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WE HOPE TO MEET YOUR EXPECTATIONS



Sergent Services Pte Ltd

Company Registration No: 199802333Z

# DIRECTORS



**MITAMURA**

Director

“

We hope to meet your expectations.

”



**KELVIN BOO**

Managing Director of Sergent Services Pte Ltd.

Kelvin has been in Cleaning industry for over 25 years. He began his career without any knowledge and experience in cleaning industry in early 1996. He was promoted to be Managing Director on date 28th October 2019 when Trancom Group Japan (TJP) acquired Sergent Services Pte Ltd after seeing the potential opportunity in Singapore in long term. Today, Kelvin understands knowledge is the key to success. He has gone through various facilities related courses to continuously upgrade himself & provide service excellence to his customers.

“

Our Success is humbly learnt from others and our challenge is how to attract young talents, retain existing workers. We upgrade our older generation's workers to adapt to environmental and technology change in order to complement their physically challenging job.

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## SERGEANT SERVICES, YOUR IDEAL PARTNER.

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Trancom Group (Japan) acquired Sergeant Services Pte Ltd on 28th October 2019.

Sergeant combines more than 25 years of facility cleaning and maintenance excellence with next-generation capabilities to provide complete, quality janitorial, cleaning, and management solution solutions. We seek long-term partnerships based on our commitment to providing excellence.

**ESTABLISHED SINCE 1998** as a private limited company with a paid-up capital of 2 Million, SERGENT SERVICES PTE LTD offers accumulated experience and expertise in provision of cleaning services to the private and government sector comprising commercial, residential and industrial projects, since our formation.

## RECOGNISED & CERTIFIED

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SERGEANT SERVICES have achieved the ISO9001:2008 certification in 2010.

This shows our commitment in providing excellent service and maintaining our competitive edge by innovating our work processes.

We also believe in looking out for the welfare of our workers. Being an avid advocate for workplace safety and health policies, SERGENT SERVICES attained OHSAS18001:2007 in 2011, as well as the Bizsafe Star certifications since 2013.

By obtaining ISO 14001 certification in 2012, SERGENT SERVICES play its parts towards being environmentally-conscious.

The use of 3Rs approach, Reduce- Reuse- Recycle, has made tangible cost reductions, as well as the potential to reduce taxes and liability insurances.

## COMPANY MISSION

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To provide customers with holistic, value-added cleaning management solutions.

We are committed to:

- Provide service excellence to all our customers in the most efficient and productive manner
- Abreast ourselves with new technology to reduce the high dependency on manpower
- Empower our staff through structured training programmes
- Maintain and generate fair profit and growth to support systematic work flow, investment in better machines, and reward staff and shareholders

## OUR GOAL

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To be the number one name in the professional cleaning industry.

We undertake to:

- Maintain an efficient and strong operations team to uphold our commitment to our customers
- Enhance the professional image of our Company and eventually the cleaning industry
- Develop and train staff both internally and externally through structured training programmes, and chart their progress through individual strength and capability
- Maintain a healthy growth for the company

## OUR PHILOSOPHY

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To be our customers' trusted partner

We take pride in:

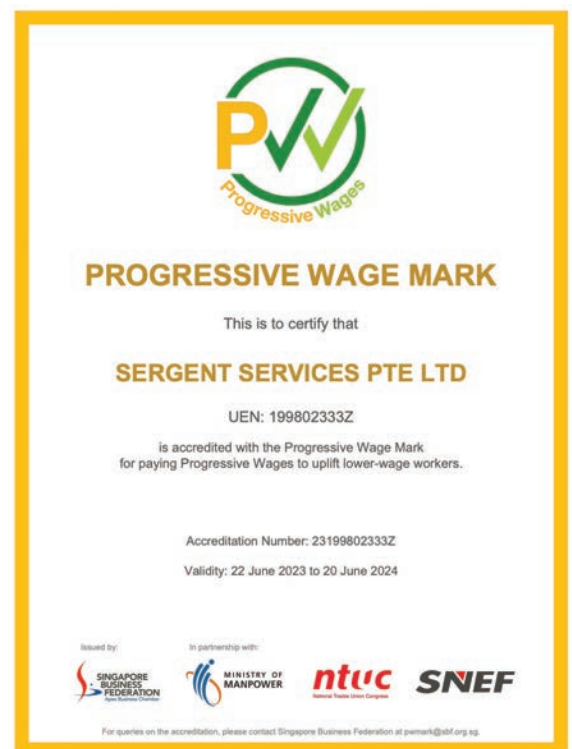
- Relieving customers from day-to-day management of the premises and maintain the required standards
- Providing integrated services backed by reliability, dedication, integrity and proven track record

## ACCREDITATION & AWARDS

We are registered with the Building and Construction Authority (BCA) under the financial grade of L6 for Housekeeping, Cleaning & Conservancy. We take pride in delivering quality products and services to our clients. Your satisfaction is our utmost priority.



Sergent Services Pte Ltd has adopted the Tripartite Standards, and has committed to be a fair and progressive employer.



## ACCREDITATION & AWARDS



## ACCREDITATION & AWARDS



Date of issue: 15/05/2023



### CERTIFICATE

The Workplace Safety and Health Council  
is pleased to certify that

SERGEANT SERVICES PTE LTD

has fulfilled the requirements to attain bizSAFE Level Star

This certificate is valid till 20/06/2026

Christopher Koh  
General Manager  
Workplace Safety and Health Council

Certificate No. E00696



## ACCREDITATION & AWARDS



Sergent Services had been awarded the LOO Award as a Cleaning Service Provider.

### Description of Achievements:

- 27 MRT train stations accredited 4 or 5-star Happy Toilets
- All of its 300 plus cleaning attendants trained in at least one WSQ environmental cleaning module with 81 trained in washroom cleaning
- Adoption of technology in toilets and other common areas
- Accredited National Environment Agency's Clean Mark Silver Award



Our Managing Director, Mr Kelvin Boo receiving the award on behalf of the company.

