

DRIVERS IN CHANGING TOMORROW



Overcoming Challenges Amidst COVID-19

Jo Lim, SVP Operations



Sharing Structure

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1. Introduction to CTM
2. COVID-19 Related Challenges
3. Human & Technology Interventions
4. Going Forward



Introduction – The Group Today

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Chye Thiam Maintenance Pte Ltd

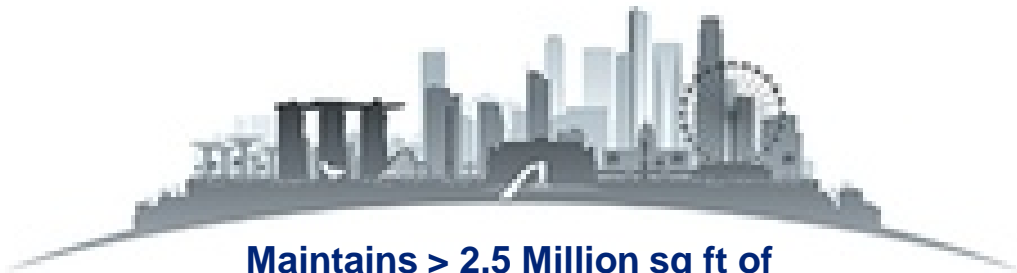
Founded in 1979



**One of the largest
& established
cleaning & waste
management
Companies in S'pore**



**CTM HQ 2018 @
Tampines**



**Maintains > 2.5 Million sq ft of
commercial/office space**

Our Services in Summary

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Commercial Cleaning Services

- Commercial Buildings
- Industrial Buildings
- Residential Buildings
- Government Buildings
- Entertainment Centres
- Hotels
- Aviation Infrastructure
- Facade Cleaning
- Large Scale Events



Waste Management and Recycling

- Commercial Waste
- Industrial Waste
- Sewerage Tank Plumbing & Jetting
- Sludge Disposal
- Recycling
- Provision of Equipment



Integrated Public Cleansing

- Town Council Conservancy Works
- Public Highways & Roads Cleaning
- Drains Maintenance, Desilting & Flushing
- Beach & Parks Cleaning
- Waterway Cleaning
- Public Infrastructures Maintenance



Auxiliary Services

- Food Handlers
- Baggage & Trolley Handlers
- Transport Drivers
- Hotel Room Attendants
- Warewash Helpers
- Hygiene Services
- Pandemic Response Team



Healthcare Services

- Janitorial Services (patient wards & common areas)
- Stewarding
- Food Services
- Value-Added Services:
 - Linen & Laundry
 - Landscape & Potted Plants
 - Pest Control

Quality, Safety & Health Certifications

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COVID-19 Related Challenges

COVID-19 Disruptions – Manpower Related

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- ❖ Staff Morale & Safety
- ❖ Safety in Dormitories
- ❖ Evolving Govt Regulations
- ❖ Lockdown (E.g MCO, “CB”)
- ❖ Quarantine / “SHN”
- ❖ Cleaning Supplies & PPEs
- ❖ Clients Requests & Negotiations

COVID-19 Disruptions – Execution Related

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1. Cater to existing client's and new client's needs. Many were in “panic mode” and wanted enhanced cleaning for their premises.
2. Getting resources to perform the work. Everyone was unsure during those times. Need to provide adequate PPEs to ensure crew's safety.
3. Answering enquiries. Our team needed to be trained in a short time to be able to answer and reply to clients queries on various types of disinfecting works.
4. Getting PPE supplies. Have to source for new avenues of PPE supply (E.g. Batam, China, Europe, etc).




