart integrated services.

Certis is dedicated to revolutionising our customer solutions through the seamless incorporation of environmental sustainability into our operations. Our commitment to green solutions empowers our partners with a competitive edge. Leveraging our expertise in overseeing operations for prominent clients including district town councils' healthcare establishments and shopping malls, we harness the power of technology and data analytics to anticipate potential breakdowns, optimise energy consumption, streamline workforce allocation and enhance key infrastructure such as energy, water and waste management, as well as air distribution systems.

An example of the group's sustainability efforts is our work with Jewel Changi Airport. Certis was tasked to assist in the analysis and consolidation of data across the complex to maximise asset lifespan, optimise energy performance, manpower and resources for sustainable operation, as well as the planning of digital and physical resources to achieve seamless cross-domain operation flow. To that end, we implemented a holistic Water Efficiency Solution and Smart Connected Chiller Management, which resulted in cost savings of more than \$70,000 per year, as well as a renewal of the Green Mark GoldPlus certification for the development.

Making A Difference



Pack a Punch

Senior Leaders Leading by Example: Doing Good for the Community

Certis' Senior Leadership Team believes strongly in leading by example and making time to contribute back to the community. Led by President and Group CEO, Paul Chong, our senior leaders regularly participate and encourage their teams to partake in the group's Corporate Social Responsibility (CSR) efforts. Two key initiatives that the senior leaders were involved in include:

Gift-a-Laptop

In May 2022, our leaders personally hand-delivered 30 laptops to the homes of beneficiaries from The Straits Times School Pocket Money Fund.

Pack a Punch

During the senior leadership retreat in July 2022, our leaders bought and packed a total of 72 school bags filled with school supplies and nutritional snacks for the beneficiaries of Beyond Social Services. They also wrote personalised messages to the children to inspire them.

A Global Initiative to Give Back to Our Communities

In our ongoing efforts to show care to those in need during the pandemic, our global teams came together to launch our care box initiative, where we distributed over 1,800 care box packages comprising health and wellness items to a total of eight CSR partners across Singapore, Hong Kong and Qatar. We also thanked caretakers and recognised their hard work.

Singapore

Breaking Barriers for a More Inclusive Society with SPD

The Breaking Barriers programme is a long-standing partnership with SPD. In its third year, Breaking Barriers 3.0 aimed to create opportunities for the beneficiaries to learn and practice community living skills in a community setting, and to also encourage the acceptance of persons with disabilities among the general public.

Through the programme, over 50 Certis volunteers joined 15 SPD clients from the Day Activity Centre with moderately severe disabilities to explore the community through day-to-day activities such as library visits, grocery shopping trips and having meals in shopping malls. Certis also donated S\$30,000 to support this programme and SPD's Day Activity Centre.

Making A Difference

Enabling Persons with Disabilities Through Sport with Singapore Disability Sports Council

Together with the Singapore Disability Sports Council, Certis launched Dare to Dream in February 2022 to encourage more persons with disabilities to lead active and healthy lives, as well as realise their sporting ambitions. In FY23, we supported the programme via two key initiatives:

Supporting the National Goalball Women's Team

Certis' donation enabled the National Goalball Women's team to train for competitions, ensuring the team was ready for the ASEAN Para Games 2022. Through our combined efforts and support, they won a Silver Medal for Singapore at the Games, and our colleagues came together to celebrate their well-earned success. We also got to know the team athletes better through learn-to-play goalball sessions and virtual workout activities, where our volunteers received first-hand experience in the discipline and hard work required of a national athlete.

Certis Superheroes Challenge

This programme enables both Certis and SDSC to scout new talent and groom the next generation of para-athletes. Certis employees were actively involved in this process and trained as para sports facilitators. Under the challenge, sessions were designed by SDSC to measure the fitness levels such as endurance, flexibility, speed and strength of persons with various disabilities.