## ACCREDITATION & AWARDS



During the ONE Changi Appreciation 2021, Sergent Services has been presented an award of appreciation for our contribution towards OneChangi Digital Learning Festival.



MD Kelvin was definitely delighted to receive the award on behalf of Sergent Services, standing alongside names such as Raffles Medical Group, as well as SATS.

## ACCREDITATION & AWARDS



Our Asst. GM, Desmond Oh, receiving the ES Achievement Award 2023 organised by Environmental Management Association of Singapore.

## ACCREDITATION & AWARDS



Our Business Development Manager, Benson (left) and Asst GM, Desmond Oh (right), receiving C&W Services' Strategic Preferred Partner Certificate.

## CONTRACT CLEANING FOR COMMERCIAL BUILDINGS

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Today, it is especially important to give customers a pleasant experience when they visit your commercial building for business or leisure. With our well-trained staff and advanced cleaning equipment and techniques, Sergent will keep your commercial buildings looking great and running smoothly.

## CARPET & UPHOLSTERY SHAMPOOING

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No matter the condition of your carpet or upholstery, we have seen it all before. Using advanced techniques in dry carpet cleaning, stain and odour removal, and stain-proofing, we help to maintain your carpet and upholstery in fabulous condition for years to come.

## FOOD COURT DISH COLLECTING & WASHING

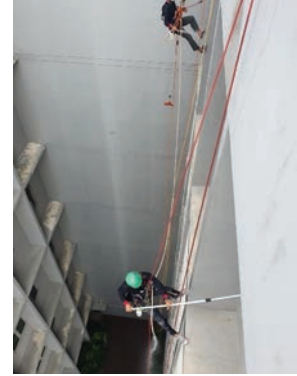
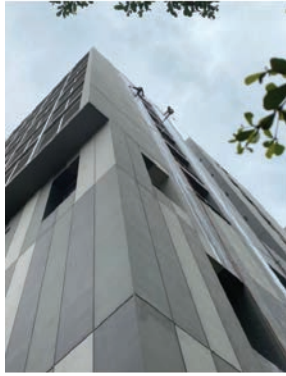
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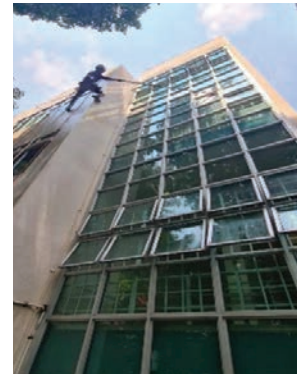
As one of the leading providers of cleaning services, Sergent is the appointed cleaning professional of the biggest food courts in Singapore. Our efficient staff are well-trained to ensure a prompt collection and cleaning process, so as to bring forth a pleasant dining experience for your customers.

# OUR SERVICES

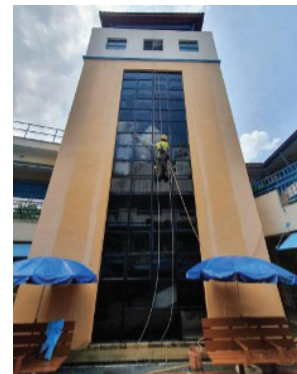
## EXTERNAL FACADE CLEANING



St. Andrew's Home



Moral Home



Jamiyah Home



Acacia Home

Cleaning of the external facade of your building is necessary to keep your structure clean, appealing, and aesthetically pleasant to everyone.

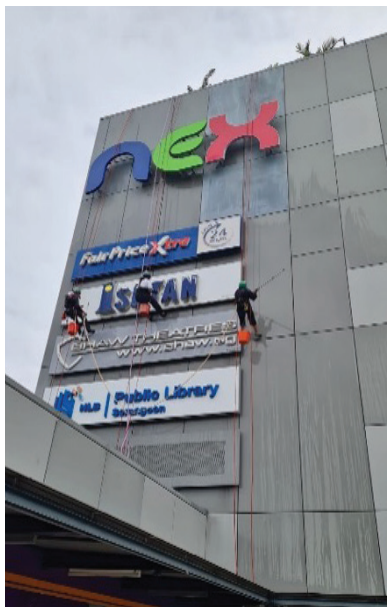
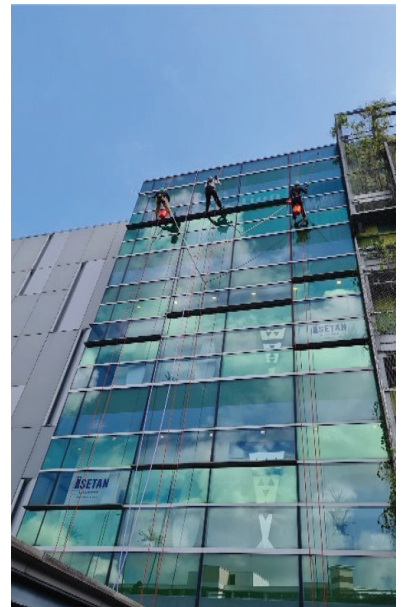
This cleaning involves highly qualified and experienced cleaning professionals with the relevant skills and certification, as well as the newest equipment and technology.