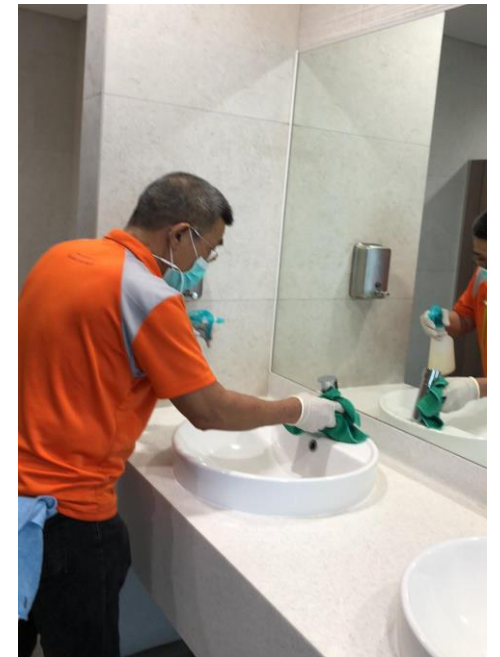
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Human & Technology Interventions



Employee Engagement & Communication

- HR hotline – mental wellness, relation issues with roommates, colleagues, etc
 - HR in partnership with Operations organized a series of employee engagement & communication sessions with employees at various project sites (in-person or e-meet)
 - Allay their concerns on job security
 - Redeployment to sites where operations is BAU.....to protect jobs
- 



Recruitment Blitz

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- Participated in > 20 jobs fairs & career outreach programmes organized by CDCs/WSG/e2i/SCORE/SBF/BSS to recruit locals since April to fill up positions made vacant by the foreign workers



- Partnership with unions like BATU, SMMWU & FDAWU to reach out to locals made redundant by the Covid-19 pandemic







Partnership with BATU

Provision of Covid-19 support fund for members & non members affected by pandemic crisis



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COVID-19 SUPPORT GRANT

EXTENDED TILL 31 DEC 2020

Full-time/Part-time employees who are financially affected

Criteria	Support	
Loss of job	Up to \$800/month (for 3 months)	Employment Opportunities and/or Training Support
Involuntary No-Pay Leave (for 3 consecutive months)		
Loss of at least 30% of salary (for 3 consecutive months)	Up to \$500/month (for 3 months)	

Who is eligible

- First-time applicants
- Eligible COVID-19 Support Grant recipients in their final month of support, or whose support has ended

SC or PR Aged 16 & above	Lives In A Property With Annual Value ≤ \$21,000	Prior Gross Monthly Household Income ≤ \$10,000 OR Per Capita Income ≤ \$3,100
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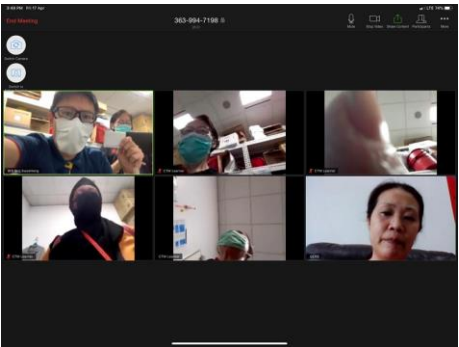
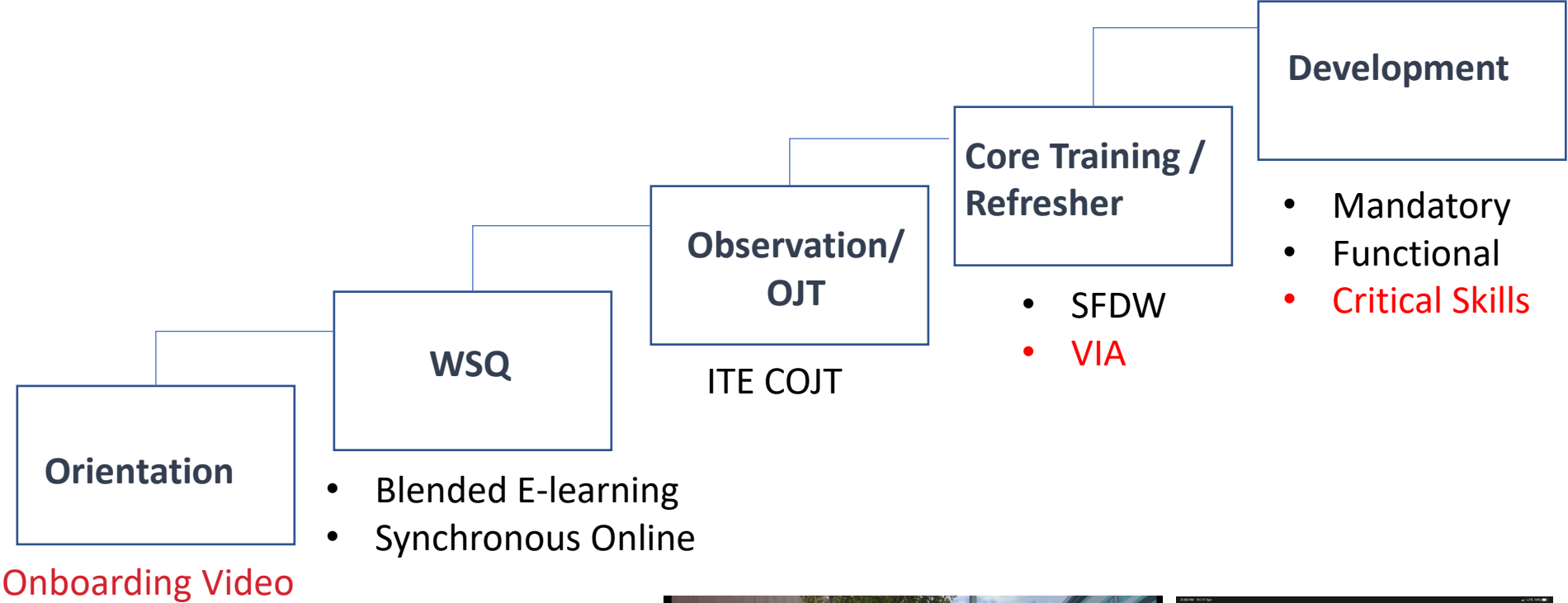
NEW From 1 Oct 2020

