



MOZART™



INNOVATION WITH PURPOSE

ANNUAL REVIEW 2025

Certis at a Glance

>30 technology patents filed to date

Strengthening our edge in Ops-Tech innovation

>25,000 employees worldwide

A future-ready workforce spanning Singapore, Australia, and Qatar

Named one of Singapore’s Best Employers 2025

A testament to our culture of care, inclusion, and innovation

S\$1.59billion revenue in FY25

On track to achieve our S\$2 billion goal by FY28

Trusted in critical, high-security environments

From smart cities and airports to healthcare and defence

Over 60 awards and accolades in FY25

Recognised for innovation, HR, excellence, marketing and security leadership

INNOVATION WITH PURPOSE

At Certis, intelligence is more than just technology — it’s a mindset. As a leading tech security powerhouse, Certis combines digital innovation, deep operational expertise and a focus on delivering seamless, trusted solutions that empower people, protect assets and shape safer, smarter, better environments.

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OUR GLOBAL PRESENCE

RELENTLESS COMMITMENT TO INNOVATION

Innovation drives how we operate, serve, and grow. Guided by our Purpose, Certis relentlessly invests in AI, orchestration, and people development to stay ahead of change. We view innovation not as an initiative, but as a mindset, powering sustainable growth and delivering Safer, Smarter, and Better outcomes.

INNOVATION IN MOTION

Optimising performance
with smart systems

MAKING IMPACT WITH INNOVATION

Delivering value through
strategic partnerships

PEOPLE BEHIND INNOVATION

Empowering teams with
future-ready skills and support



RELENTLESS COMMITMENT TO INNOVATION

President & Group CEO's Message

FY25 was a defining year for Certis, not only in terms of our results, but in how we chose to evolve. This was a year of sharpening our focus, of doubling down on what we do best, and of laying strong foundations of relentless innovation: with bold moves in AI, orchestration, and operational discipline across our markets.

We faced a global environment defined by complexity, marked by rising cost pressures, shifting trade dynamics and emerging technologies that continue to reshape entire industries. Yet, in the face of such volatility, Certis responded with clarity.

We leaned into our strengths: orchestrating security and operations through technology, empowering our people through capability building, and delivering solutions that reflect both foresight and resilience.

Mozart™: Innovation on Display

In FY25, Mozart™, our integrated orchestration engine, moved from promise to proof.

With a firm footing now across Singapore, Mozart™ has now become a cornerstone of our performance, particularly in our overseas markets.

We secured the orchestration contract for One Bangkok, Southeast Asia's flagship smart city development. We were appointed to deliver a Smart Facilities Management platform at the Hong Kong Science and Technology Park, showcasing our ability to lead across diverse sectors and geographies. And we also launched our first lighthouse deployment at Powerlink Queensland in Australia, transforming traditional command-and-control with real-time data integration, smart alerts, and manpower optimisation.

Mozart™ is our beacon of innovation; it has now shifted to become a proven differentiator, one that we will continue to expand across all our key markets in FY26 and beyond.

Operationalising AI Everywhere

Innovation at Certis is not done in silos. FY25 was the year we moved decisively to embed AI into our business.

We launched our AI Literacy Programme with the Singapore University of Technology and Design (SUTD), equipping more than 800 colleagues across HQ, Singapore, and Australia with practical GenAI knowledge. This foundational effort laid the groundwork for a workforce that is not only AI-aware, but AI-enabled.

Our newly formed AI Development Group (ADG) introduced two key tools: ALTO, an internal chatbot that provides instant answers to policy questions and quick access to department documents, and AINI, which auto-corrects and categorises frontline reports, improving speed and accuracy while reducing admin load. These innovations are already improving productivity and employee experience across the board.

Looking ahead, we have committed S\$5 million in FY26 to further embed AI across Certis. Our ambition is to become one of Southeast Asia's most AI-mature enterprises, leveraging intelligence to enhance everything from security and facilities management to back-office workflows.

Making Strategic Choices towards Long-Term Growth

These technological leaps are not isolated efforts, they are part of a broader transformation agenda, which requires not only innovation and vision, but also discipline. FY25 was also a year of hard but necessary decisions.

We made the difficult move to divest our Hong Kong and Macau operations, in order to concentrate on leadership and innovation capital where we can scale with clarity. We also undertook a right-sizing exercise to simplify our organisation, as realignment to ensure we stay lean, nimble, and focused.

“Innovation is the only way to move forward. It is how we have chosen to progress in our relentless pursuit of excellence.”

NG TIAN BENG

President & Group Chief Executive Officer



AT A GLANCE

**>30 TECHNOLOGY PATENTS
FILED TO DATE**

Strengthening our edge in
Ops-Tech innovation

**>25,000 EMPLOYEES
WORLDWIDE**

A future-ready workforce
spanning Singapore, Australia,
and Qatar

**NAMED ONE OF SINGAPORE'S
BEST EMPLOYERS 2025**

A testament to our culture of care,
inclusion, and innovation

RELENTLESS COMMITMENT TO INNOVATION

President & Group CEO's Message

We leaned into our strengths: orchestrating security and operations through technology, empowering our people through capability building, and delivering solutions that reflect both foresight and resilience.

In our core markets of Australia and Singapore, we continued to win the trust of customers who value our operational expertise. Notable business wins such as Barwon Health and DP World in Australia, as well as the Singapore Prisons project, are strong signals that Certis remains a partner of choice for critical, high-trust environments.

Certis is now more agile, more customer-focused, and better positioned to deliver long-term value.

Reinforcing Culture and Purpose

While we transformed systems and strategy, we remained steadfast in strengthening our culture.

We were honoured to be named one of The Straits Times' Singapore's Best Employers 2025, and to be recognised across multiple HR and innovation awards, from Excellence in Employee Volunteerism to Business Technology of the Year. These accolades are a reflection of the culture we are building: one of innovation, inclusivity, and trust.

Most meaningfully, we were named Security Agency of the Year at the 2024 Singapore Security Industry Awards, a recognition that speaks directly to our core. It is a testament to the professionalism of our ground officers, the integrity of our teams, and the trust we continue to earn from clients and communities alike.

Our people were also at the heart of our Corporate Social Responsibility (CSR) initiatives. This year, we organised 19 community events across the Group, and I'm heartened to have one-third of management staff actively involved. This marks our highest participation to date.

We also launched Youth for Change with Boys' Town in Singapore, encouraging youth to take the lead in beach clean-ups and engagement activities with Persons with Disabilities. And to recognise the spirit of service within our own community, we crowned our very first Certis CSR Champion, celebrating employees who lead by example and inspire others to give back.

Taking the Next Step in our Transformation

In FY24, we set ourselves a bold ambition: to grow Certis into a S\$2 billion business by FY28. That target remains unchanged.

This year, we recorded strong financial performance across the Group. Certis reached a revenue of S\$1.59 billion, right on track towards our goal. We also exceeded our Group EBITDA margin target, achieving 9.1%, reflecting our improved operational efficiency. In Singapore, we outperformed our profit target by more than S\$30 million, achieved through a combination of disciplined cost management and strong sales performance. In Australia, after several years of groundwork, we achieved break-even, a critical milestone that lays the foundation for sustainable growth.

These numbers tell a story: one that is shaped by the people behind our progress this year.

We enter the new fiscal year with confidence, underpinned by the foundations laid over the past year: strong customer relationships, proven technology platforms, and a renewed culture of operational discipline and agility.



We are now in the process of refining our five-year strategic plan, one that builds on these foundations while doubling down on what we've always stood for: security, innovation, and trust. This next phase will see us deepen our investments in smart operations, AI, and automation, all while staying grounded in our mission to protect and serve with excellence.

Recently, on 30 September, we returned to our refreshed Group Headquarters at Paya Lebar Green, a move that symbolises more than a change in address. It reflects our commitment to sustainable design, technology integration, and being a living showcase of the future of operations.

A Personal Note

Since stepping into the role of President & Group CEO earlier this year, I have approached this responsibility with deep humility and a strong sense of purpose. I am energised by the passion of our people, encouraged by the trust of our customers, and excited about what we can build together.

I also want to take a moment to thank Paul Chong, whose steady leadership for close to two decades, and as founding CEO has certainly shaped Certis into the organisation we are today. His vision and tenacity laid the foundation for our transformation, and we are grateful for his legacy.