# OUR SERVICES

## EXTERNAL FACADE CLEANING

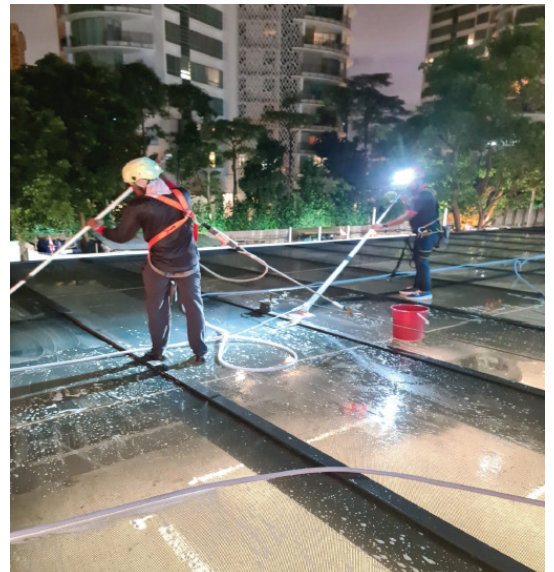
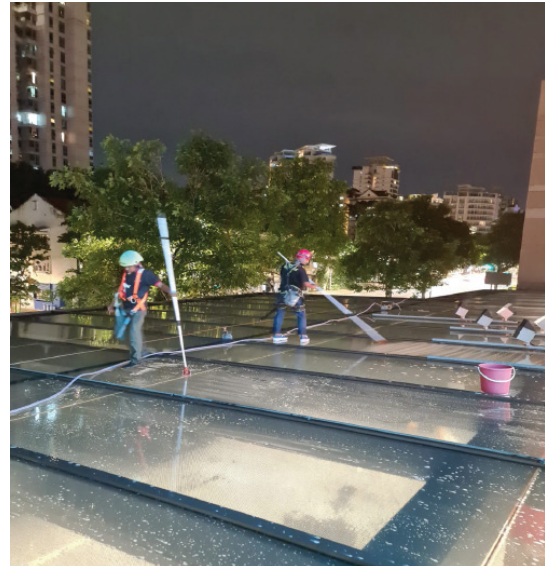


Work in progress at the Sentosa Development Corporation building with our own boom lift.



Facade cleaning on the exterior of NEX Shopping Mall.

## EXTERNAL FACADE CLEANING



Touch-up external cleaning at  
Great World Shopping Mall

## PEST CONTROL



Our professionally trained staffs strive to protect homes, business and more from pests. As industry experts with knowledge and technical expertise, we bring you effective and safe methods to help get rid of your press issues altogether.

We are quick to recognise the infestation signs and determine the pest species, and evaluates the problem to find the more efficient solution. In addition to using the most high-end professional equipment, we also use latest effective methods for proofing and prevention.

## PEST CONTROL



Bird Deterrent Spikes install by our pest control team.

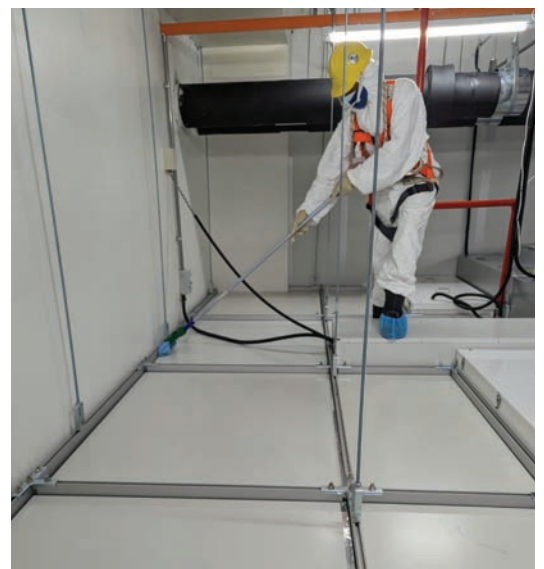
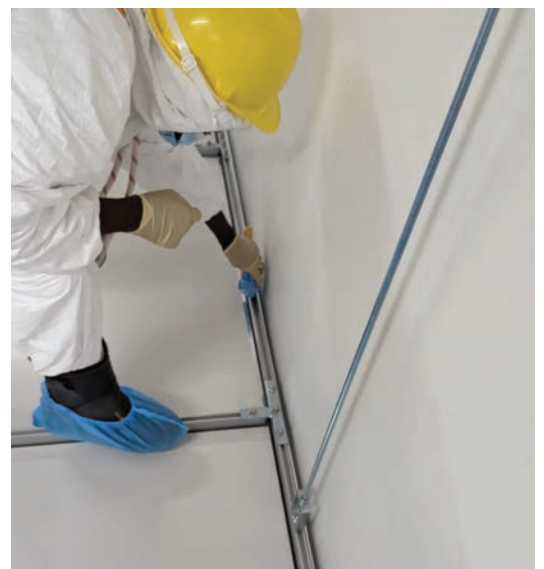
It is a effective, maintenance-free and permanent solution to pest bird infestation.

The spikes can be installed on common bird landing surfaces. For example, rooftop edges, ledges, window sills, or anywhere pest roosting and nesting occur.

## CLEANROOM CLEANING



Sergent offers cleaning and disinfection in all cleanliness classes of sterile and dust-free production, so that your cleanroom processes can run safely at all times.



“

SERGEANT also prides itself in being able to meet standards set by industry professionals. All of our workers have gone through training and that are certified by approved training institutes under the Singapore Workforce Development Agency (SWDA) Workforce Skills Qualifications (WSQ) frameworks. We believe in continuous learning and invest heavily in our human capital by sending them for training and skills upgrading courses, striving to achieve a more engaging workforce. Efficiency comes with proper training.

This explains why we have a comprehensive training programme for our staff that includes:

- Good Housekeeping
- Increase Productivity
- Preventive Maintenance System
- Handling Human Relations

”

To ensure all staff are well informed of their job requisites and well trained to deliver the highest standards, we have also included 2 other training programmes:

1.

## INDUCTION PROGRAMME



All workers will be formally inducted to the work area to familiarize them with their work environment and work scope before they are deployed to work. Special emphasis will be placed on hygiene and safety.

## 2. ENVIRONMENTAL CLEANING WSQ CERTIFICATION



The Singapore Workforce Skills Qualifications (SWSQ) is a national credentialing system. It trains, develops, assesses and recognises individuals for competencies companies are looking for.

Based on national standards developed by SWDA in collaboration with various industries, SWSQ comprises industry sectoral frameworks which serve to:

- Professionalise the industry, where industry lacked recognised Continuing Education and Training (CET) qualifications
- Enhance labour market flexibility and skills portability in growing industry with high demand of skilled workers and professionals.

The WSQ system is designed to be practical, accessible and affordable, enabling every individual to take charge of your own career and advancement. It is also a powerful business tool for employers to access and maintain a skilled workforce, thus enhancing their competitive edge and advancing their businesses.