Certis Superheroes Challenge

Cultivating the Cycle of Giving with The Business Times Budding Artists Fund

Since 2019, Certis has partnered The Business Times Budding Artists Fund (BT BAF) for the Community Give-Back programme, supporting workshops where beneficiaries lead sessions for their peers from The Little Arts Academy and volunteer welfare organisations with the assistance of Certis employees. The programme aims to inculcate the spirit of giving back, with a focus on equipping disadvantaged children and youth with resilience and the ability to adapt in unpredictable environments — traits* necessary to thrive in times of rapid change. We launched Community Give-Back 4 in November 2022 and donated S\$20,000 to the programme. For this edition, the beneficiaries of BT BAF had the opportunity to make an impact by proposing three workshop activities for their peers leveraging arts and technology to raise awareness of issues surrounding mental wellness and sustainability.



Breaking Barriers 3.0

Making A Difference

Certis' Management Associates Advocating for CSR

Today's generation of workers are increasingly looking towards employers to do their part for the community. At Certis, our management associates (MAs) are definitely no exception, and walk the talk by being enthusiastic ambassadors for our CSR programmes. From organising their own activities to showing strong support for existing programmes, CSR is a big part of an MA's journey and career at Certis.

ChariTrees

Certis has been supporting ChariTrees, an annual fundraiser that lights up the Marina Bay Promenade, for the past five years. Along with our donation in November 2022, Certis also participates in decorating our tree, with our MAs taking on this responsibility.



Sew-Fun

SEW-FUN

In March 2023, spearheaded by the MAs, Certis volunteers spent a fun school holiday afternoon designing and sewing plushies from scratch together with beneficiaries from BT BAF. This activity was initiated and organised by the MAs themselves.



TOUCH Community Donation Box

Our Commitment to Supporting Our Clients' CSR Efforts

Over the years, Certis has been supporting our key client, Changi Airport Group (CAG), in their CSR efforts, with our Certis colleagues regularly participating in initiatives by Changi Foundation, CAG's philanthropic arm. These include job trial and placement programmes as well as other outreach and fundraising initiatives.

- i. Collaborating with Changi Foundation to support TOUCH Community Services' donation box programme, Certis assist in the collecting, sorting and processing of donations. Certis has been supporting this initiative since 2018.
- ii. Certis supported Changi Foundation's two-week job trial programme in September 2022. The programme was aimed at giving first-year students from Metta School's Employment Pathway Programme a glimpse into the working world.
- iii. Over the past nine years, Certis employees have volunteered to conduct regular grooming classes for students at NorthLight School, a vocational education academy.

Making A Difference



Special Children's Christmas Party

Australia

Special Children's Christmas Party

Certis Security Australia was a major sponsor at the 2022 Special Children's Christmas Party for a second year running, an event that reaches out to some 4,000 children from the greater Sydney region with terminal or life-threatening illnesses, special needs, mental and physical impairment, and victims of sexual and domestic abuse. Our volunteers spent the day connecting with the beneficiaries while helping with gift packing and distribution.

Serving Meals at Ronald McDonald House

Certis Security Australia has worked with Ronald McDonald House Charities for a number of years through our Newcastle office, and we also did this in Victoria for the first time in December 2022. Our volunteers cooked a meal for residents and staff, including the families of children currently undergoing treatment in hospital.

Hong Kong

Our Certis Hong Kong & Macau (HKMO) colleagues clocked 160,000 steps collectively in support of the Hong Kong Federation of Handicapped Youth (HKFHY)'s virtual charity walk, contributing to this meaningful cause for the fifth consecutive year through our participation and donation that went towards sponsoring wheelchairs for HKFHY's basketball and marathon teams.

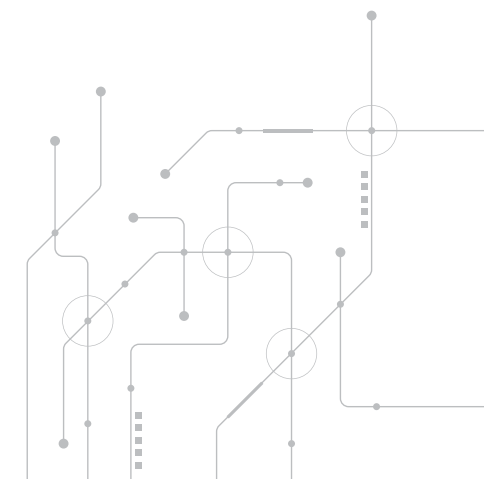
As part of their One Certis Fiesta last year, Certis HKMO staff participated in an experiential activity with the Hong Kong Society for the Blind (HKSB), and they also made a donation to sponsor equipment such as walking canes and writing instruments for visually impaired children and youth beneficiaries.