Certis has never been just a security company. We are a company of mission-led professionals who solve real-world problems, powered by people, and now, powered by intelligence.

Thank you to everyone who has been part of this journey. The best is still ahead of us to make our world safer, smarter, better.

Sincerely,

NG TIAN BENG

President & Group Chief Executive Officer

RELENTLESS COMMITMENT TO INNOVATION

Chairman's Message

Certis is evolving from a traditional manpower-intensive business to a technology-enabled leader, turning innovation into intelligence and expertise into impact, as we redefine the future of security. Our vision is clear: to shape security by fusing people with process and technology, creating smarter, safer outcomes for our clients.

FY25 was a decisive year for Certis. Despite persistent macroeconomic volatility, geopolitical headwinds, and inflationary pressures globally, we delivered a strong set of results. Revenue rose to S\$1.59 billion, and we exceeded our Group EBITDA margin target of 7%, closing at a healthy 9.1%. In Singapore, we surpassed profitability targets by over S\$30 million; and in Australia, we achieved break-even for the first time, a milestone that reflects the long-term effort our teams have put in over recent years.

Across the Group, we made clear progress on our transformation journey. From major contract wins in complex precincts to a stronger brand presence in Southeast Asia and Australia, Certis demonstrated that its integrated ops-tech model continues to resonate with customers in high-trust, high-security environments.

Innovation is Powering our Future Growth

Our focus over the last few years has been deliberate: invest in what differentiates us, streamline what no longer serves us, and stay relevant in a fast-evolving operating environment.

In FY25, we saw that strategy bear fruit. We secured significant new projects across diverse sectors and geographies, expanded our footprint in Southeast Asia and Australia, and continued to strengthen our position in high-trust, high-security environments.

At the same time, we made the tough but necessary decision to divest our Hong Kong and Macau business. This move allows us to reallocate capital and leadership bandwidth to markets where we see greater opportunity for scale, differentiation, and long-term value creation.

The result is a leaner and more focused Certis: one that is not just reacting to change, but anticipating it.

Our Culture, Strengthened

While our technology ambitions gained new grounds, we did not take our eye off the fundamentals. People continue to be the centre of Certis' service model and culture, and FY25 showed strong signs of internal alignment and engagement.

We are pleased to be recognised as one of Singapore's Best Employers 2025, and to receive industry recognition for both innovation and employee experience. Just as important, we saw a strong sense of internal alignment across our workforce. Our people know what's expected of them, feel connected to our mission, and understand where the company is headed — all essential indicators of a healthy culture.

On the social front, we stepped up our CSR efforts across the region. We strengthened our long-term partnership with SPD here in Singapore, and extended our support for community initiatives in Australia and Qatar. Importantly, these efforts aren't token gestures, they are tied to our Purpose and embedded in our business operations to help communities we serve thrive.

On the ESG front, we continued aligning our practices with international frameworks, while investing in energy efficiency, fleet electrification, and digital platforms that help both Certis and our clients operate more sustainably.

Relentless Innovation: From AI to Robotics

Artificial intelligence will be the defining capability of the next decade. At Certis, we are not playing catch up; instead, we are positioning ourselves as a leader in an increasingly AI-enabled world.

As artificial intelligence becomes the defining force of this decade, our responsibility is clear: to build AI into every layer of our operations, not just as a tool, but as an embedded enabler of decision-making, safety, and service. FY25 laid the groundwork through our AI literacy training, as well as AI tools development and deployment. FY26 will see us go further with investment, integration and leadership to push the limits of innovation.

“Relentless innovation is not an initiative. It's our posture, and who we are.”

ALLEN LEW
Chairman



AT A GLANCE

\$S\$1.59 BILLION REVENUE IN FY25

On track to achieve our S\$2 billion goal by FY28

TRUSTED IN CRITICAL, HIGH- SECURITY ENVIRONMENTS

From smart cities and aviation hubs to healthcare and defence

OVER 60 AWARDS AND ACCOLADES IN FY25

Recognised for innovation, HR excellence, marketing and security leadership

RELENTLESS COMMITMENT TO INNOVATION

Chairman's Message



Artificial intelligence will be the defining capability of the next decade. At Certis, we are not playing catch up; instead, we are positioning ourselves as a leader in an increasingly AI-enabled world.

We have kick-started on our next-generation robotics programme, getting ready for concierge and surveillance trials using robots. Robotics is not a replacement for human presence, but a complementary one that enhances precision, safety and scalability. Over time, we believe orchestration, not just automation, will become the hallmark of our operations.

Our new headquarters at Paya Lebar Green represents more than a relocation. It will set the stage for the next chapter of Certis: innovative, intelligent and sustainable. It will also serve as a living showcase for our own technologies, providing a space where customers, partners, and talent can see what the future of operations looks like.

FY26: Priorities and Gratitude

Looking ahead, our focus remains unchanged.

We will continue executing our refreshed five-year plan. We are targeting continued growth, further improvement in Group EBITDA, and deeper integration of smart platforms across our markets. Our ambition to reach S\$2 billion in revenue by FY28 remains firmly in sight, supported by both commercial wins and operational discipline.

I would like to extend my sincere thanks to Paul Chong, our outgoing Group CEO, whose leadership was seminal in making Certis one of the world's most trusted security companies. His steady guidance, especially through the pandemic and our early transformation years, leaves behind a strong legacy.

I am also most encouraged by the confidence our shareholders have shown in Ng Tian Beng, who succeeds Paul as Group CEO. Their support reflects strong belief in his ability to lead Certis into the next phase of value-added growth, building on our transformation and driving innovation with purpose.

I also want to thank our Board of Directors, our shareholder Temasek, and our senior management team across geographies. Their support and stewardship remain vital to our continued success.

To all Certis employees: thank you for your commitment to purpose, performance, and progress.

The next phase of Certis will be powered by innovation with purpose, and we are ready to seize the day.

Sincerely,

ALLEN LEW
Chairman

RELENTLESS COMMITMENT TO INNOVATION

Who We Are



Certis takes pole position as a provider of smart security and integrated solutions. Our solutions, rooted in our security expertise and enhanced by data and AI, are part of our extensive technology development and systems integration, all designed with robust cyber-security in mind.

We pride ourselves on our exceptional partnerships with both private and public sector clients, who value our Operational-Design First approach that ensures

seamless integration of technology and operations in their businesses. By deeply understanding our clients' needs, we co-create customised solutions that deliver optimal outcomes.

With a solid process framework, we offer comprehensive turn-key solutions that drive effectiveness, expertly blending security, facilities management, and customer experience to enhance cost efficiency and support our clients' future growth.

Awards and Accolades:
A Celebration of Excellence

OPERATIONAL AND SERVICE EXCELLENCE

ASIS Awards of Excellence 2024, Qatar

- Emerging Partner of the Year

Australian Security Industry (ASIAL) Awards 2024, Australia

- Winner — Unsung Hero Protective Services Sector: Angelo Angelides

Changi Airport Group Airport Safety Awards 2024

- Safety Influencer Award: Aviation Security Officer Nathan Krishanan

Changi Airport Extra Mile Awards 2024

- ONE Changi Leaders' Choice Award: Rowena Dorado Aranton
- Honesty Award:
 - Chai Chong Fook
 - Khor Jia Yi
 - Lam Thien Yew
 - Pang Jun Yuong
 - Zulfadli Bin Zainudin
- Outstanding Staff Award:
 - Asnitha A/P Rajandharan
 - Chai Chong Fook
 - Han Jun (Stephen)
 - Rowena Dorado Aranton

Singapore Retail Association Excellent Service Award (EXSA) 2024

- 44 awards — 39 STAR and 5 GOLD

Frost & Sullivan Awards 2024

- Singapore Competitive Strategy Leadership Award, Smart Facility Operations Sector

Security Association Singapore Security Officers' Day Awards 2024

- 272 Individual Award Recipients
- Golden Circle Best Employer Award
- Job Redesign Award

SG Enabling Mark 2024

- Silver for People Advantage Pte Ltd

Outstanding Security Performance Awards (OSPAs) 2024, Australia

- Finalist — Outstanding Young Security Professional award category: Mitchell Smith
- Finalist — Outstanding Security Training Initiative award category: Certis Screening Training Program

HUMAN RESOURCES AND PEOPLE DEVELOPMENT

HRD Asia's Innovative HR Teams 2024

- Innovative HR Teams Award

HR Excellence Awards 2024 – CSR

- Winner — Excellence in Employee Volunteerism (Silver)