Environmental Cleaning WSQ training is designed to help workers progress in their career as a cleaning professional. From being a cleaning crew, to increased responsibilities as a cleaning steward, and taking charge of a team as a cleaning supervisor, trainees can choose from training in Commercial and Private Residential Cleaning, Public Cleaning, Support Services, and Generic Workplace Skills under the Environmental Cleaning WSQ.

- Increase productivity where possible
- Provide specific, measurable & attainable performance expectations for worker
- Define assignments and the quality of work expected
- Provide all workers with jobs description and activities card
- Ensure regular reporting of task/work
- Standby a back-up/reinforce team for special event or emergency, 24/7

## WORK PROGRAMME



In our constant strive for quality and efficiency, we always:

- Increase productivity where possible
- Provide specific, measurable & attainable performance expectations for worker
- Define assignments and the quality of work expected
- Provide all workers with jobs description and activities card
- Ensure regular reporting of task/work
- Standby a back-up/reinforce team for special event or emergency, 24/7

## QUALITY ASSURANCE PROGRAMME



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Quality is our utmost priority. To ensure our work meets the specific demands of customers, all workers including the resident supervisor are specially selected based on their suitability for the job and premise. At the same time, we also adhere closely to the following quality guidelines.

- Clear understanding and knowledge of the role of cleaning services company
- Provide value-added service
- Provide professional consultation on care and preventive maintenance
- Execute work programme and seek improvement where necessary
- Understand and fulfill client's needs and requirements
- Feedback channel and effective communication
- Regular inspection, independent quality check and joint inspection by senior management
- Special back-up/reinforcement team on 24-hours standby for special events or emergencies

”

## MOTIVATION & INCENTIVE SCHEME PROPOSAL



“

At Sergent, we believe that a happy and motivated worker equates to higher efficiency and better work quality. This is why we have implemented an incentive reward for the top 3 cleaners every 4 months. They are graded based on a list of stringent criteria including punctuality, attitude and response to complaints. Each of the top 3 cleaners are rewarded with cash vouchers and a “Best Cleaner” badge to motivate them to continue their good work.

”



Cleaner Appreciation Event @ NEX Shopping Mall.

## THE 3R'S: REDUCE, REUSE & RECYCLE



Sergent's waste minimizing program, giving our and providing reusable bento boxes to the all cleaning staff at Khoo Teck Puat Hospital (KTPH) and Yishun Community Hospital (YCH).



# SERGEANT @ EVENTS



Our Changi Airport  
T1A team gathered at  
OneChangi's Annual  
Airport Celebration 2022.



Team Sergeant and our MD, Mr Kelvin Boo's attendance at  
OneChangi's Chinese New Year Celebration 2023.



At Environmental Management Association of Singapore (EMAS)'s Annual CNY Dinner 2024.



Our representatives present at Pasir Ris Mall Grand Opening, held on 22nd July 2024.



Sergent was present at OneFM's Learning Journey with Comlink, to share insights and experiences about the cleaning profession at Changi Airport to youths.



Our MD Kelvin in attendance at ONE Changi's Leaders Luncheon.

# SERGEANT'S TEAM BONDING



Sergeant's leads are joined by the delegates from Japan for a bonding dinner, at JUMBO Seafood - Jewel Changi Airport.



Our colleagues from Trancom Japan is back in Singapore in Jan 2024!