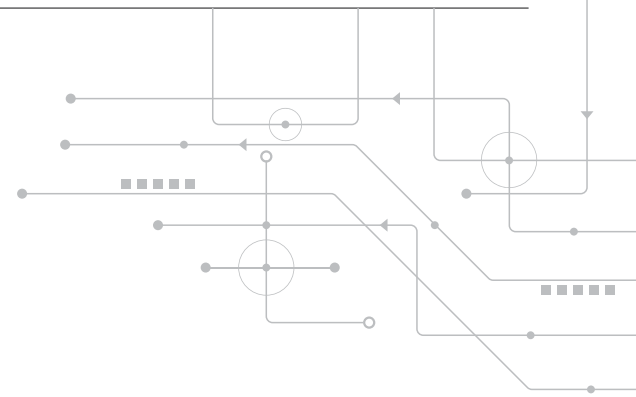
Hong Kong Society for the Blind

Qatar

Our colleagues from GSS Certis International joined us for a virtual workout as part of our Dare to Dream programme, spending time together for a good cause as we learnt more about a professional athletes' training and challenges faced by persons with disabilities from Singapore's ex-national goalball athlete, Joan Hung.



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. Risk controls are regularly reviewed by risk owners to promote a riskaware culture and ensure that management principles and practices are well-embedded in our decision-making and business processes.



Ethical Workplace

Every Certis employee is expected to always act in the best interests of the organisation. One way we ensure this is by engaging our employees to make an annual declaration on conflict of interest. We are also an equal opportunity employer based on merit, ability and transparent employee compensation. To maintain a healthy and open workplace free from discrimination, abuse, offensive or harassing behaviour, we encourage all employees to report any inappropriate acts through our whistleblowing channels.



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.



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.



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. We also mandate that company resources must not be used to support or engage in any illegal activity.

Global Footprint

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Adelaide Office
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Hong Kong

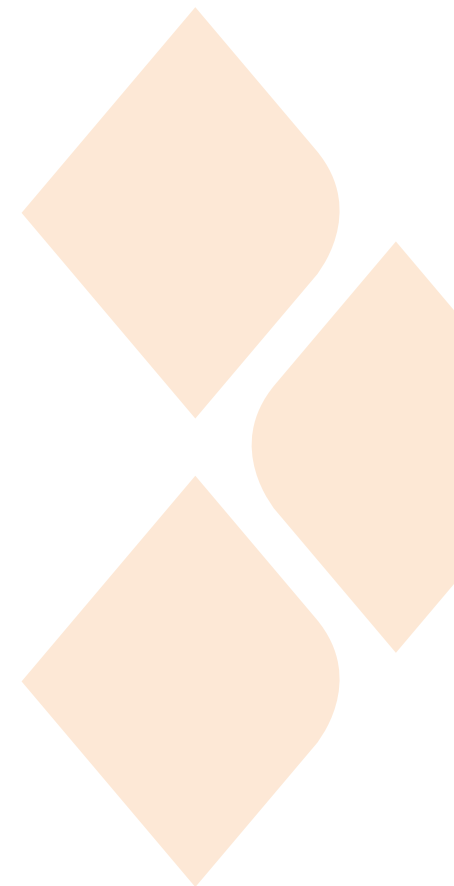
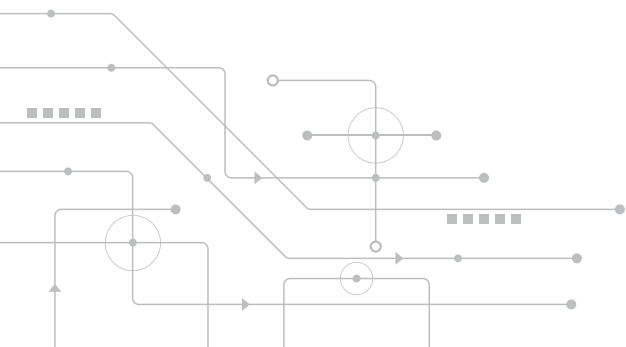
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MAKING OUR WORLD
SAFER, SMARTER, BETTER

Annual Review 2023



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