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WE HOPE TO MEET YOUR EXPECTATIONS



Sergent Services Pte Ltd

Company Registration No: 199802333Z

DIRECTORS



KENJI MAEDA

Chairman

“

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.

”

SERGEANT SERVICES, YOUR IDEAL PARTNER.



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

SERGENT 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

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

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

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.



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, Sergeant 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 Sergeant Services, standing alongside names such as Raffles Medical Group, as well as SATS.

CONTRACT CLEANING FOR COMMERCIAL BUILDINGS



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



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.

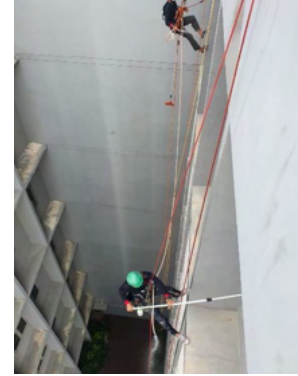
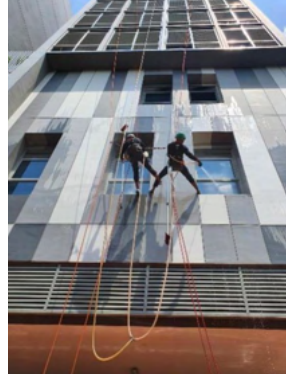
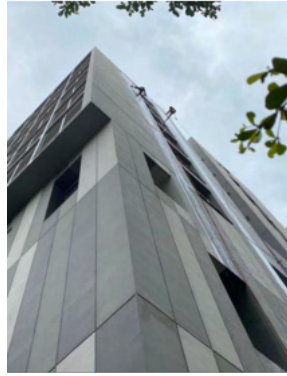
FOOD COURT DISH COLLECTING & WASHING



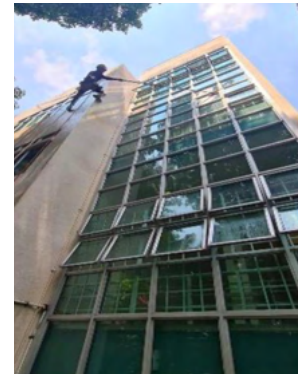
As one of the leading providers of cleaning services, Sergent is the appointed cleaning professional of the biggest food courts in Singapore. Our efficient staff are well-trained to ensure a prompt collection and cleaning process, so as to bring forth a pleasant dining experience for your customers.

OUR SERVICES

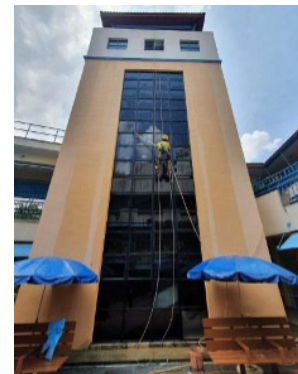
EXTERNAL FACADE CLEANING



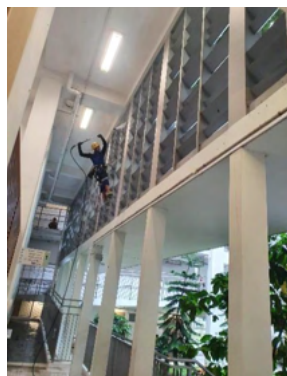
St. Andrew's Home



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.

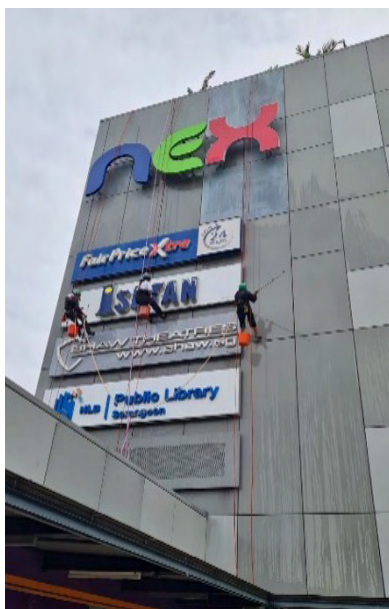
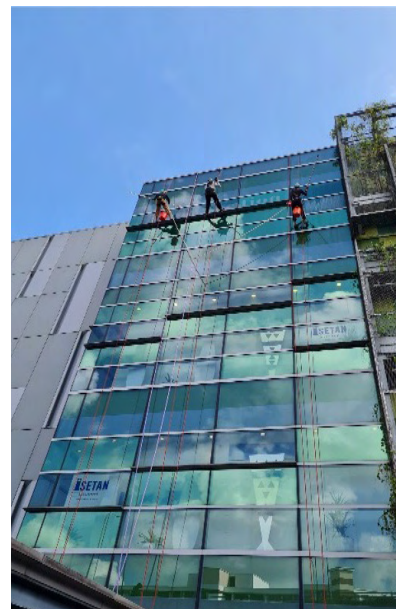
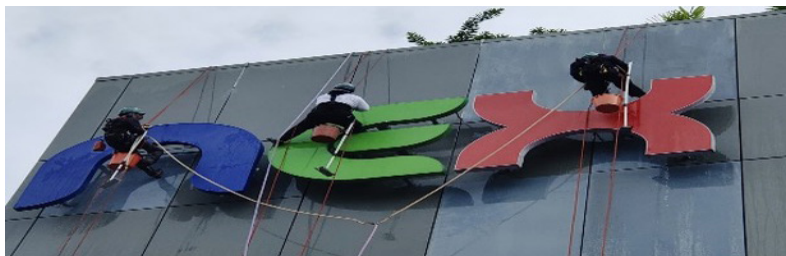
This cleaning involves highly qualified and experienced cleaning professionals with the relevant skills and certification, as well as the newest equipment and technology.