# SERGEANT'S TEAM BONDING



**Lead's Team Bonding with Mitamura from Japan!**

# OUR CLIENTS



MRT - North-East Line & Downtown Line,  
LRT Stations & Depot



**CHANGI**  
airport singapore  
Changi Airport T1A



**Yishun  
Community Hospital**

National Healthcare Group

Kitchen Cleaning



**Khoo Teck Puat  
Hospital**

Alexandra Health

Kitchen Cleaning



**Admiralty  
Medical Centre**

National Healthcare Group



Temasek Club



The Salvation Army,  
Praise Haven & Peace Haven



SENTOSA GOLF CLUB  
SINGAPORE

Kitchen Cleaning



NEX Shopping Mall



MINISTRY OF  
SOCIAL AND FAMILY  
DEVELOPMENT

MSF Homes

# OUR CLIENTS



Signature Park Condominium



maple*tree*  
industrial

GREAT  
WORLD



TANGLIN  
MALL

# OUR PAST PROJECTS

<b>Ministry of Education</b> 01/08/2006 - 31/07/2009 (up to 62 schools from primary, secondary to junior college)	<b>Cheng San Town Council</b> 01/04/1998 - 30/03/2000	<b>Pasir Ris-Punggol Town Council</b> 01/04/2012 - 31/03/2015
<b>Singapore MRT Ltd</b> 01/04/2002 - 31/03/2010	<b>Tanjong Pagar-West Coast Town Council</b> 01/04/1998 - 30/03/2000 (Sub-contract)	<b>ShunFu Ville Condominium</b> 01/04/2015 - 31/03/2016
<b>Bishan-Toa Payoh Town Council</b> (Sub-contract)	<b>Pasir Ris Town Council</b> 01/10/2001 - 30/09/2003 (Sub-contract)	<b>HDB</b> 01/03/2017 - 31/03/2020
<b>Marine Parade Town Council</b> (Sub-contract)	<b>Holland-Bukit Panjang Town Council</b> 01/07/2002 - 31/03/2004	<b>Mitsubishi Corporation</b> 16/12/2014 - 15/12/2018
<b>Takashimaya Shopping Centre</b> Restoration of atrium granite & shining granite walls (one-time)	<b>Food Junction Management Pte Ltd</b> 16/06/2002 - 31/10/2005	<b>The Star Vista Mall</b> 30/08/2015 - 29/08/2018 01/09/2018 - 31/08/2019
<b>NLB Public Library</b> (Sub-contract)	<b>Delgro Corporation Ltd - HQ</b> 17/11/2003 - 16/11/2004	<b>JTC Standard Factories</b> (Tuas Road, Tuas South & One Space Tanjong Kling) 01/11/2016 - 31/10/2018
<b>NTUC Foodfare Co-operative Ltd</b> (Rivervale Mall)	<b>HDB Branch Office</b> 01/04/2003 - 31/03/2005 (23 Branches)	<b>ROHDE &amp; SCHWARZ</b> 16/04/2016 - 15/04/2019
<b>NTUC Fairprice Supermarkets</b> 01/07/2002 - 30/06/2004	<b>Singapore Zoo &amp; Night Safari</b>	<b>SASCO Senior Citizens' Home</b> 01/06/2020 - 31/5/2021
<b>Kopitiam Food Court</b> 01/09/2003 - 31/05/2006	<b>Popular Holdings Building</b>	<b>Allium Healthcare (Singapore) Pte Ltd.</b> 23/01/2010 - 22/02/2021
<b>Keppel Housing Pte Ltd</b> 01/05/2008 - 30/04/2011	<b>National Library Building</b> 01/10/2007 - 30/09/2011	<b>Sime Darby Centre</b> 01/04/2016 - 01/11/2021
<b>Banquet Food Court</b> 01/03/2008 - 28/02/2011	<b>East Coast Town Council</b> 01/09/2008 - 31/08/2011	<b>Jurong-Clementi Town Council</b> 01/04/2018 - 31/03/21
<b>Food Republic</b> (Wisma & 313@Somerset) 14/12/2005 - 29/02/2012 02/12/2009 - 31/05/2013 (2 Outlets)	<b>Sembawang Town Council</b> 01/10/2004 - 30/09/2009 (5 Zones)	<b>Potato Head Singapore</b> 01/04/2019 - 31/03/2020
<b>Bishan-Toa Payoh Town Council</b> 01/08/2008 - 31/07/2012	<b>Ang Mo Kio Town Council YK2</b> 01/04/2005 - 30/09/2011	<b>Vallen Singapore Pte Ltd</b> 01/08/2020 - 31/07/21
<b>PCF Centre (6 Branches)</b> 01/04/2013 - 31/03/2015	<b>Bartley Christian Church</b> 01/06/2010 - 31/05/2011	<b>Lifelong Learning Institute</b> 01/08/2019 - 31/06/2021
<b>Bukit Timah Town Council</b> 01/04/2000 - 31/03/2002 (Taman Jurong)	<b>Canadian International School</b> 01/11/2015 - 30/09/2016	<b>Bishan-Toa Payoh Town Council</b> 01/04/2015 - 31/03/2021
	<b>URA</b> 01/11/2011 - 31/10/2016 (Off-Street Heavy Vehicle Parks & Carparks)	

## CLEANING & DISINFECTION FOR COVID-19

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Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness. (Quoted from WHO)

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads. We should practice self hygiene at all times.

In addition, with proper cleaning & disinfection can help to control the spread of COVID-19.

## HOW DOES SERGENT DO IT?



Assessment of work site layout



Identify key areas to clean



Ensuring proper donning & doffing of PPE



Determine cleaning procedure, flow and sequence  
(Removal, cleaning & disinfection)

# COVID-19 DISINFECTION

**WE ARE A CERTIFIED CONTRACTOR,  
AUTHORISED BY NEA**



## COVID-19 INFECTION CONTROL JOB PROFILE

**RAPID7**

**C&W  
SERVICES**

**MSF** MINISTRY OF  
SOCIAL AND FAMILY  
DEVELOPMENT  
Acacia Home

**PSA MARINE**

**Natureland**  
Massage, Therapy  
**Natureland**  
Spa, Premium

**Cherry Loft  
Resorts**

**GRAND COPTHORNE**  
WATERFRONT HOTEL  
SINGAPORE

**M**  
HOTEL

SHIMIZU CORPORATION  
**SHMZ**

**TE** Tyco Electronics  
connectivity

**CHANGI**  
airport singapore

**NEX**

**Temasek Club**  
**SETSCO**

**ibis  
STYLES** MacPherson  
HOTELS

**NOVOTEL**  
HOTELS & RESORTS  
SINGAPORE  
ON STEVENS

**Resorts World**  
Santosa  
Singapore  
a Genting Resort

**SBS Transit**

**COMFORTDELGRO**

**Indeco**  
Indeco Engineers Pte Ltd

**swissotel** **MERCHANT COURT**  
SINGAPORE

**Alif Engineering Pte Ltd**

**FOUR  
POINTS**  
BY SHERATON

**Mirador Building  
Contractor Pte Ltd**

**AQUEEN**  
HOTELS & RESORTS

**SINGAPORE  
EXPO**  
CONVENTION AND EXHIBITION CENTRE

**COPTHORNE**  
KING'S HOTEL  
SINGAPORE  
**PARC  
SOVEREIGN**  
HOTEL

**Bishan-Toa Payoh  
Town Council**

**senwan**  
GROUP

**ESE**

**ITE**  
Institute of Technical Education

## COVID-19 INFECTION CONTROL JOB PROFILE



PraiseHaven Retreat Centre



THYE HUA KWAN  
MORAL CHARITIES





Cleaner Sum Woon Hoe from Sergeant featured on Civil Aviation Authority of Singapore's Facebook page!



Our disinfection team caught in action, and featured on The Straits Times (left) & Shin Min Daily News (right).



Mr Kelvin Boo, 47, managing director of Trancom Group Sergeant Services, said: "Any help will not be little to our cleaning community."

He added that the licence extension of six months will help his firm keep employees on the job.

"We are now tapping our existing cleaners to increase wiping frequency. If we need to send our cleaners for training to obtain the Clean Mark (accreditation), then it will affect our operations," Mr Boo said.

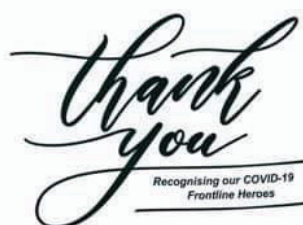
Our Managing Director, Mr Kelvin Boo's short interview with TODAY Singapore.



A new cluster of 29 cases has been linked to MWS Christalite Methodist Home in Marsiling, and while MOH announced that six new clusters have been linked to migrant worker dorms.

Of the 29 cases linked to the nursing home, 28 are residents and the remaining case is a staff member at the home.

