

## Q&A for WSH Technology Showcase for Facilities Management 2022 held on 17 Nov 2022

Speaker	Mr Yeong Wai Teck
Question	To Mr Yeong, what are the emergency response involved in the deployment of cleaning robots in terms of recovery or downtime?
Response	We will immediately stop using the cleaning robots and move them out of the working area, as well as we will use our backup workers to complete the remaining tasks.

Speaker	Mr Yeong Wai Teck / Mr Kenneth Wong
Question	Who operates the facade cleaning robots? Is it similar to floor cleaning robots where cleaners can be upskilled or trained to become operators of the robots?
Response	Anyone with training can operate the robots. Yes, It's similar.

Speaker	Mr Yeong Wai Teck / Mr Kenneth Wong
Question	Can the facades cleaning robotics determine cleanliness regardless of the materials of the windows to be cleaned?
Response	Real-Time Feed – there is a camera mounted on the gondola.

Speaker	Mr Yeong Wai Teck / Mr Kenneth Wong
Question	For facade cleaning/painting, could only customised gondola be used? Is the cost equivalent to conventional cleaning methods?
Response	The gondola is specially built for robots and it is a wireless control without humans working inside the gondola. The cost is more economical.

Speaker	Mr Eddy Lau/ Mr Denis Branthonne
Question	Novade lite - who owns the data? Can the data be extracted for analytics?
Response	<p><i>Novade lite - who owns the data?</i> The organisation who pays for the software and licenses fully owns the data.</p> <p><i>Can the data be extracted for analytics?</i> You can easily export reports in PDF format anytime. We also plan to facilitate export of data in excel and PowerBI format next year (these are features we offer today on Novade Enterprise).</p>

Speaker	Mr Eddy Lau/ Mr Denis Branthonne
Question	How to digitise SME processes effectively ? Is there a trial phase from Novade to test if it can fit well in the work processes ? Can it be used for safety management purposes ?
Response	<p><i>How to digitise SME processes effectively ?</i> The application Novade Lite is very easy to use. We recommend a step by step approach. Identify first repetitive processes in the field such as daily site report, Permits to work, site inspections or handover checklists. Use pictures or forms to</p>

	<p>manage these processes and implement the new approach with a small team. Once you have achieved success, extend what you have learned across the company. Novade has a vast experience in driving change with hundreds of organisations, do not hesitate to contact us, our team of consultants will provide recommendations and support</p> <p><i>Can Novade Lite be used for safety management purposes ?</i></p> <p>Yes, Novade Lite is designed to help companies manage Safety field processed on small projects.</p> <p><i>Is there a trial phase from Novade to test if it can fit well in the work processes ?</i></p> <p>You can download Novade Lite for free on our website at <a href="https://www.novade.net/novade-lite/">https://www.novade.net/novade-lite/</a> It is free up to 5 users and 5 projects.</p>
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Speaker	Mr Lam Shiu Tong / Mr Shaun Koo
Question	Was it an uphill task to get approval from the authorities for the operation of drones at worksite?
Response	Similar to any introduction of new work methods, there would be apprehensions and resistance. For the introduction of drone at worksite, the unknowns related to the safety and the regulatory requirements for drone operations, were the common challenges faced by us seeking approvals from the authorities. Nevertheless, once we have overcome the initial hurdles by demonstrating that drones can be operated safely as long as you have qualified and disciplined pilots as well as sound SOPs, the authorities were forthcoming in giving approvals.
Speaker	Mr Lam Shiu Tong / Mr Shaun Koo
Question	Does drone usage post any security issue from hackers, either by hostile takeover or data theft?
Response	As most of would agree, a good hacker can always find a way to get his way into your system. Having said this, for drone operation, there are built-in data security measures as well as added measures that drone operators can take to prevent hostile 'take over' of drone and data loss. For example, hypothetically, if the risk of hostile takeover of drone is assessed to be high, operator can choose to use tethered system. Tethered drone system is commonly used in operations near aerodromes where intentional or unintentional straying of drone into the airspace can cause disastrous consequences.
Speaker	Mr Lam Shiu Tong / Mr Shaun Koo
Question	What are your views on using drones for facade cleaning instead?
Response	The use of drone for Façade Inspections has been proven to save time and resources. While the idea of using drone for façade cleaning is interesting, it will not some time for this idea to mature. The main reason to this is that, to effective clean a façade, it usually involving spraying of water (sometime with solvents) and wiping down. It is not impossible to use drone to clean building facades, but it might take some time before this materialize.
Speaker	Mr Lam Shiu Tong / Mr Shaun Koo

Question	Many roof tops of buildings are fitted with solar panels. As solar panels aren't 100% maintenance free, are there drones for carrying out inspection, cleaning and maintenance of panels?
Response	Drones are already being used widely to inspect solar panels farms. For cleaning wise, there are other robotics which can do a better job than drones.
Speaker	Mr Lam Shiu Tong / Mr Shaun Koo
Question	Does C&W outsource or maintain an in-house drone team? Which would be the more cost-effective approach?
Response	C&W has our in-house drone team which carries out straight forward inspections. At the same time, we partner H3 Dynamics to conduct more complex inspections like façade inspections which involve the use of AI for defects detection. This hybrid system has worked very well for C&W in terms of cost effectiveness, in view of our FM business over many sites.