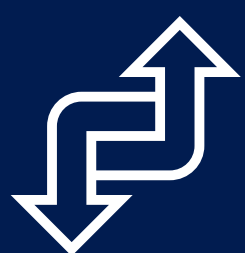


SUSTAINABLE EMPLOYMENT IN THE EFM SPACE THROUGH

# DIGITAL TRANSFORMATION

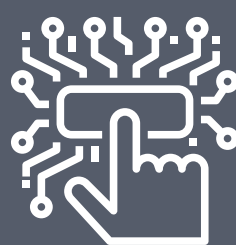


## IMPETUS FOR CHANGE

- The topic of sustainable employment has grown in importance over years, as companies focus on progressive practices to uplift their workforce.
- How can businesses improve the livelihoods of essential services trade workers in the Estate and Facilities Management (EFM) space?

## BACKGROUND

- Digitalisation and automation are key drivers that enable the workforce to move up the value chain and expand their job functions and career prospects. What are the success factors of companies which had made progress in their path towards automation?
- As part of the Estate and Facilities Management Lighthouse Project, the Singapore Business Federation (SBF) Sustainable Employment Programme Office organised a Learning and Innovation Session, aggregating leading industry players to share about their digital transformation journey.



## KEY LEARNING POINTS - WHY DIGITALISE?

### Empowering workers

- With appropriate manpower development strategies, trade staff can expand their skillsets and focus on higher value-added work.
- Better margins from increased productivity translate to greater margins for companies to increase trade staff's wages.



### Easing manpower constraints

- In light of the rising pressures of an ageing workforce and tightening foreign labour policies, productive digital solutions will be able to help alleviate manpower shortages.
- Workers across the EFM sub-sectors get the chance to develop expertise in areas outside of their traditional job scope. In the long run, this will help elevate the attractiveness of these jobs to locals as the career pathways and wages of EFM jobs improve.

### Improving productivity

- Digital solutions, ranging from cleaning robots to digital estate monitoring systems, can perform the bulk of the menial and mundane tasks, freeing up workers to focus on completing higher-level tasks and larger job scopes which require human engagement and decision making.

*E.g., Lily, a cleaner in her late seventies, operated 4 cleaning robots, effectively undertaking the job of 5 cleaners. With the robots, she was able to dedicate more time to higher value-added work, such as customer service and human interaction.*

## CONSIDERATIONS IN TECHNOLOGY ADOPTION

### 1 What to automate?

Companies in the initial stages of venturing into digital solutions could begin by looking at the low hanging fruits, such as work areas most conducive for deploying robots with minimal intervention required.

### 2 Building winning contracts

Shared costs through value-based sourcing as well as longer contract tenures engender a more stable buyer-seller relationship to incentivise investment in technology which may require a longer runway to reap rewards.

### 3 Include trade staff

It is critical to ensure that trade staff share in the benefits of change. Appropriate remuneration, respectful training, and well-established knowledge transfer systems will incentivise and enable trade staff to get on board with digitalisation.

## ABOUT THE COMPANIES FEATURED



LionsBot is a deep technology Singapore-based startup focused on creating and providing professional cleaning robots as a service for commercial, industrial, and public spaces, guided by a vision to transform everyday living for over 50 million people with smart cleaning robots that people love.



Master planner. Developer. Since its inception in 1968, JTC has played a strategic role in ensuring Singapore stays innovative, dynamic, and sensitive to global manufacturing trends. JTC is also bringing businesses and communities together through green spaces, cultivating an environment that is not only sustainable but nurtures ideas shaping the future.



With a mission to provide prompt, reliable and value-added integrated services to exceed clients' expectations through innovative and sustainable solutions since its establishment in 1971, CBM offers a full range of Integrated Facility Management (IFM) services and acts as a single point of contact to relieve them of their daily non-core operational issues.