Our disinfection team was in-charge of disinfecting an active cluster at the MWS Christalite Methodist Home in Marsiling.



**From L-R:** Annis Binti Melitin | Ambrose Bin Miun | Junaidd Bin Ismail | Kelvin Boo | Nurlina Binte Abdul Rahman | Mohamad Sharrul Ramadan Bin Mat Nor | Abu Ubiddh Bin Mohamed | Suraidi Bin Puasa  
**Not in Picture:** Chewn Kong Weng | Cynthia Flores

## **Sergent Services Pte Ltd**

When Malaysia's Movement Control Order (MCO) was implemented in response to the Covid-19 pandemic, a group of about 90 Malaysian housekeeping officers from Sergent chose to remain working in Singapore. To help with part of their living expenses, Sergent subsidised their accommodation costs and provided them with transport allowances. They were also brought to the supermarket regularly to purchase daily necessities and groceries, partly paid for by Sergent. ONE Changi Enabler, Nurlina recounted her experience, "Concerned about the higher cost of living in Singapore, they needed to stock up on basic food items. So I brought them to a nearby supermarket where they could get food and groceries. I knew it was all worthwhile when I saw their happy faces after all that shopping!"

With the MCO still in place during the fasting period, Sergent knew it would be emotionally difficult for their Muslim staff who were separated from their families. To help raise their spirits, Sergent bought traditional Hari Raya food and broke fast together with them. ONE Changi Leader, Kelvin Boo, shared, "We do all we can to protect their jobs and take care of everyone. We are all like one big family. There is no Sergent without our staff."

CAG's Facilities Management Senior Manager Keri added she was "touched by Sergent's attentiveness to the needs of their staff and how they went the extra mile to care for their welfare."



# Focus on outcomes for the best result

Switch to outcome-based contracting for more productive, cost-efficient cleaning services

In an affluent city like Singapore, people expect to live, work and play in buildings that are clean and well-maintained.

New developments are becoming increasingly complex as building standards rise, and more amenities and spaces are added to delight shoppers, tenants, and residents. This also means more work to the people tasked with cleaning these facilities.

With a tight labour market, cleaning companies face constant challenges with manpower.

And while more is being done to boost the salaries of cleaners, cleaning services companies know that this will cause building owners to worry about rising costs.

Is there a way to meet all these challenges while ensuring cleaning standards are met? Yes there is, and it is called outcome-based contracting (OBC).

## From numbers to new thinking

Keeping buildings clean is said to rely on a system of headcount-based contracting, whereby service buyers, such as building owners and developers, invite service providers to tender for the maintenance of their premises based on a certain number of cleaning staff. So the question is: when service providers are faced with manpower shortage, is relying on headcounts the best way forward?

In outcome-based contracting, the focus instead is on the actual cleaning performance, rather than the number of cleaning staff. As a result, cleaning companies that provide services under this model are free to innovate with the latest cleaning tools and technologies to achieve higher productivity, while at the same time ensuring fair working conditions, optimal wages and career development for their cleaning staff.



NEX's partnership with Sergent Services allows the mall's cleaners to become machine operators.  
PHOTO: NEX

## From cleaners to machine operators: the story of NEX and Sergent Services

One of Singapore's most popular malls leads the way in OBC

For most Singaporeans, NEX is a household name. Every day, some 120,000 visitors enjoy its myriad retail, lifestyle and dining experiences.

To ensure that the mall was clean and delivered a more comfortable customer experience, NEX turned to an outcome-based contracting partnership with cleaning services provider Sergent Services in September 2018. It is already paying off. NEX's senior manager (operations), Mr Eugene Toh, says that savings in time and manpower through more technology use have already helped reduce overall costs

by seven per cent.

"Initially, we were sceptical, but the shrinking manpower market meant we could not stick to the old headcount-based model.

"Sergent gave us a good proposal, which included additional number of autonomous machines and other digital solutions. In our tender evaluation, we had placed a higher weightage on quality over price and even allocated 40 per cent of the weightage on technology."

"The cost reductions came as staff embraced

these technologies," adds Mr Toh. "Initially, a few of them preferred to stick to manual methods. But that changed when they saw that the skills gained would help them progress from cleaners to machine operators, and that enabled them to receive higher salaries."

Take a walk around NEX and you may see some of these innovative tools, including a floor scrubber that is as easy to manoeuvre as a traditional mop, or a cleaning robot that moves about on its own. The neatly dressed cleaning crew operate from hygienic and tidy trolleys.

Mr Kelvin Boo, operations director at Sergent Services, is equally pleased with the partnership.

"We believe in investing in our workers. The OBC model helps us do just that — attract younger talent, improve salaries, reduce turnover rates, and give our company and workers a brighter future all at once," he says.

BROUGHT TO YOU BY care centre

## Have it both ways

Two strong reasons why OBC is the smarter way

### 1 Greater productivity

Some buyers are worried that OBC will involve new investments in latest technology which will drive up their contract prices.

From the productivity standpoint, OBC will in fact derive better results. Technology-enabled tools can make cleaning jobs more efficient and require minimal intervention.

With digital technologies, better incident reporting and feedback are also possible. Many options — ranging from wall-mounted touch systems to simple options like WhatsApp reporting — will give building users the confidence that issues they report are being looked into.

### 2 Future sustainability

Singapore's ageing workforce and slowing manpower growth are two main concerns for many service industries. The Progressive Wage Model, which is supported by tripartite partners, is a positive step forward to improve wages for this sector. However, attracting new talent remains a challenge.

OBC offers the way forward. As contracting companies switch their focus from manpower alone to technological innovations, both new and existing cleaners can receive training in the latest tools, techniques and machines, as well as industry certifications such as Workforce Skills Qualifications (WSQ). With better skills and competencies, it would enable workers to stay relevant and take on higher job responsibilities. In turn, this qualifies them for better wages, as well as career progression — which also contributes to staff retention. Elderly workers can also do more with less effort, helping them stay employed.