OUR SERVICES

EXTERNAL FACADE CLEANING

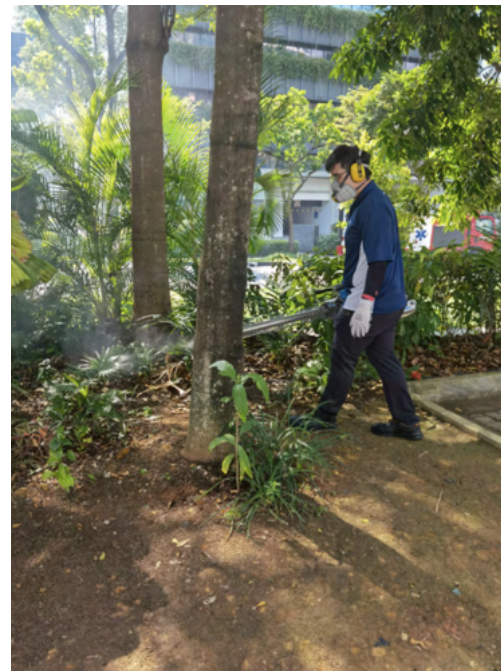


Work in progress at the Sentosa Development Corporation building with our own boom lift.



Facade cleaning on the exterior of NEX Shopping Mall.

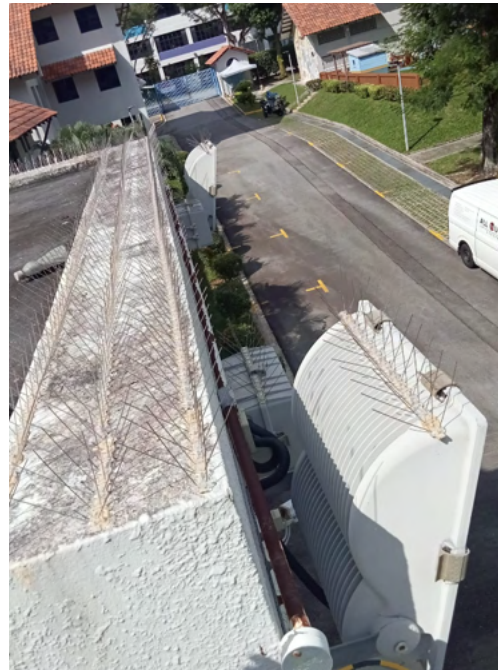
PEST CONTROL



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.

“

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



“

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.

”

OUR INITIATIVES

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).



TEAM BONDING



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

OUR CLIENTS



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



Kitchen Cleaning



Temasek Club



The Salvation Army,
Praise Haven & Peace Haven



NEX Shopping Mall

Signature Park Condominium



CHANGI
airport singapore
Changi Airport T1A



SENTOSA GOLF CLUB
SINGAPORE
Kitchen Cleaning



MSF Homes



OUR PAST PROJECTS

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

CLEANING & DISINFECTION FOR COVID-19

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**

CLICK HERE



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
Sentosa
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

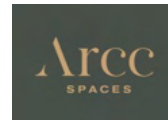
COVID-19 INFECTION CONTROL JOB PROFILE



PraiseHaven Retreat Centre



THYE HUA KWAN
MORAL CHARITIES



SLEEPNIGHT
Lifestyle Mattress
the rest of your life

Civil Aviation Authority of Singapore
June 25 at 5:02 PM · 🌐

#BehindTheMask

With the onset of COVID, Sum Woon Hoe, a cleaner at Changi was worried. In the course of her work day, she meets different people. For the health and safety of her family, she will always wash her hands and take a shower immediately upon reaching home.

The increase in workload has not fazed her one bit. The evolving situation has motivated her to provide a clean and safe environment for passengers and airport workers, as she conducts regular cleaning and sanitising to high touch points areas at Changi.

As an aviation frontliner, she accepts the need to don and doff personal protective equipment (PPE) every day despite the inconvenience as it protects her, her co-workers, her family and the community.

Our #AviationHeroes like Woon Hoe play a vital role in safeguarding our borders and public health. Let's show them our appreciation and thanks with a comment, share or like!