HRM Asia Reader's Choice Awards 2024

- Gold — Best Recruitment Firm: Recruitment Process Outsourcing

Singapore Human Resources Institute (SHRI) 17th Singapore HR Awards

- Silver — Excellence in Employee Experience and Well-Being Award

The Straits Times Singapore's Best Employers 2025

- Top 250 Best Employers

TECHNOLOGY AND INNOVATION

ACES Awards 2024

- Innovative Tech Companies of the Year 2024

Alcatel-Lucent Enterprise 2024

- Indirect Reseller Growth Award: Certis Technology (Singapore)

Australian Business Awards 2024

- ABA100 Winner for Business Technology
- ABA100 Winner for Digital Transformation

Hikvision Emerging Growth Partner 2024, Qatar

- Hikvision Strategic Partner Award 2024, Singapore
- Strategic Partner of the Year

BUSINESS QUALITY AND
MANAGEMENT EXCELLENCE**Marketing Excellence Awards 2024**

- Bronze — Marketing Team of the Year

INNOVATION IN MOTION

Innovation comes alive when ideas move from concept to reality. From Mozart™ orchestrating entire smart precincts, to AI tools streamlining frontline operations, Certis turns technology into tangible impact, enhancing performance, boosting efficiency, and setting new benchmarks for intelligent operations worldwide.

End-to-end Ops-Tech

total orchestration by Mozart™ across security, facilities and customer service

Near 100%

answer accuracy enhancing real-time decision-making with Mirage AI

Expanded Deployment

of concierge, enforcement and surveillance robots, redefining operations, elevating experiences



INNOVATION IN MOTION

Our Intelligent System: Mozart™

One Bangkok

Certis delivers Command and Control as a Service (C2aaS) at One Bangkok, a landmark mega precinct and Thailand's largest fully integrated district. Spanning an area of more than 17 football fields, this ambitious development is managed through Mozart™ platform, which orchestrates seamless operations across hospitality, office, residential, and retail spaces.

With 1,500 officers deployed on the ground and operators stationed at the District Command Centre, Mozart™ ensures operations are conducted efficiently, securely, and sustainably.



Hong Kong Science and Technology Parks Corporation

The partnership between Hong Kong Science and Technology Parks Corporation (HKSTP) and Certis marks a major step in modernising facility operations. At its core is Mozart™, Certis' orchestration platform, now deployed as the Smart Facility Management Platform (SFMP) across HKSTP's estate.

SFMP integrates with existing platforms like Azure and SAP, enabling real-time analytics, predictive maintenance, smart asset management, and virtual

patrols. The rollout follows a phased approach, including co-designed workflows, secure system integration, tailored training, and iterative deployment.

Mozart™ provides centralised control, automated task and incident management, and advanced analytics. It enhances efficiency, improves user experience, and offers scalability for future innovation. This transformation positions HKSTP as a regional leader in smart estate operations, supporting sustainable growth and tech-driven excellence.

INNOVATION IN MOTION

AI for All

MIRAGE: ADVANCED RAG

Enhancing AI Accuracy through Smarter Information Retrieval

Developed by AI Development Group (ADG) at Certis, Mirage Advanced RAG is an AI innovation designed to significantly enhance the performance of Retrieval-Augmented Generation (RAG) models, AI systems that answer questions by first retrieving relevant information from documents and then generating a response using that data.

Unlike traditional RAG models, Mirage breaks documents into smaller, context-rich chunks and enhances them with background data and domain-specific prompts. It filters out irrelevant content using

a second AI layer, ensuring only the most relevant information is used. The final output is generated by a tuned model focused on clarity, ideal for users needing fast, accurate guidance. In testing, Mirage raised answer accuracy from 74% to nearly 100%, significantly reducing errors.

With Mirage, employees spend less time searching through manuals and more time focusing on high-value tasks. It also enables frontline teams to respond faster and more confidently in real-time situations by delivering precise, actionable answers.



ALTO

Streamlining Workplace Knowledge

To improve how employees access internal information, Certis launched ALTO in March 2025, an enterprise-grade, AI-powered chatbot platform that brings together previously fragmented systems into one centralised interface. The platform supports conversational search, allowing users to ask questions in everyday language and receive accurate answers from a wide range of sources, including policies, SOPs, meeting minutes, and other corporate documents.

Built with accessibility and inclusivity in mind, the platform ensures that all employees, even those on the frontline or with limited access to internal systems, can obtain the information they need with ease. By unifying content into a single, intelligent system, ALTO reduces duplicated efforts, improves information discoverability, and boosts overall efficiency. Its scalable design also allows new content and user groups to be integrated seamlessly, eliminating the need for separate tools or platforms.

AINI

Improving Processes with AI Precision

AINI, which stands for AI Network Interface, is a flagship AI-powered tool developed by the AI Development Group (ADG) at Certis. Designed to support security frontliners and supervisors, AINI acts as a digital assistant for reporting incidents into the Incident Reporting and Investigation Management System (IRIMS). It uses a Large Language Model (LLM) to automatically convert frontline input into a clear, standardised report format, correcting grammar and spelling along the way and assigning the appropriate severity level to each case.

AINI enhances incident reporting by streamlining the process and reducing human error. It improves report accuracy, consistency, and readability while supporting regulatory compliance. The tool has significantly boosted operational efficiency, with most reports accepted automatically and categorised correctly, often outperforming manual review. This strengthens the reliability of incident reporting across Certis.



INNOVATION IN MOTION

Robotics

Harnessing Robotics and Ops-Tech for Smarter Security

In FY25, Certis continued to strengthen our position as a leader in integrated Ops-Tech solutions, combining operations expertise with cutting-edge technology to safeguard people, assets, and infrastructure.

Powered by Mozart™, our Ops-Tech Intelligence Network seamlessly connects humans, machines, and data, delivering real-time situational awareness, intelligent decision-making, and precision response capabilities. Through the integration of sensors, surveillance systems, AI-powered analytics, and skilled manpower, we ensure visibility, accountability, and coordinated protection across diverse operating environments.

Certis also expanded the deployment of autonomous and robotics solutions to enhance safety, efficiency, and customer experience through the use of:

- i. Concierge robots and humanoid concierges provide independent, unmanned guest assistance, enhancing customer service.
- ii. Parking enforcement robots patrol kerbsides and drop-off points to prevent traffic obstruction and illegal parking.
- iii. Outdoor surveillance and autonomous patrol robots secure premises and diverse terrains through visual surveillance, threat detection, and real-time alerts.

These innovations reflect our commitment to building a future-ready Ops-Tech ecosystem that not only strengthens security outcomes but also elevates the overall experience for our clients and their customers.



MAKING IMPACT WITH INNOVATION

Innovation matters only when it delivers real outcomes. At Certis, we co-create solutions with our partners to achieve measurable value, from safer precincts to smarter facilities. Our innovation is grounded in purpose, enabling resilience, efficiency, and long-term impact for our customers and communities.



MAKING IMPACT WITH INNOVATION

Key Customer Wins

SINGAPORE CENTRAL PROVIDENT FUND BOARD

AI-Empowered, Industry-Leading Security Management

Certis has renewed its partnership with the Central Provident Fund Board (CPF), continuing a successful collaboration that began in 2019. Through process redesign and technology integration, the partnership has delivered over 20% in productivity and cost savings.

Since 2021, Certis has implemented Mozart™, CCTV, and Access Control Systems across six CPF sites, enhancing operational efficiency and command capabilities. Integrated technologies such as Argus for incident management, Titus for attendance tracking, and contractor kiosks for secure access have streamlined operations.

Looking ahead, Contractor Management Kiosks will be rolled out at CPF Tampines in 2025, followed by Jurong and Bishan. A Roving Support Officer model will also be introduced to ensure continuous patrols and responsive coverage.



SINGAPORE NANYANG TECHNOLOGICAL UNIVERSITY

Strengthened Safeguards for Security and Privacy

Certis is supporting Nanyang Technological University (NTU) in modernising campus security through the implementation of a unified Digital Access Control System across academic, office, and residential facilities. This initiative replaces physical passes with the NTU Pass, offering over 45,000 students and staff a seamless and secure digital entry experience.