Contracting companies can deploy optimal headcounts and enjoy better staff productivity, thanks to new technologies and tools. Building owners benefit from improved cleaning outcomes, maximising every dollar spent.



For more on this story, watch the video by scanning this QR code.

To learn more, refer to the "Guide on Specifications for Outcome-Based Cleaning Contracts" via xxxxx or email NTUC U Care Centre at [ucarecentre@ntuc.org.sg](mailto:ucarecentre@ntuc.org.sg)



## THE FUTURE OF CLEANING WITH BETTER OUTCOMES

**Outcome-based contracting (OBC) is an important lever for transforming the cleaning industry. It embodies a collaborative effort between service buyers and providers in the industry to raise standards, improve service delivery and enhance productivity. ENVISION delves into one service buyer's experience with OBC and how this progressive contracting practice has delivered productivity improvements.**

► NATIONAL ENVIRONMENT AGENCY

**C**leaning the floors across all seven storeys of NEX — one of Singapore's largest suburban malls — day in and day out is physically demanding, monotonous work. Or rather, it would be if not for the autonomous floor-scrubbing robots that roam the mall, doing what would otherwise take human cleaners armed with brooms and mops much longer to do.

The newest of these machines, Cleanif's RA660 Navii XL scrubber-dryer robot, has advanced features for even better cleaning performance. Not only does it have a larger tank to cover a wider surface area, but it also comes with a docking station for fully automated refuelling of water and energy. Upon completion of scheduled cleaning, the 1.2m-tall robot returns to the docking station to recharge its battery, drain off wastewater and refill the tank with fresh water. Soon, NEX will integrate one of its service lifts with the RA660 Navii XL, allowing it to move about the mall autonomously between levels without the need for human intervention.

At a time when there is a shortage of cleaning staff in Singapore, NEX has managed to keep its premises spick and span, thanks to a contractual model that incentivises service providers to invest in automation — outcome-based contracting (OBC).

### FROM HEADCUNT TO OUTCOMES

OBC first came to the attention of many players in the cleaning industry through the Environmental Services Industry Transformation Map (ES ITM), launched in December 2017. Under the ES ITM, service buyers were encouraged to pivot from traditional headcount-based contracting to the OBC model for the procurement of cleaning services. This meant specifying clear deliverable outcomes in contracts — such as "lobby floor is free of visible dirt and stain" or "Rubbish bins are free from dust, stains and smells, and are less than 1% full" — instead of prescribing a fixed number of cleaners. Service providers would then be more inclined to use technology and innovative solutions to improve productivity.

OBC would help build industry capabilities and growth by facilitating technology adoption to optimise resources and boost service delivery. These considerations were precisely what drove Gold Ridge Pte Ltd, owner-operator and developer of NEX, to switch to OBC in 2018.

Mr Eugene Toh, Senior Manager (Operations) at NEX, tells ENVISION: "We recognised the need to address the ongoing manpower shortage, particularly for labour-

intensive jobs such as cleaning. Additionally, most cleaners tend to be older, and attracting younger workers is challenging, which makes the headcount-based contracting model unsustainable. Therefore, it was imperative for us to adopt forward-thinking solutions — such as smart cleaning systems — to optimise our existing workforce, lighten and redesign workers' daily tasks, and enhance productivity and work quality."

As one of the pioneer building owners in Singapore to embark on OBC, Gold Ridge worked closely with the National Environment Agency (NEA) and National Trades Union Congress (NTUC) in making the transition. The consultation with NEA was especially helpful in dispelling common OBC misconceptions — for instance, that it would increase the contract sum — while NTUC U-Care Centre provided funding support through its Smart Sourcing Initiative. NEX's procurement team also received guidance on evaluating OBC bids, including how best to assign weightage for both quality and price components.

"With NEA's and NTUC U-Care's assistance, we restructured our procurement processes and drafted clear tender documents aligned with our desired outcomes and performance standards," says Mr Toh. The search for a service provider that was likewise receptive

**"The introduction of novel cleaning technologies at NEX has significantly improved productivity and optimised work processes."**

Mr Eugene Toh, Senior Manager (Operations), NEX

to innovate, adopt technology and be outcome-driven led to NEX partnering with its cleaning contractor, Sergent Services Pte Ltd, who subsequently modernised the mall's cleaning operations.

### A POSITIVE TRANSITION

At NEX, robotic floor scrubbers are deployed to clean large open indoor areas and common corridors. This frees cleaners from such tedious and time-consuming work and allows them to focus on more critical tasks, such as cleaning and disinfecting high-touch surfaces like handrails. To manoeuvre around tight spaces or clean up spills, they use mechanised mops — called the i-mop — that have specialised brushes and powerful suction, resulting in a less labour-intensive, more thorough and safer cleaning job compared to conventional wet mopping. Smart toilet systems and sensor bins have also eliminated unnecessary spot checks, as real-time monitoring alerts cleaners whenever the bins need to be emptied.

"The introduction of novel cleaning technologies at NEX has significantly improved productivity and optimised work processes. It has reduced our reliance on manual labour — from 99 to 65 cleaners — and made these roles



The RA660 Navii XL scrubber-dryer robot has an autonomous docking station.

more attractive to younger workers. Older workers who were initially tech-averse have also embraced the new technologies and the upskilling opportunities involved. The time and manpower savings have in turn helped our cleaning contractor reduce overhead costs by 7%," says Mr Toh. "We have seen enhanced service quality and efficiency, ultimately creating a better work environment for our cleaners and a more pleasant shopping experience for our customers."

### PUSHING FOR PROGRESS

With the refreshed ES ITM 2023, NEA will continue to provide one-to-one consultancy services for service buyers who are keen to adopt OBC for their premises.



Above: The i-mop replaces conventional wet mopping. Above right: Smart toilet systems have an array of sensors for on-demand cleaning.



### OBC (CLEANING) FOR BEGINNERS

Four tips for interested service buyers:

1. Use **better tools and equipment** by adopting technology and speaking to vendors and partners.
2. Refer to **reference materials** on OBC and tender evaluation.
3. Seek one-to-one **consultancy guidance** with NEA.
4. Attend **OBC courses**.