Does not own more than one property	Shows job search/training efforts (For unemployed applicants only)
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Not eligible: Those on ComCare*, Self-Employed Person Income Relief Scheme, NSFs & Interns

*If you receive ComCare & need more assistance, our Social Service Office (SSO) will help you.

Incorporating E-Learning into CTM Training Pathway



Critical Core Skills (CCS)



Pandemic Team Setup Since 2016

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***WE HAVE COMPLETED OVER 100 CONFIRMED CASE SITES.
NOT INCLUDING NUMBER OF ROOMS WITHIN SITES.**

PPE Shortages & Proven Disinfecting Methodology

PPE:

- Initial shortage of PPE – ESG came in to support on the national stockpile for the Cleaning Industry
- CTM is 1 of the 2 PPE stockpile for Cleaning Industry
- Price very high – 3 times (*E.g. Coverall price in Mar 2020 was \$8.00, and in Apr the price when up to \$27.00 per piece – 3 times increase*)

Methodology:

- General Cleaning vs. Disinfection Cleaning
 - *General Cleaning = Eliminating Dirt*
 - *Disinfection Cleaning = Eliminating Virus / Bacteria*
- Clients would normally expect a total disinfection works (total clean up) for a Confirmed Case, Suspected Case or even for a Preventive Disinfection Works
- Most Clients thought that it is sufficient with just misting of affected areas. **However** wipe-down processes are required! (**Refer to NEA Advisory on Surface Cleaning and Disinfection for COVID-19*)

NEA Advisory on Surface Cleaning & Disinfection for COVID-19

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For general disinfection, **a wipe-down of surfaces with an effective disinfectant is recommended**. There are many modes of applying chemical disinfectant on surfaces, as marketed by many suppliers. **Not all are effective as claimed and some precautionary measures may be needed during application**. For example, applications of chemical disinfectant by **handheld misters and electrostatic sprayers** are not adequate on their own, and should only be used to supplement a wipe-down. NEA has not received any robust scientific evidence to support the effectiveness of auto-misters and surface coatings against coronaviruses, or the long-lasting effect of surface coatings. As for **whole-room fumigation and ultraviolet irradiation**, these are effective for specific purposes, such as in hospitals and laboratories. They must only be executed by trained professionals, as the processes are complex and exposure to chemical vapours and UV can cause harm. As UVC radiation can cause injury to the skin (e.g. sunburn) and eye (e.g. inflammation of the cornea), NEA does not recommend the household use of such products.