The project includes the replacement of over 4,300 doors across buildings at NTU, Lee Kong Chian School of Medicine, and the National Institute of Education. It also involves installing more than 11,000 digital locks in NTU's Halls of Residence. Integrated with Certis' Mozart™ platform, the system enables centralised monitoring at the NTU Security Command Centre, enhancing scalability, security, and user experience. Certis also provides comprehensive maintenance support for all readers and locks.

This initiative reflects Certis' continued commitment to delivering smart, future-ready security solutions that improve operational efficiency and user convenience.



SINGAPORE STATE COURTS

Securing Singapore's Judicial Institution

Certis is proud to serve as the integrated smart security provider for Singapore's State Courts, reinforcing our role as the exclusive security partner across all judicial courts. Through a seamless blend of advanced Ops-Tech solutions and dedicated frontline officers, we deliver round-the-clock protection for one of Singapore's most vital institutions. Our integrated approach includes Oscar, our autonomous surveillance robot, and Mozart™, our state-of-the-art command centre that leverages video analytics and facial recognition for real-time incident management.

This partnership reflects our continued commitment to operational excellence, innovation, and trusted service. We are honoured by the trust placed in us to safeguard institutions that uphold justice for all Singaporeans.



SINGAPORE MINISTRY OF DEFENCE

First-of-its-Kind Unified Control for Security and Facilities

Certis was awarded the new Central Manpower Base (CMPB) — covering integrated building management systems, security manpower, and Integrated Facilities Management (IFM). CMPB is envisioned as a one-stop service centre for national service-related matters and the future smart workplace for Ministry of Defence (MINDEF) /Singapore Armed Forces. This high-profile project reinforces Certis' capability to support critical national infrastructure with complex operational requirements.

Securing all three contracts has enabled Certis to design and manage a pioneering Ops-Tech multi-operations orchestration command and control framework for MINDEF. This unified setup delivers centralised control and seamless coordination across security and facilities management functions. It improves daily operations, eliminates ambiguity between service lines, and strengthens incident response capabilities. Once operational, this system will serve as a benchmark for future MINDEF facilities, positioning Certis as a leading provider of integrated operational solutions. The project also marks a significant milestone in Certis' long-term partnership with the defence sector and sets a new standard for integrated developments.

MAKING IMPACT WITH INNOVATION

Key Customer Wins



AUSTRALIA DP WORLD

Expanding Security Services Across Australia

Certis Australia marked a milestone by expanding its collaboration with DP World to a national scale, delivering enhanced security services across major ports in Sydney, Melbourne, and Fremantle, building on the success of operations in Brisbane.

This achievement reflects the strength of our relationship with DP World and our commitment to operational excellence. The contract includes responsibilities such as personnel checks, MSIC verification, and oversight of port activities to ensure safety and efficiency.

SINGAPORE SINGAPORE AIRLINES

Enhancing Ramp Security Services

Ramp security plays a vital role in airside ground operations, ensuring the safety of aircraft, passengers, crew, and airport staff during ground handling. Previously managed by Airport Police Officers, these duties are now handled by Certis Aviation Security Officers, whose capability and efficiency had led to their successful deployment with Singapore Airlines (SQ).

This has strengthened SQ's ramp security, particularly in managing catering seal breaches and preventing unauthorised access to aircraft areas. SQ has also expressed satisfaction with Certis' use of the Argus system, an advanced tracking tool that provides real-time updates and ensures transparency and accountability across operations.



SINGAPORE AUTOMATED CASH PROCESSING CENTRES

Optimising Processes While Supporting Staff Well-Being

To boost productivity and reduce reliance on manual labour, Certis introduced industrial automation at its Cash Processing Centre, focusing on two key operations: Cash Float Packing and Coin Processing and Packing. These processes, supporting clients such as NTUC FairPrice and the Monetary Authority of Singapore, previously involved physically demanding tasks and repetitive manual handling.

Through automation, Certis has improved process consistency, safety, and traceability. This initiative has reduced errors and enhanced workplace ergonomics. It has also resulted in the removal of manual tasks, annual cost savings of S\$275,000, and strengthened service standards and audit capabilities. These outcomes reflect Certis' commitment to operational excellence and employee upskilling.



AUSTRALIA BARWON HEALTH

Deploying A Customised Security Solution

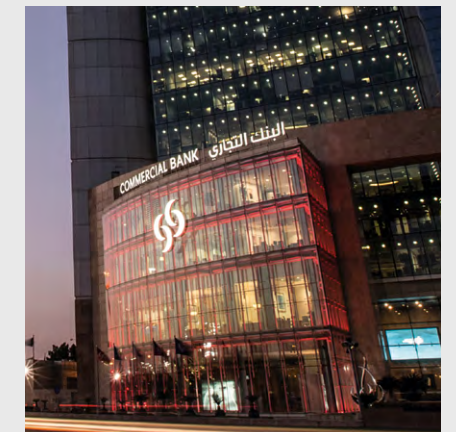
Certis Australia's partnership with Barwon Health stems from years of relationship-building and a strong understanding of their operational needs in healthcare. By identifying service gaps and aligning with future goals, Certis delivered a tailored security solution during the tender process.

The team applied the Certis Service Delivery System (CSDS) to ensure consistent service outcomes, supported by frontline dedication and smart technology through Mozart™. Our approach also included customer service training to meet the interpersonal demands of healthcare environments, drawing on experience from similar clients across other states.

QATAR COMMERCIAL BANK QATAR

Providing Total Peace of Mind with End-to-End Protection

GSS Certis International (GSSCI), a joint venture between Certis and Group Security System (GSS) in Qatar, secured the contracts for security systems and services under Commercial Bank Qatar (CBQ). This includes the installation and maintenance of CCTV systems across bank branches and commercial buildings. In addition, GSSCI provides manned security services at CBQ locations. These services cover access control, patrolling, incident response, control room operations, and support during special events or emergencies. The team also works closely with CBQ's property management and Health, Safety, Security and Environment (HSSE) teams to ensure seamless coordination and safety.



SINGAPORE SINGAPORE TRAFFIC POLICE: TESTERS FOR DRIVING CENTRES

Driving Safer Roads Through Competency Assessment

Certis continues to play a key role in supporting Singapore's road safety efforts through our partnership with the Traffic Police to optimise how driving competency is assessed. We provide trained testers to driving centres to further strengthen the delivery and integrity of the driver competency assessment process. This project reflects our commitment to delivering Safer, Smarter, Better solutions that enhance national regulatory processes through technology, transparency, and operational excellence.

Today, Certis administers over 19,000 theory examinations and 11,000 practical test sessions monthly, strengthening national efforts to ensure competent, responsible drivers on Singapore's roads.

PEOPLE BEHIND INNOVATION

Behind every breakthrough at Certis are our people. We invest in their growth through AI literacy, leadership development, and inclusive practices. By equipping our workforce with future-ready skills and fostering a culture of care, we ensure that innovation is powered by human ingenuity and purpose.

>25,000

employees worldwide. A future-ready workforce delivering Safer, Smarter, Better outcomes



>90%

of Singapore managers trained in AI literacy. Building a workforce equipped with digital skills



151

Peer Support Leaders certified. Strengthening a caring workplace culture with trained peer networks



PEOPLE BEHIND INNOVATION

Training and Development

BUILDING FUTURE-READY SECURITY PROFESSIONALS THROUGH AI LITERACY

Certis took a significant step towards shaping the workforce of tomorrow with the launch of the Certis — Singapore University of Technology and Design (SUTD) AI Literacy Programme. Developed by Certis Corporate University, this strategic partnership is designed to equip security professionals and frontline teams with essential AI skills to thrive in an increasingly digital operating environment.

The event was officiated by Ms Gan Siow Huang, Minister of State for Education and Manpower, underscoring the programme's national relevance in supporting workforce transformation.

Through a structured, tiered framework — Digital Discovery, Digital Mastery, and Digital Expertise — the initiative provides a clear development pathway to strengthen AI literacy across the sector. Certis is committed to training 2,000 managers and security supervisors over the next year, contributing to the broader sectoral goal of equipping 5,000 security professionals with AI competencies by 2027.

This initiative reflects our ongoing efforts to invest in people, drive industry transformation, and build the future of security. Since the launch of the course, we have trained more than 90% of our Singapore management staff in employing AI tools to enhance work productivity.