Visit [www.nea.gov.sg/industry-transformation-map](https://www.nea.gov.sg/industry-transformation-map) to access OBC guides, or to learn more about the consultancy support and training programmes available.

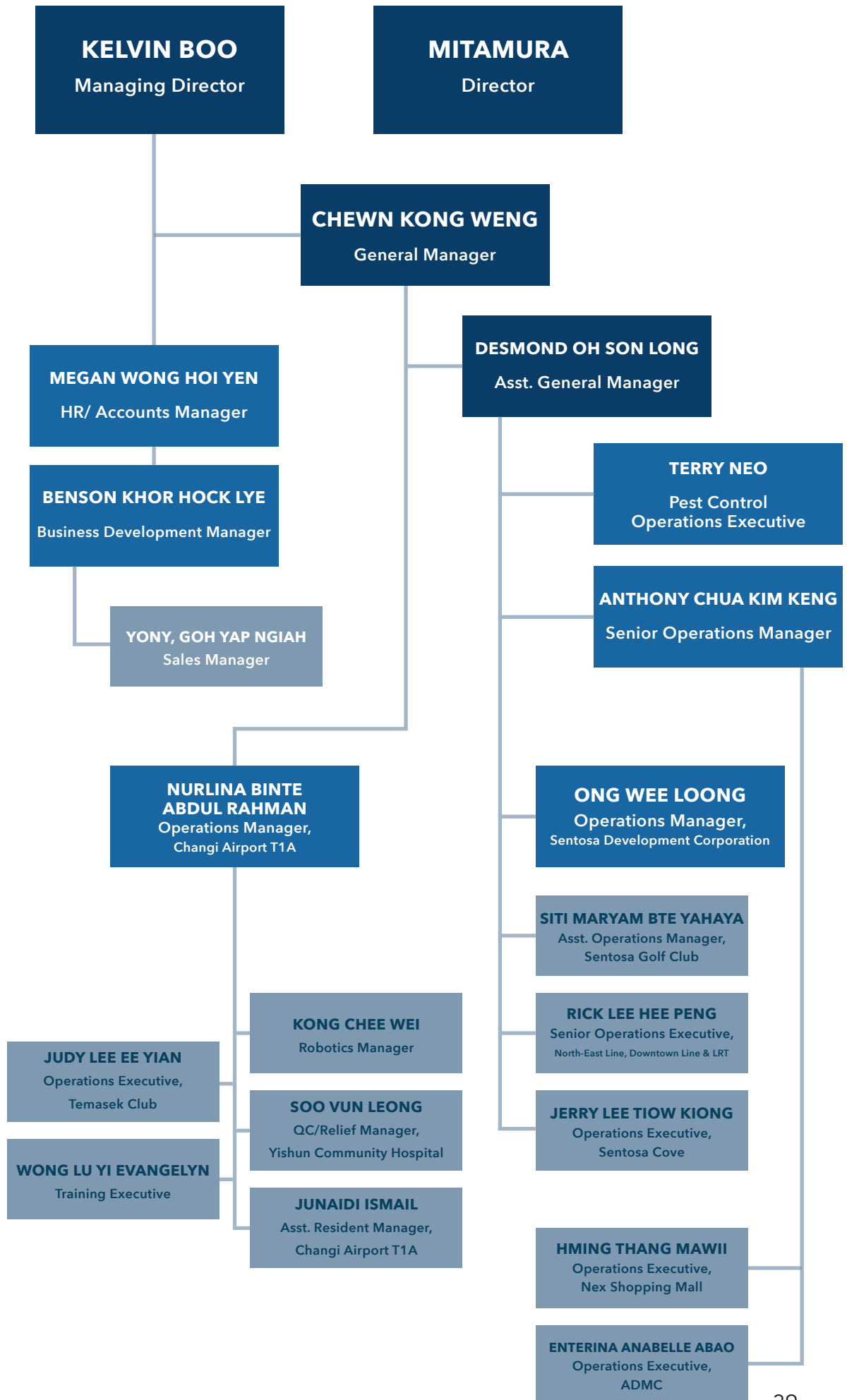
Additional information for interested service buyers when transitioning to OBC:

- Consider a **base contract period** of at least three years, with an option to extend if possible. Technology and automation costs can be amortised over a longer duration.
- Give **flexibility** for service providers to introduce new technologies that can deliver better results.
- Include **clear, measurable performance metrics** (e.g. daily or monthly inspections, customer feedback, response time during or after service hours).

"I encourage other organisations to switch to OBC and embrace new methods of work," says Mr Toh, adding that NEX extended the model to its security services in 2021 and is looking to do the same for its waste management and landscape service contracts. "This can boost the morale and productivity of workers, while producing more efficient outcomes and streamlined processes for all."

**Sergent at NEX Shopping Mall featured in NEA's ENVISION Magazine, which explores Singapore's unique experience and approach to environmental management issues.**

# ORGANIZATION CHART



# COMPANY PROFILE

COMPANY NAME: Sergent Services Pte Ltd

ADDRESS: 1 Ubi View #04-23 Focus One Singapore 408555

TELEPHONE: (65) 6570 6733

FAX: (65) 6570 0836

EMAIL ADDRESS: sergent@singnet.com.sg

BANK: Overseas Chinese Banking Corporation Ltd.  
Toa Payoh Branch

YEARS ESTABLISHED: Incorporated Sergent Contract Services in 1990  
Converted to Private Limited on 14th May 1998  
And renamed as Sergent Services Pte Ltd

DIRECTORS: Mr Kenji Maeda  
Mr Kelvin Boo Hui Meng

BCA REGISTRATION: FM02 - Housekeeping, Cleansing, Desilting &  
Conservancy Service  
FM04 - Pest Control  
Financial Granding - L6, unlimited

CAPITAL: Authorised \$2 million  
Paid up \$2 million

SALES TURNOVER: 18.5 million a year

INSURER: Times Insurance Brokers Pte Ltd

PUBLIC LIABILITY: 1 million

WORKMEN COMPENSATION: All Staff

