

**CONGRATULATORY ADDRESS BY SENIOR MINISTER OF STATE FOR TRADE AND INDUSTRY, MS SIM ANN, AT THE SINGAPORE FACILITY MANAGEMENT AWARDS DINNER 2017 ON 4 OCT 2017, 1840HRS, MARINA BAY SANDS, BEGONIA BALLROOM**

Mr Tony Khoo, President, International Facility Management Association Singapore Chapter (IFMA Singapore),

Mr Edward Liu, PBM, Group Managing Director, Conference & Exhibition Management Services Pte Ltd (CEMS),

Distinguished guests,

Ladies and gentlemen,

Good evening.

**Singapore Facility Management Awards 2017**

1. It is my pleasure to join you today.

2. I am pleased that IFMA Singapore and CEMS have come together again to organise the second edition of the Singapore Facility Management Awards.

These Awards are important to highlight the achievements of the facility management (FM) industry and to encourage further excellence in this field.

**The FM Industry is an Important Part of Our Day-to-Day Lives**

3. The Singapore we live in today is very much an urban environment.

Because of this, the safety, comfort and quality of our day-to-day lives are closely related to how well the buildings we live, work and study in are maintained.

4. However, very few people actually understand the complexity and science behind facility management until they have to take responsibility for it – only when they

become MCST members in a condominium for example, or, in my case, when I joined a Town Council.

5. Facility managers need to have the technical know-how and problem-solving skills to keep facilities in tip-top condition.

In addition, they often have to handle not just the built environment but also the people involved, specifically the owners and users of buildings.

It is certainly not an easy task.

To the FM fraternity here tonight – your work is important and appreciated by us all.

### **“Smart” FM in the Built Environment**

6. Like many other industry sectors today, facility management is facing challenges as well as opportunities brought about by changes in technology and business models.

The tripartite Future Economy Council (FEC) and its 6 Sub-Committees are coordinating transformation efforts across various industries of our economy.

7. In the area of the built environment, the FEC Built Environment Sub-Committee is working with businesses, unions, Institutes of Higher Learning, as well as Trade Associations and Chambers (TACs) to maximize collaboration across the industries in the cluster.

Part of this work involves changing the way we plan for and design buildings and infrastructure upstream, and making use of technology in the delivery of facility management services downstream.

These “Smart Facility Management” (Smart FM) efforts will reposition the FM industry for sustainable growth, as the current pool of FM workers age and FM demand from new and ageing physical infrastructure continues rising.

8. We need to move towards a model where FM is outcome-based, predictive, and integrated across the different services of cleaning, maintenance, security, and landscaping.

The drive to adopt technology, leverage data, and the commitment to innovate will help the FM industry achieve greater productivity, and create good jobs that Singaporeans can aspire to.

### **Working Together to Transform the FM Industry**

9. Strong leadership by TACs and widespread industry adoption are important ingredients in this Smart FM push. IFMA Singapore, as a key TAC in the industry, will continue to play a crucial enabling role as we strive to strengthen our partnerships and collaboration between industry, workers, and the Government.

Events such as today's International Facility Management Conference 2017 will be essential to transform FM and prepare the next generation of FM practitioners.

10. Individual, company-led efforts to push the boundaries are equally important. The winners of this year's Singapore Facility Management Awards exemplify this can-do spirit.

It is my pleasure to recognise some of their achievements this evening.

11. For example, some of the finalists like Cushman & Wakefield Services Singapore have implemented smart solutions such as an automated surveillance and monitoring system to counter littering and illegal parking in industrial estates islandwide.

Other finalists like Tanjong Pagar Town Council have set up a smart Operations Command Centre, to automate their work order scheduling and feedback collection.

This allows them to better monitor their cleaning and maintenance activities round the clock in the estates under their purview.

12. As a large owner and occupier of space, the Government is playing its part in the push for Smart FM as well.

Needle-moving Government agencies like JTC are rolling out integrated and predictive estate, building and facility management systems to better serve their stakeholders, and to do so more productively.

### **Conclusion**

13. Today's Award winners demonstrate what can be achieved when industry takes the lead in industry transformation.

I hope the winners will inspire the rest of the industry to greater heights.

The Government will also do its part to support businesses in this multi-year Smart FM transformation journey.

14. Once again, my heartiest congratulations to all the Award winners.

I wish you continued success. Thank you.

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