FOSTERING A CARING, CONNECTED WORKPLACE

In today's fast-paced work environment, small moments of connection can make a lasting impact. At Certis, we believe that building a supportive, resilient workforce begins with empowering our people to look out for one another.

Launched in August 2024, our Peer Support Training Programme is designed to nurture a culture where employees feel heard, valued, and supported. Peer support networks provide an accessible, effective way for colleagues to offer emotional support while strengthening trust and camaraderie across teams.

At the heart of this initiative are our Peer Support Leaders (PSLs), trained employees who serve as the first line of support for their peers. To date, we have certified 151 PSLs across more than 10 business units in Singapore. These dedicated individuals are equipped to provide a listening ear, offer guidance, and connect colleagues to resources such as the Employee Assistance Programme, national hotlines, or community services.

The programme has been well-received, achieving excellent feedback with an average rating of 4.83 out of 5. It is also recognised as a Health Promotion Board featured programme, underscoring its alignment with national efforts to promote mental well-being in the workplace.

Building on this success, we have developed an in-house peer support curriculum based on the HEART (Hold Space, Empathy, Active Listening, Resources, Trust) Framework, tailored to our workforce. This framework reinforces our commitment to cultivating a caring, resilient environment where our people can thrive, professionally and personally.

By equipping employees with the tools to support one another, we are strengthening our people-first culture and ensuring that help is always within reach.

PEOPLE BEHIND INNOVATION

Training and Development

ENHANCING LEADERSHIP CAPABILITIES

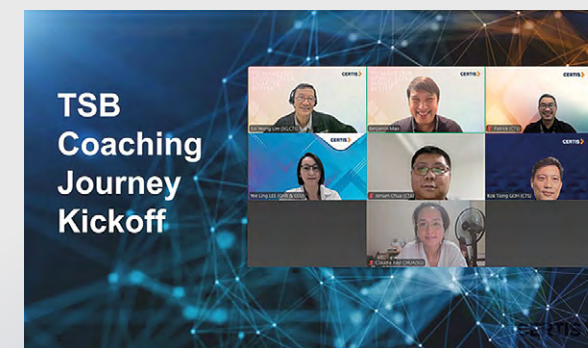
In 2024, Certis refreshed and launched two flagship leadership programmes tailored to different leadership levels. Leading Others equips People Managers with practical skills in team dynamics, psychological safety, and HR confidence. Leading Business supports senior leaders with strategic insights and curated sessions aligned to Certis' priorities.



DEVELOPING COMPETENCIES FOR LONG TERM SUCCESS

To build a future-fit workforce in the Operations-Technology space, Certis Corporate University introduced the Skill Taxonomy Framework to support the evolving needs of the Technology Services Business (TSB) unit. This strategic workforce initiative provides a structured competency model that enables employee development and retention through learning and career growth opportunities.

The framework outlines key competencies and domain knowledge areas across various roles and expertise levels, offering a clear roadmap for skill progression. It ensures employees are equipped to meet changing business needs and contribute meaningfully to Certis Group's long-term transformation objectives by proactively developing the right capabilities.



ENABLING GROWTH THROUGH TARGETED LEARNING

The TSB Coaching Journey, developed by Certis Corporate University, is a tailored development programme designed to support the growth of selected Business Analysts and Project Managers within the Technology Services Business (TSB) unit.

Launched in February 2025, the programme focuses on building practical skills in key areas such as stakeholder management, budgeting, resource planning, business requirements, and change management for Information Technology and Operational Technology. This is part of TSB's ongoing efforts to invest in its people and help them grow in roles that are essential to the organisation's success.

Structured around the 70-20-10 learning model, the programme combines practical project work, personalised coaching, and external workshops. This balanced approach helps participants apply what they learn in real situations, with support from experienced mentors along the way. This initiative supports the business unit in identifying opportunities to upskill and develop individuals, helping to guide their career progression and growth.



PEOPLE BEHIND INNOVATION

Employee Engagement Activities

APPRECIATING OUR PEOPLE

At Certis, we celebrate meaningful moments that strengthen team spirit and inclusivity. Be they International Women's Day, Father's Day or National Day, surprise treats from coffee carts to carnations reflect our commitment to a workplace culture built around care and appreciation.



Investing in Our People & Recognising Our Talent

ENABLING MARK (SILVER)

Building a more inclusive workforce is core to how we contribute to society. As part of this commitment, we have embarked on partnerships with organisations such as MINDS and the Autistic Resource Centre, exploring how job roles across our projects can be redesigned to better support the employment of Persons with Disabilities.

In recognition of these efforts, People Advantaged (a subsidiary of Certis) was awarded the Enabling Mark (Silver) by SG Enable; a national accreditation that recognises organisations fostering disability inclusiveness in the workplace.

To date, 66 Persons with Disabilities have been hired across Certis and in roles provided through our customers. We continue to explore job opportunities to expand inclusive employment and open up more pathways for diverse talent to contribute and succeed, both at work and in life.

CERTIS PINNACLE AWARDS 2024

Since 2017, the Certis Pinnacle Awards have honoured employees who truly represent our core values. These awards aim to recognise exceptional role models within the organisation, encouraging everyone to strive beyond their everyday duties. In 2024, a total of 80 employees were recognised as winners across five award categories, selected from a pool of 224 outstanding finalists.



OUR LIVING SYSTEM

At Certis, we believe corporate responsibility extends beyond business — it's about making a genuine difference. Guided by our core value of Care, we aim to empower employees to give back through community partnerships and volunteering.

34%

increase in volunteer hours by
Certis Management Staff

21.3%

increase in number of
Certis volunteers



OUR LIVING SYSTEM

People and Governance



MANAGING ENTERPRISE RISKS

The Group's Integrated Assurance Framework (IAF) provides a holistic and systematic approach for identifying, assessing, monitoring and reporting of risks, through combining pre-emptive risk management strategies with assurance-driven audits. The Framework is adapted from both ISO 31000 Risk Management Standards and COSO Enterprise Risk Management Framework. The Group promotes a 'risk-aware' culture with both top-down oversight from the Board of Directors ("the Board") and bottom-up engagement between Management and employees. This ensures a structured and disciplined risk assessment approach, which is aligned with the Group's business objectives and strategies, while embedding sound risk management practices into the Group's business and decision-making processes.

The Group has developed key risk indicators, which serve as an early warning system to highlight risks that have escalated beyond the agreed risk tolerance levels, with appropriate follow-up actions to be taken when the risk thresholds are breached. The Board and Management are updated on material changes in risk profiles, key mitigating controls and status of key risk indicators on a quarterly basis to facilitate comprehensive reviews and discussions.

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.

Modern
Slavery
Statement

Our annual Modern Slavery Statement (Australia) exemplifies our strong support for equity in our business and supply chain. The initiatives demonstrate our commitment to human rights and the steps we take to assess and address modern slavery risks.

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.

OUR LIVING SYSTEM

Community Environment

SUSTAINABILITY AT CERTIS

At Certis, sustainability lies at the core of our operations. We believe that caring for both people and the Planet inherently adds value to our organisation and our customers.



We Care About Our People

Certis is a people-centric organisation with over 25,000 employees worldwide. Our people are our greatest asset, and we remain committed to investing in their growth and well-being.

Through the Certis Corporate University (CCU), we equip Certizens with essential leadership competencies to help them thrive in their roles and grow their careers. Last year, we launched the inaugural Certis Earn and Learn Programme (CELP), combining classroom learning with on-the-job training to provide both practical experience and formal qualifications. We also partnered with the Singapore University of Technology and Design (SUTD) to introduce an AI Literacy Programme, empowering employees to use AI tools to enhance productivity.

Certis is dedicated to fostering an inclusive workplace and upholding fair employment practices in line with Tripartite Alliance for Fair and Progressive Employment Practices guidelines. Over 60 Persons with Disabilities are meaningfully integrated into our workforce, contributing across various functions.

Safety and well-being remain a priority. We maintain ISO 45001 and bizSAFE certifications across our entities, and continue to strengthen psychological safety through our Peer Support Programme, which has trained over 150 peer support leaders to identify and address mental health concerns early.



We Protect Our Environment

While our business operations currently have a relatively low emissions impact, we remain firmly committed to further reducing our carbon footprint. We pursue this goal through practical and achievable measures that align with our sustainability objectives.

In Singapore, our fleet now comprises four electric cars, two electric vans, and eight electric motorbikes, an increase of two from the previous year, reflecting our continued commitment to sustainable mobility.