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/cleaning-and-disinfection/advisories/advisory-on-surface-cleaning-and-disinfection-for-covid-19>

Proper Usage of PPE to Keep Our People Safe

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Type 1
(PPE for Lower Risk Areas)



Type 1
(PPE for Higher Risk Areas)

Type 1 (Enhance Disinfection Cleaning within Lower / Higher Risk Areas):

Personnel performs high-touched / low-touched areas. However PPE may be a constraint to blind spots.

With the use of enhanced technologies (e.g. Cold Fogger / Electrostatic Mister) the Decon Specialist is able to cover blind spots / hard to reached areas.



Type 2 (Confirmed Case):

Personnel can only be deployed into hot area for about 45mins in recommended coverall due to its design – Protection against contact with blood or body fluids and protection against infectious agents therefore coverall ventilation is limited.

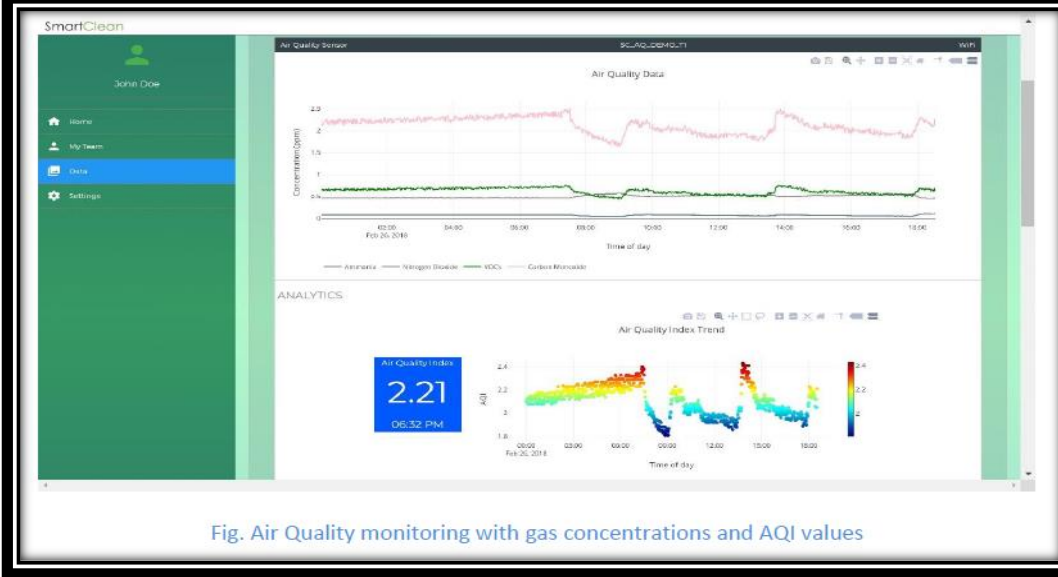
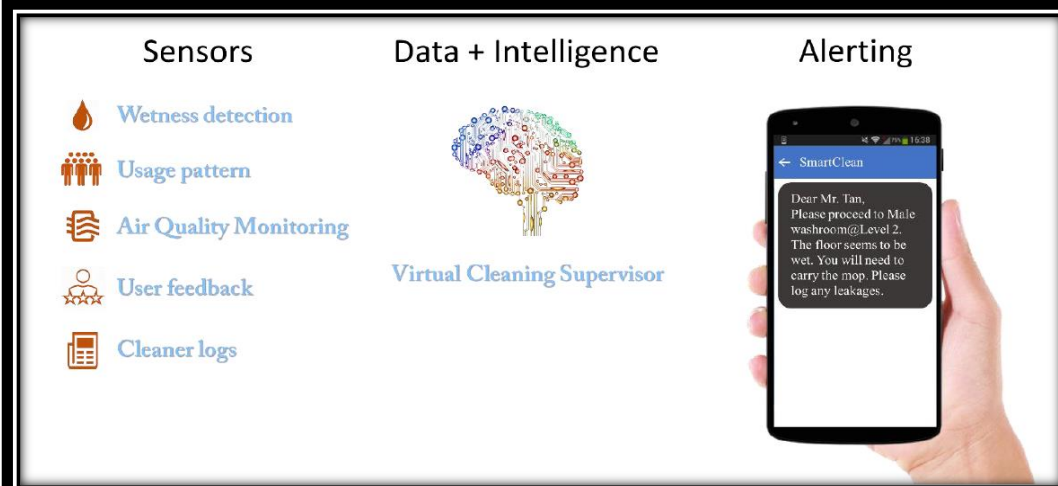
With the use of enhanced technologies (e.g. Steramist and PAPR) the Decon Specialists are able to perform task comfortably and effectively.