#CAAS #BehindTheMask #AirportWorkers #MakingSingaporeProud #OneAviation #ChangiAirport #SafeAirport

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



The Straits Times
39 m · 🌐

The recent Covid-19 outbreak at MINDSville@Napiri Adult Disability Home is a "stark reminder" of this fact, says Mr Lawrence Wong.



STRAITSTIMES.COM
Hidden Covid-19 cases in S'pore community 'very concerning': Lawrence Wong



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

today Singapore

Covid-19: Cleaning firms to get 6-month automatic licence renewal until early 2021, says Amy Khor



By LENA LOKE

18 SHARES

Published Mar 11, 2020 | Updated Mar 12, 2020



Senior Minister of State for the Environment and Water Resources Amy Khor (right) attending an appreciation event for environmental services workers at Republic Polytechnic on March 11, 2020.

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 | Junaidi Bin Ismail | Kelvin Boo | Nurlina Binte Abdul Rahman | Mohamad Sharrul Ramadan Bin Mat Nor | Abu Ubaidh 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 used 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.

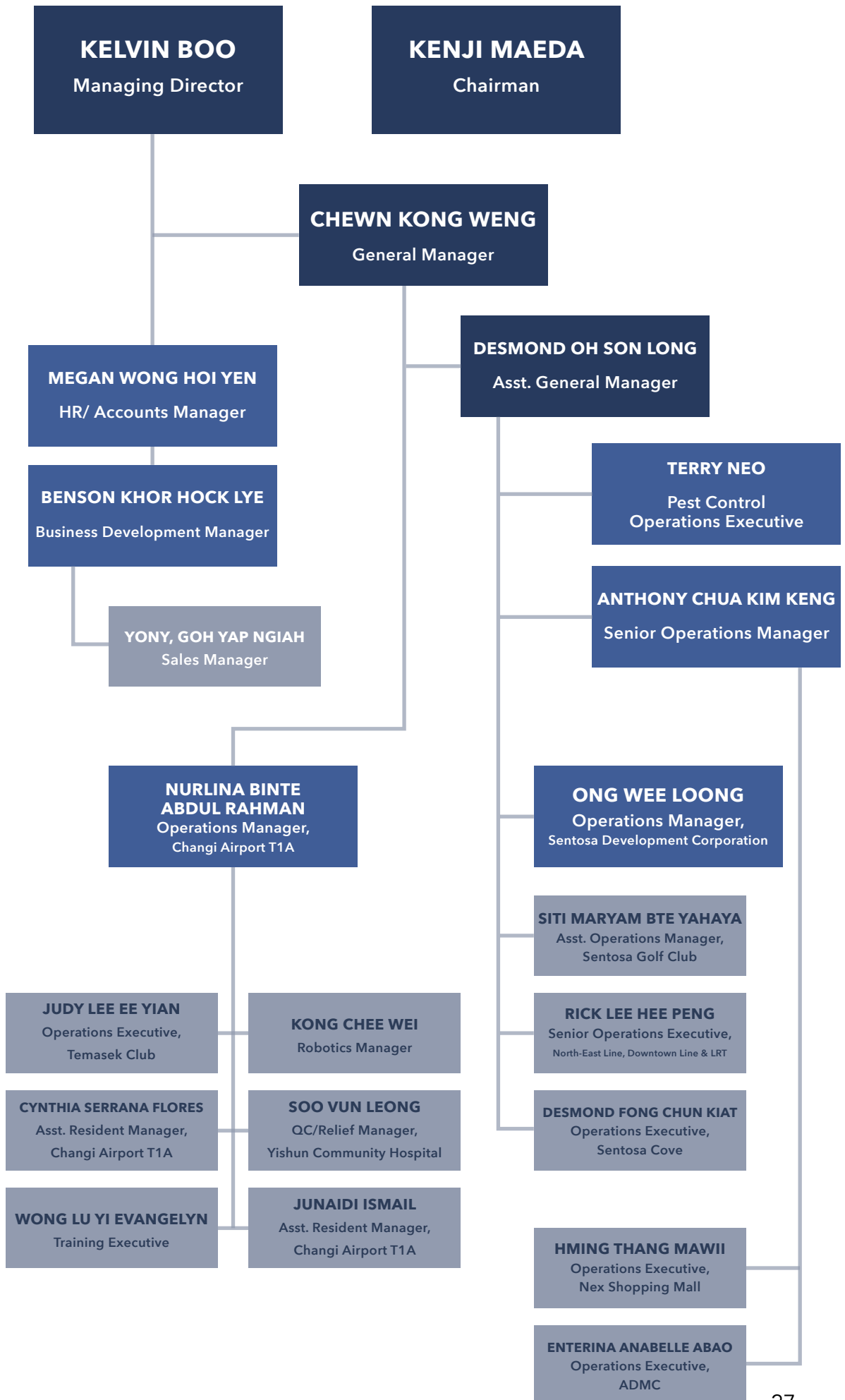
Contracting companies can deploy optimal headcounts and enjoy better staff productivity, thanks to new technologies and tools. Building owners benefit from improved cleaning outcomes, maximising every dollar spent.



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

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