In 2023, Paya Lebar Green achieved Green Mark Platinum (Super Low Energy) certification. The facility is equipped with solar panels and electric vehicle (EV) charging stations, reinforcing our dedication to green infrastructure.

We have also implemented Heating, Ventilation, and Air Conditioning (HVAC) optimisation software, further advancing our environmental sustainability goals.



We Give Back to Our Community

At Certis, our dedication to the community is a fundamental part of who we are. It is deeply embedded in our organisational culture and consistently reflected in the strong support and participation of our colleagues. Their commitment exemplifies the spirit of giving that defines us. As a world-class organisation, we recognise our responsibility and capacity to make a meaningful impact on a global scale. Over the past year, we:

- Celebrated five years of partnership with SPD through our Breaking Barriers programme, aimed to integrate Persons with Disabilities into society by creating opportunities for them to learn and practice community living skills.
- Launched the inaugural Youth for Change programme with Boys' Town to inspire their youth to give back to the community.
- Organised the Certis Charity Cup, a futsal tournament that brought together 20 teams of corporate and frontline colleagues in support of our long-time CSR partner, the Singapore Disability Sports Council.
- Supported and volunteered at the Certis Superheroes Challenge, launched in partnership with the Singapore Disability Sports Council (SDSC) to promote sports inclusivity and match individuals to sports suited to their abilities and interests.



We Support Our Customers in Their Sustainability Journey

As a trusted leader in Integrated Facilities Management (IFM), Certis is committed to continuous innovation that helps clients reduce the carbon footprint of their built environments. Through smart solutions and sustainable practices, we enable meaningful environmental impact.

Certis has developed technologies such as Smart ACMV, which uses AI to improve operational efficiency and reduce energy consumption. Our Commonwealth site serves as a "Living Lab" for smart building innovation, featuring HVAC systems with anomaly detection and integrated sensors for remote monitoring and predictive maintenance. These efforts have led to an estimated 5% reduction in energy use. In collaboration with partners, we also deploy advanced software to optimise chilled water systems, with similar solutions implemented at Lee Kong Chian School of Medicine (Nanyang Technological University) and Jewel Changi Airport. All initiatives are managed through our Mozart™ IFM platform, enhancing oversight and utility efficiency.

OUR LIVING SYSTEM

Purpose in Motion
Singapore

DARE TO DREAM 3.0

Certis Superheroes Challenge

Dare to Dream encourages Persons with Disabilities to lead active, healthy lifestyles and explore the world of sports. Now in its third edition, the programme builds on the Certis Superheroes Challenge (CSC), launched in partnership with the Singapore Disability Sports Council (SDSC) to promote sports inclusivity and match individuals to sports suited to their abilities and interests.

Launch of President's Challenge

The CSC was one of the few para-sports initiatives featured during President Tharman's visit to SDSC for the launch of the refreshed President's Challenge and 2025 grant call. President Tharman observed students from special education schools participating in physical assessments, and even joined the action himself.

Certis Superheroes Challenge at Metta School/
Inclusive Sports Outreach

Last year, Certis volunteers brought the CSC to Metta School, guiding over 100 students through assessments such as grip strength and jump height, while motivating them to get active and discover their sporting potential. Our colleagues also continue to support SDSC's ad hoc initiatives, including goalball practice sessions for special needs students at Delta Sports Hall and training camps.



BREAKING BARRIERS 5.0

Changi Experience Studio

Now in its fifth year, our Breaking Barriers programme with SPD aims to integrate Persons with Disabilities into society by creating opportunities for them to learn and practice community living skills.

Certis organised four hands-on activities tailored to participants' abilities and interests, including a brownie and cookie baking session and a visit to Changi Experience Studio. These initiatives are also featured across our internal and external platforms to raise awareness of SPD's work and encourage more employees to get involved.



YOUTH FOR CHANGE

Launch of Youth for Change

Certis launched the inaugural Youth for Change programme with Boys' Town to inspire their youth to give back to the community. The year-long initiative features four service-learning activities focused on environmental sustainability and supporting underserved communities. Together with our volunteers, the youth were involved with the following activities:

- Kayak and beach clean-up at Pasir Ris Park
- Ice cream-making session with SPD clients, fostering awareness of Persons with Disabilities
- Give a Gift: Packing and delivering school bags and water bottles donated by Certis and their employees to underserved children supported by Beyond Social Services.

COMMUNITY GIVE-BACK:
THE BUSINESS TIMES
BUDDING ARTISTS FUNDNational Gallery Singapore
(A Future World Adventure)

Through our Community Give-Back programme, beneficiaries of The Business Times Budding Artists Fund (BTBAF) are empowered to use their talents to uplift other underserved children and youth. For the sixth edition, our volunteers teamed up with BTBAF student trainers to bring fellow beneficiaries beyond the classroom to experience the arts, an opportunity they don't often have. The group explored museums through a fun scavenger hunt designed to spark curiosity and appreciation for visual art, including:

- National Gallery Singapore (A Future World Adventure)
- ArtScience Museum's Future World Exhibition (Secrets of the museum)



OUR LIVING SYSTEM

Purpose in Motion

Singapore



MANAGEMENT ASSOCIATE CSR PROGRAMME

Terrarium-making and Macramé workshop

Our Management Associates organised an annual CSR activity for our Singapore-based employees. This year, they arranged a meaningful day out at the MINDS Regional Hub, where our volunteers had the opportunity to learn terrarium-making and create macramé keychains, all under the patient guidance of MINDS clients themselves.

CSR CHAMPION AWARDS

Certis CSR Champion Awards 2024

The second CSR Champion Awards continue to recognise and honour employees who lead by example through their dedication to community service and social responsibility. This year, we were delighted to name three outstanding winners whose inspiring contributions have made a tangible impact, further strengthening the fabric of our community.



CUSTOMER RELATED CSR ACTIVITY

Certis Charity Cup

Certis held its very first Charity Cup, a fundraiser futsal tournament. This brought together 20 teams of our corporate and frontline colleagues for a day of fun and friendly competition, all in support of the Singapore Disability Sports Council (SDSC).

Our senior leaders also showed their support by playing in a charity match. The winning team then faced off in a friendly match against the SDSC contingent, which included para athletes, their kids, and SDSC staff.

Naming a room a Boys' Town's campus

Certis was honoured with the opportunity to adopt and name a room at Boys' Town. Officially unveiled by our former President and Group CEO, Paul Chong, the space is now known as the Resilience Counselling Room, an apt name that embodies strength and fortitude.



Celebrate 2025: Build a Bicycle

Close to 200 colleagues gathered for Celebrate 2025, our annual engagement event for management employees. For the first time, the event also featured a CSR initiative, bringing together our largest-ever group of management staff for a community activity. In partnership with Children's Wishing Well, a charity that supports children, youth, and families from low-income backgrounds, our colleagues built 25 bicycles from scratch. With teamwork, dedication, and heart, they assembled the bikes and delivered them to the homes of the children.



Singapore Pools: Football with a Heart

Certis took part in this friendly five-a-side football competition for the first time, rallying behind its meaningful cause to support underserved communities in Singapore. Our colleagues brought passion and grit to the pitch, going head-to-head with other corporate teams. We fielded two squads, with one, the Certis Titans, powering through to the quarter-finals and proudly showcasing their tenacity and team spirit.

Shop For Good @ Certis Senior Leadership Retreat

To commemorate our fifth year of partnership and SPD's 60th anniversary, 57 senior leaders from Certis personally purchased and packed grocery care packs for SPD's home-based clients. In total, our leaders delivered these groceries to the doorsteps of 60 households across the whole of Singapore. It was a privilege to have the opportunity to bring a smile to the clients' faces and ease their burden of shopping for heavy and bulky groceries.

Changi Airport Gives Back

60 Certis volunteers took part in 'Changi Airport Gives Back', bringing joy to hundreds of underprivileged youth and their caregivers. Organised by Changi Airport for Changi Airport Group's 15th Anniversary, the event treated beneficiaries from lower-income families to a fun-filled day, including a carnival and a visit to the interactive Changi Experience Studio.

OUR LIVING SYSTEM

Purpose in Motion

Australia & Qatar

AUSTRALIA

Sydney: Special Children's Christmas Party

Certis Australia proudly participated at the annual Sydney Special Children's Christmas Party for the fourth consecutive year. Our contributions and volunteer efforts helped make this extraordinary event a source of joy for children during the festive season.