Autonomous Robotics



Use of Smart Systems



Prevention of Slips Trips and Falls Trial

WSH Institute's Slips, Trips and Falls Prevention Trial with Vulcan AI

- ❖ 3D Sensors; AI Recognition with Cameras
- ❖ Wearable Based Detector (e.g. for elderly staff who are at higher risk of STF, for areas not covered by CCTV)
- ❖ Dashboard with historical data and alerts

Trial Ongoing at CTM Material Recovery Facility ("MRF") (Est. end in Jan 21)

- ❖ Responsive planning, quicker reactions leading to reduced workplace hazards and complaints





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Going Forward

**Integrated Smart
Solutions**

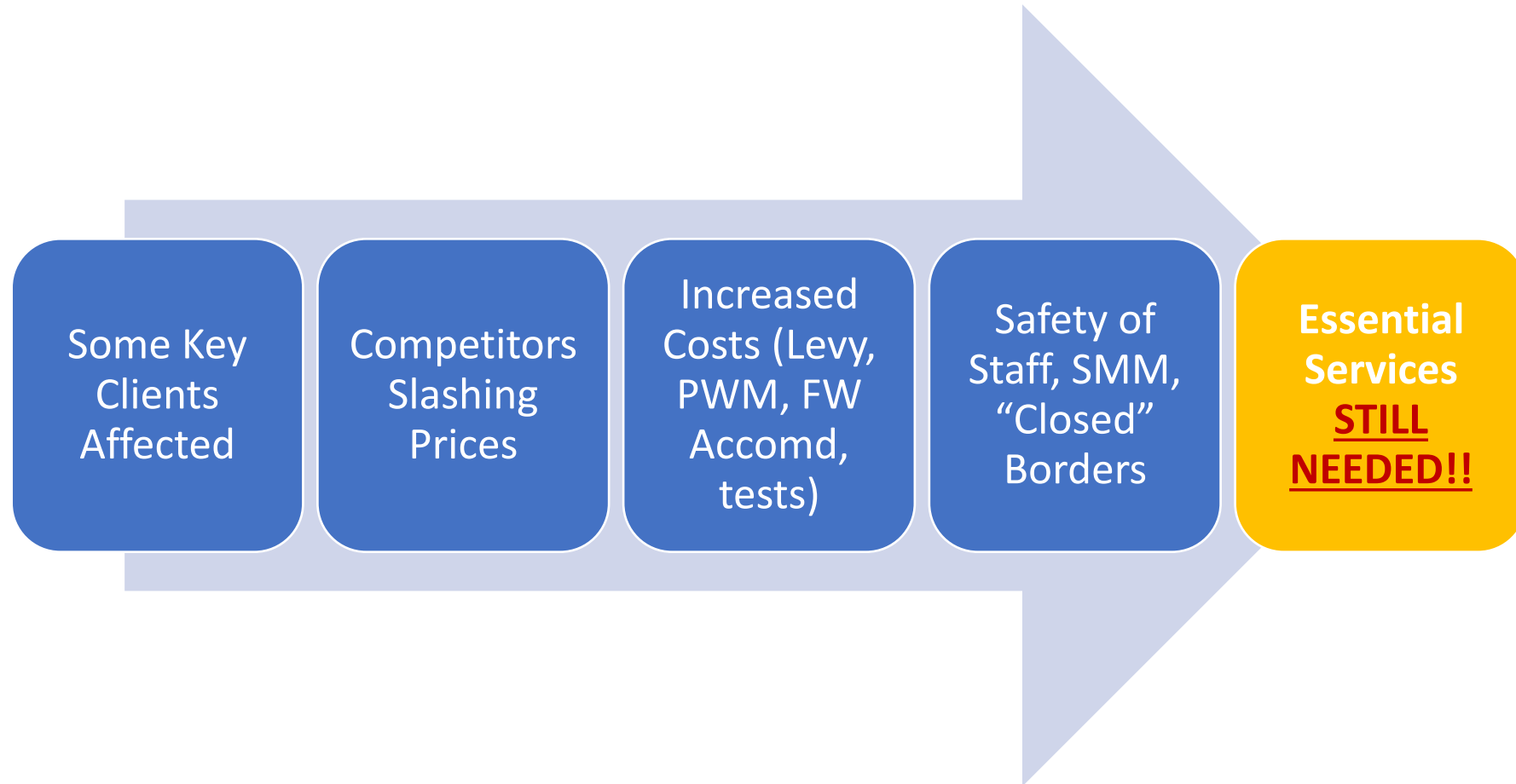
**Autonomous
Robotics**

**Blended
Training
Roadmap**



Current Business Climate in COVID-19

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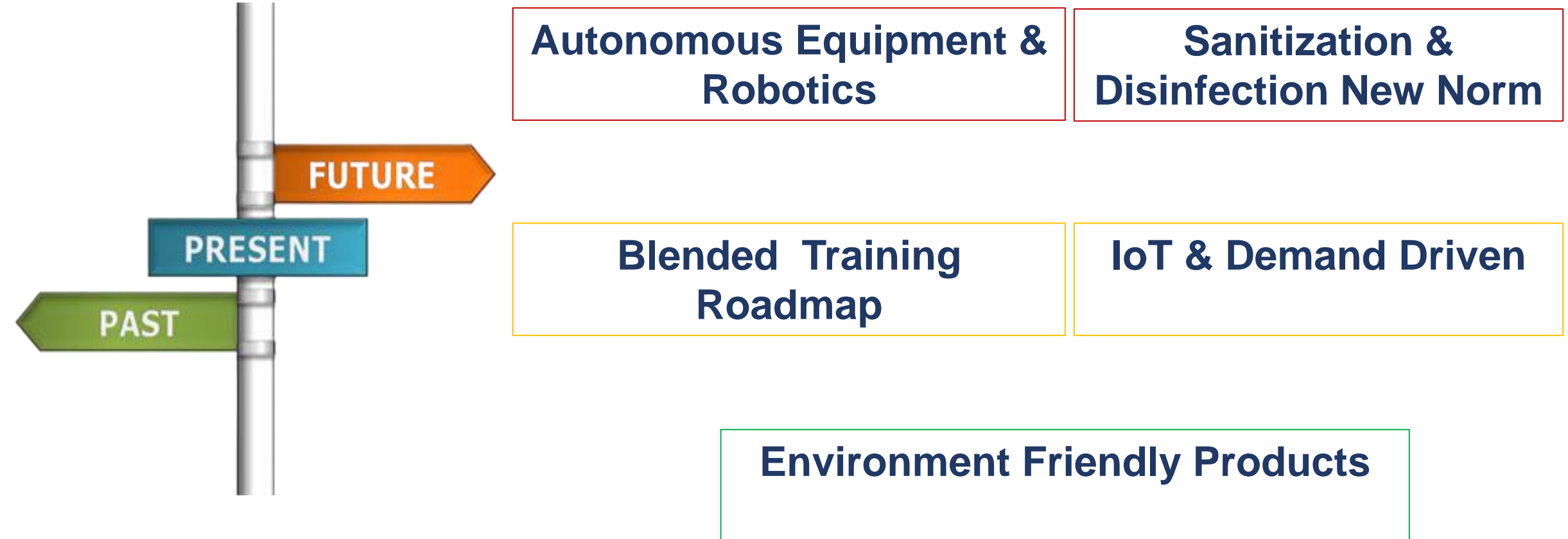
Next 12 Months...

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Continued Transformation

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Thank you!