Community groups and corporate organisations came together to create an unforgettable day for all attendees, featuring delicious treats, engaging activities, and moments of holiday magic.

Our initiatives focus on inclusion and support for people with disabilities and disadvantaged youth, helping to build safer, smarter communities. Senior leaders and management play an active role in driving these efforts, setting the tone for meaningful engagement across the organisation.



QATAR

Hope Qatar

GSS Certis International (GSSCI) proudly joined HOPE Qatar's annual Sports Day for the second year running, with 15 volunteers stepping up to support the children throughout the day. The event was a celebration of inclusivity and joy for children with special needs.

Each volunteer was paired with a child, serving as their buddy and guiding them through various sports activities. From cheering them on to ensuring their safety and well-being, our volunteers played a key role in making the event both fun and meaningful.

Hong Kong & Macau



HONG KONG & MACAU

Hong Kong Federation of Handicapped Youth Charity Walk

Sixteen colleagues from Certis Hong Kong came together to hike Tai Mo Shan, the highest peak in Hong in support of the Hong Kong Federation of Handicapped Youth. This event was part of the HKFHY Charity Walk, which encourages the community to raise awareness for their cause by either organising their own walk or joining an existing one. Sports Hall and training camps.

Hong Kong & Macau: Fundraiser with a Twist

Certis Hong Kong and Macau (HKMO) offered employees an opportunity to play pranks on senior leaders to raise funds for a good cause. Employees could donate money to assign fun tasks for our leaders to complete. These tasks included wearing silly costumes and eating unusual food combinations, and our senior leaders did not disappoint as they stepped up to complete these tasks all in the name of charity.

The hilarious event contributed a total of HK\$17,300 to the fundraiser. Our colleagues' enthusiasm and spirit of giving have made us all proud and Certis Group matched this amount dollar-for-dollar, bringing the grand total raised to HK\$34,600.



WHAT'S NEXT — BECOMING FUTURE-READY

The journey of transformation never ends. At Certis, we are preparing for what comes next: from our new HQ at Paya Lebar Green to autonomy-ready solutions and sustainable growth. We are becoming future-ready, shaping tomorrow with innovation, foresight, and purpose.

5

intelligent robots deployed at
Paya Lebar Green

66,000

square feet of Grade-A smart office
space powered by AI, IoT and
robotics at Paya Lebar Green



WHAT'S NEXT — BECOMING FUTURE-READY

Paya Lebar Green



Setting a new benchmark in sustainable development, the new Paya Lebar Green is a joint redevelopment by Certis and Lendlease that transforms the former Certis headquarters into a smart, future-ready workplace. Comprising a new 12-storey South building and a refurbished eight-storey North building, the site will offer 220,000 sqft of Grade-A office space with advanced facilities management powered by Artificial Intelligence (AI), Internet of Things (IoT), and robotics.

Paya Lebar Green has been awarded the BCA Green Mark Platinum Super Low Energy certification, making it the first development in Singapore to achieve all five sustainability badges under the Green Mark 2021 scheme. Featuring hybrid cooling systems, solar panels, and intelligent environmental monitoring, the project places strong emphasis on energy efficiency, occupant wellbeing, and long-term sustainability.



Preparing for Autonomy

As Certis continues to push the boundaries of technology-led security and integrated services, autonomy stands at the heart of our innovation journey. From intelligent patrol robots to automated concierge and logistics solutions, our robotics initiatives are redefining how we deliver security and service excellence in safer, smarter and more effective ways for our customers.

In 2025, our relocation to the new Certis Headquarters marked a significant milestone, as it would also house a dedicated Robotics Lab. This facility will serve as a hub for research, development and collaboration, enabling our teams to accelerate advancements in autonomous technologies. With the lab, we can prototype, test and refine robotics solutions in real-world environments, further enhancing their ability to operate independently while seamlessly integrating with human teams.

The Robotics Lab will strengthen Certis' capability to create end-to-end autonomous solutions, combining robotics, AI, data analytics and our award-winning Mozart™ platform to deliver greater efficiency, resilience and precision. By embedding autonomy into our operations, we are not only reducing reliance on manual tasks but also empowering our people to focus on higher-value responsibilities.

Our investment in robotics underscores Certis' commitment to building the future of autonomous security and service solutions. It reflects our belief that autonomy is not just about machines acting independently, but about how technology and robotics can augment human capabilities, enabling our people to focus on higher-value work, enhancing decision-making, and empowering organisations, employees and communities to thrive in a smarter, safer and more sustainable environment.



LEADING WITH INNOVATION

Certis' leaders embody innovation with purpose. From the Board to management, our leaders steer with vision, resilience, and integrity; anticipating change, harnessing technology, and empowering people. Their leadership ensures Certis remains trusted, forward-looking, and firmly committed to delivering Safer, Smarter, Better outcomes.



LEADING WITH INNOVATION

Board of Directors

**ALLEN LEW**

Chairman

Mr Allen Lew was appointed to the Board in January 2022 and subsequently named as Chairman in November 2023.

Mr Lew is a board member of Raffles Medical Group, and is Chairman of its Audit & Risk Committee as well as a member of the Nomination & Compensation Committee. Mr Lew is also a board member of the Maritime and Port Authority of Singapore. He is also the Chairman and board member of Halo Digital Infrastructure Pte. Ltd.

Mr Lew began his career with the Singtel Group in November 1980. 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 subsequently as Managing Director of Optus Consumer Business.

Mr Lew was Senior Advisor at Singapore Telecommunications Limited (Singtel) between April 2021 and April 2023. He also served as Chief Executive Officer of Group Strategy and Business Development and Country Chief Officer, Thailand 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. He was formerly on boards of Sentosa Development Corporation, Energy Market Authority, Singapore Institute of Technology and Citibank Singapore Pte Ltd.

Mr Lew 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.

**NG TIAN BENG**

President & Group Chief Executive Officer

Mr Ng Tian Beng joined the Board on 7 April 2025.

Mr Ng is the President and Group Chief Executive Officer of Certis, where he leads the organisation in advancing its Ops-Tech transformation and driving growth across key markets. He brings more than 25 years of leadership experience in the technology sector, with deep expertise in strategic business development, innovation, and stakeholder engagement across Asia Pacific. He is also a Director on the board with Rich Monde Holdings Pte Ltd.

Prior to joining Certis, Mr Ng was previously Senior Vice President and General Manager for Dell Technologies Asia Pacific and Japan, where he oversaw a multi-billion-dollar channel business and led strategic partnerships across the region. He has held senior leadership roles across South Asia, Korea, Singapore and Brunei, and led Dell's Global Accounts business in Asia Pacific and Japan.

Mr Ng has also contributed to national initiatives in Singapore, through roles he held in the Singapore Manufacturing Federation, Singapore IT Federation, and Workplace Safety and Health Council.

Mr Ng holds a Bachelor of Science from Santa Clara University, California, USA, and an MBA in Marketing from the University of Western Australia.

**KHOO BOON HUI**

Director

Mr Khoo Boon Hui was appointed to the Board in February 2016.

With a career of over 30 years serving in the police force and recognised expertise in organisational management, he joined 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 with the Police, Mr Khoo was appointed as Senior Deputy Secretary of the Ministry of Home Affairs from 2010 to 2014. Upon his retirement from the Government, Mr Khoo was appointed as a Senior Advisor for 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 the Cybersecurity Advisory Group for the Minister-in-charge of Cybersecurity. He also advises numerous entities in physical security, cybersecurity, technology, and philanthropy. He is a Justice of the Peace and Honorary Fellow of St John's College, Oxford.

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

LEADING WITH INNOVATION

Board of Directors

**PAUL RETTER**

Director

Mr Paul Retter was appointed to 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 Australia's 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 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 and 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. He is a graduate of the Australian Institute of Company Directors.

**CHONG EE RONG**

Director

Ms Chong Ee Rong was appointed to the Board in December 2018.

Ms Chong is a seasoned business leader and active board member with several independent board roles. She currently serves as Vice-Chair 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.

Ms Chong is currently Independent Non-Executive Director with Certis Group, Jollibee Foods Corporation (PSE-listed), NS Square Ltd, and an advisor to homegrown healthcare company HMI Medical. Across these portfolio companies, she drives strategic value creation through commercial growth strategies, ESG integration, risk governance, and digital transformation initiatives that position organizations for sustainable competitive advantage.

Her executive career spans leadership positions across both corporate and entrepreneurial ventures. Previous roles include Senior Advisor with venture development firm Rainmaking Innovation, Deputy Managing Director of listed healthcare group Raffles Medical Group, and Group Managing Director of global integrated marketing agency Ogilvy & Mather.

Ms Chong holds a Bachelor of Economics from the University of Adelaide and a Master of Arts from the University of South Australia. She is a Senior Accredited Director of the Singapore Institute of Directors.

**QUEK BIN HWEЕ**

Director

Mrs Quek Bin Hwee was appointed to the Board in May 2019.

Mrs Quek was the 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 structuring, 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, Marelli Holdings Co., Ltd, IHH Healthcare Berhad, and Gardens by the Bay.

Mrs Quek was formerly 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.

**LIM CHIN HU**

Director

Mr Lim Chin Hu was appointed to 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 a member on the boards of Singapore Exchange Limited, Singapore Technologies Engineering Ltd, SingHealth, Hi P International Pte Ltd, Swan & Maclaren Group, G-Able (Thailand) Ltd, ALPS Pte Ltd, and Synapse Pte Ltd (formerly Integrated Health Information Systems Pte Ltd).

Mr Lim previously served on the boards of Telstra (Australia), Citibank Singapore, Kulicke & Soffa Inc, and Heliconia Capital Management Pte Ltd.

Mr Lim holds a Bachelor of Science from La Trobe University. He attended the International Director's Programme at INSEAD and the Director's Training programme at UCLA. Mr Lim is a Fellow of the Singapore Institute of Directors, and also received the Public Service Medal (PBM) in 2022.

LEADING WITH INNOVATION

Board of Directors

**SIMON TAY**

Director

Mr Simon Tay was appointed to the Board on 10 July 2024.

Mr Tay is a tenured associate professor at the National University of Singapore, Faculty of Law. Mr Tay is also Chairman of the Singapore Institute of International Affairs, as well as Senior Consultant at WongPartnership, a leading law firm with regional practices in ASEAN, China and the Middle East.

Mr Tay is presently a board member of the Maritime Port Authority, and Ambassador for Singapore, accredited to Greece on a non-residential basis. He has previously served on the Global Advisory boards of Mitsubishi UFJ Financial Group, Inc. and Toyota Corporation, and was also corporate advisor to Temasek Holdings.

He has held several key public appointments in the past, including Chairman of the National Environment Agency (2002-08); Expert and Eminent Person in the ASEAN Regional Forum (2002-2019), and independent Member of Parliament in Singapore (1997- 2001). He has also co-chaired a number of national public commissions, such as Singapore 21, the Singapore Green Plan, and the Singapore Concept Plan 2011.

In 2025, he received The President's Award for the Environment (PAE), the highest recognition for the contributions for the environment.

Mr Tay graduated with a Bachelor of Laws (Honours) degree from the National University of Singapore and obtained a Master of Laws from Harvard Law School, where he was a Fulbright Scholar and won the Laylin prize for the best thesis in international law.

**CLARENCE YEO**

Director

Mr Clarence Yeo was appointed to the Board on 10 July 2024.

He is an Executive Director and Shareholder of C&C Advisory & Coaching Pte Ltd, Independent Chairman of Lum Chang Creations Limited, and an Independent Non-Executive Director with Hong Leong Finance, GRC Limited (formerly OKH Global Ltd), Neon Group and Singapore Aerospace Manufacturing (SAM). He also serves on the Board of D.S. Lee Foundation, is a member of Singapore Tote Board's Grant Committee and the Governing Council of the Singapore Business Advisors & Consultants Council (SBACC). In addition, he is Senior Advisor with the Singapore Institute of Management (SIM), Centre for Systems Leadership (CSL), an Advisory Board Member of the International Boarder Management & Technologies Association (IMBATA), and a member of the Biometrics Institute's Advisory Council.

Mr Yeo was most recently Senior Advisor (Special Duties) in the Ministry of Home Affairs. Over the last decade, he held senior public sector leadership appointments as Commissioner of Immigration & Checkpoints Authority (ICA) and Chief Executive of Home Team Academy (HTA).

He has received several awards, including the National Day Public Administration Medal (Gold) (Bar) in 2021, Public Administration Medal (Gold) in 2013, and Public Administration Medal (Silver) in 2006. He was also awarded the Medal of Commendation by the Singapore National Trade Union Congress in May 2017 for his contributions to good labour-management relations.

Mr Yeo holds a Master in Public Policy from the National University of Singapore (now under Lee Kuan Yew School of Public Policy) and a BSc (Hons) 2nd Class Upper in Economics from the University of London. He is also an alumnus of INSEAD, having attended a Senior Executive Development Programme at Fontainebleau.

**YEOH KEAT CHUAN**

Director

Mr Yeoh Keat Chuan was appointed to the Board in February 2025. Mr Yeoh is currently Head of Enterprise Development (Portfolio Development Group) at Temasek. Before assuming this role in July 2024, Mr Yeoh was seconded to Temus as Chief Executive Officer, a digital transformation services company majority-owned by Temasek.

Prior to joining Temasek as the Managing Director of the Enterprise Development Group in October 2017, Mr Yeoh spent 23 years at the Singapore Economic Development Board, the lead government agency for industry development and investment promotion. Over Mr Yeoh's tenure, he held several key leadership roles, starting as a Director in August 1994, to Assistant Managing Director and subsequently as Managing Director in 2012. His leadership has been instrumental in driving sustainable economic growth and delivering value-added solutions for investors and businesses in Singapore.

Mr Yeoh was also the founding Chief Executive Officer of Ensign InfoSecurity, a cybersecurity company established by Temasek, further showcasing his expertise in shaping innovative enterprises. Mr Yeoh serves on the boards of ISTARI, Ensign, Sygnia, Nurasa, and Temus, and NUHS, contributing to their strategic direction and growth.

As a Glaxo-EDB scholar, Mr Yeoh graduated with a Master of Engineering in Chemical Engineering from Imperial College London. Mr Yeoh also graduated as a Sloan Fellow in Management Science from Stanford University's Graduate School of Business in July 2004.

**STEPHEN FORSHAW**

Director

Mr Stephen Forshaw was appointed to the Board on 1 September 2025.

Mr Forshaw is Chief Representative and Head of Country for Airbus in Australia, New Zealand and the Pacific, and concurrently serves as Head of External Affairs for Airbus in the Asia Pacific Region.

Prior to joining Airbus in 2022, Mr Forshaw was Head of Public Affairs and Managing Director for Australia and New Zealand at Temasek. He previously held senior global and regional leadership roles in communications with Microsoft and Singapore Airlines. He also served as Chief of Staff to the Deputy Chief Minister of the Australian Capital Territory previously.

Mr Forshaw currently serves on the Boards of Mandai Park Holdings Pte Ltd, Perfection Fresh Pty Ltd, Airbus Australia Pacific Ltd, and the European Australian Business Council Ltd.

In recognition of his contributions during the pandemic, Mr Forshaw was awarded the Covid-19 Resilience Medal by the Singapore Government in 2022.

Mr Forshaw holds a Master of Business Administration from the University of New England, Australia.

LEADING WITH INNOVATION

Key Management Team

**NG TIAN BENG**

President &
Group Chief Executive Officer

**GOH SOO LIM**

Group Chief Financial Officer

**DR JACLYN LEE**

Chief Human Resources Officer,
Chief Executive,
Certis Corporate University

**LAURA LOW**

General Counsel,
Group Head of Legal &
Corporate Affairs

**RONALD POON**

Chief Executive, Singapore

**NG BOON GAY**

Deputy Chief Executive,
Singapore (Operations)

**LEE HOCK HENG**

Deputy Chief Executive,
Singapore (Commercial),
Chairman EXCO, Qatar

**BRETT PICKENS**

Chief Executive, Australia

**LEONARD OH**

Chief Executive,
Technology Services Business

**RAAHUL KUMAR**

Senior Vice President,
Strategy & Corporate Development

**ROBIN GOH**

Senior Vice President and Head,
Group Communications & Marketing

**CHUANG TECK HAI**

Senior Vice President,
Head, Internal Audit

**ALEX OOI**

Vice President,
Chief Information Security Officer

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