



Singapore's newest and sophisticated R&D complex, Fusionopolis.

Offering Integrated FM Services to State-of-the-art Fusionopolis

IN JULY, CBM WAS APPOINTED by the Agency for Science, Technology and Research (A*Star) as its Integrated Facilities Management provider for its new headquarters at Connexis, Fusionopolis – Singapore's newest icon for physical sciences and engineering research.

Despite the very short lead time it had for this project, CBM, nevertheless, successfully facilitated the taking over of the premises with its very experienced and highly-trained FM team. In the initial stage, CBM's main objective was to ensure a smooth re-location of A*Star's Research Institutes (RI) to their new offices. Within a short period of time, CBM was able to work closely with A*Star's Infrastructure Planning and Facilities Management (IPFM) team to implement service routines to cater to the different RI's requirements and their specific schedules. Establishing clear lines of communication and back-end planning also helped to ensure a smooth transition for the RIs.

Acting on behalf of A*Star, CBM ensured that any defect or omission was identified early during the defects liability period. At Connexis, CBM will provide a full suite of services, ie, Building Maintenance and M&E, Specialised Cleaning, Pest Control, Horticulture and Managing Agent services. To support its integrated approach, CBM will leverage on its CBM Maintenance Management System (CBMMS) and customised soft FM services such as events management, customer service and helpdesk. As part of its corporate philosophy, CBM will also ensure that safe and environmentally-friendly work systems are in place at A*Star's premises at the Connexis, Fusionopolis.

Fusionopolis is a 30-ha state-of-the-art complex, built for infocomm and media research, that brings together the nation's top high-tech RIs such as Data Storage Institute, Institute for Infocomm Research, Institute of High Performance Computing, Institute of Chemical and Engineering Services and SINERGY (Singapore Initiatives in New Energy Technology) Centre.

"A*Star is a highly valued client with very high profile responsibilities. We are committed to offering them prompt services and customised solutions specifically tailored to their needs."

Mr Roy Chiang,
CEO/President, CBM

CBM Provides FM Services for upmarket development - The Sail @ Marina Bay

THE SAIL @ MARINA BAY, a 6-star waterfront lifestyle condominium situated at Marina Bay area, is part of the new downtown project of Singapore. It is one of the tallest residences in the world.

It comprises two sail-shaped towers namely, Marina Bay Tower and Central Park Tower with 70 and 63 floors respectively. It houses 1,111 residential units and 5 penthouses. Its unique design reflects the designers' inspiration - sun, wind and water.

The Sail @ Marina Bay is the latest iconic addition to the Singapore skyline.



CBM, THROUGH ITS MANAGING AGENT subsidiary, Empire City Consultant (ECC), will manage The Sail @ Marina Bay. The entire development is a mixed residential and commercial property with a site area of 9,090.90 sqm.

Inter alia, ECC's tasks include representing the owners, contract management, property accounting, rental and property bookkeeping as well as budget planning and controlling. With ECC onboard, the developer - Glengary Pte Ltd, a subsidiary of City Developments Limited

(CDL) – will be able to focus on real estate matters and improving resident satisfaction.

With this new contract, CBM strengthens its activities in the field of property management especially for high-end estates. Services covered in the contract include M&E, Environmental and Cleaning, Security, Managing Agent and other personalised concierge services through a team of dedicated Customer Service Officers.

Partnering UMC ServiceMaster for Enhanced Environmental Services

UMC SERVICEMASTER PTE LTD (UMC) is a well recognised name for their niche expertise in the healthcare market. The recent signing of a MOU between CBM and UMC sealed the commitment on both sides to better integrate their respective expertise and services in order to enhance the quality of each company's one-stop solutions.

With this partnership, CBM & UMC will be able to provide specially designed cleaning and maintenance services applicable across a variety of functional buildings including research, healthcare and other high-end sectors. This collaborative effort between CBM & UMC will strive to nurture and sustain quality environmental services suited to every client's requirements.



Present at the signing ceremony were (standing, left to right) Ms Elaine Ng, CBM's SVP for Business Development and Mr Douglas Koh, CBM's VP for Environmental. (seated, left to right) Mr Keith Koh, CBM's SVP for Corporate Affairs, Mr Roy Chiang, CBM's CEO/President, Mr Thomas Tsang, UMC's General Manager and Mr Stephen Choo, UMC's Operations Manager for Environmental.



CBM staff in their spanking new uniforms.

A Smart New Look for CBM Staff

AS PART OF CBM'S CORPORATE BRANDING strategy, a new range of staff uniforms was recently unveiled. Reflecting the dynamic and professional image of CBM, the new uniforms add an extra touch of vibrancy as staff perform their daily duties confidently.

Designed using the base colours of beige and grey, the uniforms also feature each Division's corporate colour for a distinct identity and are specifically tailored to help staff carry out their work with greater ease and efficiency.

"Each of our office and site staff is a spokesperson of CBM. In some cases, they're the main contact point that tenants, guests and contractors may have with the company. With these updated uniforms, our staff have an added confidence in providing clients with the best work quality." said Mr Keith Koh, SVP for Corporate Affairs, CBM.

SWDA Entrusts CBM to Provide FM Services

CBM HAS SIGNED a one-year contract with Singapore Workforce Development Agency (SWDA) to provide facilities maintenance services for its headquarters. SWDA was looking for a partner that could provide more control over the entire maintenance process while managing cost

efficiency. Being an integrated one-stop facilities maintenance service provider, CBM is well-placed to deliver customised solutions such as a 24 x 7 stand-by capability and at a competitive price.

CBM's Security Expertise Expands to Schools

EVEN IN A LOW-RISK ENVIRONMENT like Singapore, schools would be far safer if provided with ample and professional security services. Uniformed CBM security personnel will now promptly address any security concerns of 29 primary and secondary schools across the North, West and South of Singapore.

After a comprehensive selection process, the Ministry of Education (MOE) has appointed CBM to undertake this important mission. In addition to a cost-effective plan, CBM's reputation for providing quality security services to both commercial buildings and private estates was a crucial factor in MOE's assessment.

When asked about CBM's services at Compassvale Secondary School, Operations Manager, Mr Richard Henry shared, "The professionalism of CBM Security Personnel puts the minds of teachers, students and parents at ease."

The success of CBM Security is rooted in its stringent selection of security personnel and in-house NSRS-certified training system. CBM recognises



CBM steps up security in 29 schools across Singapore.

the importance of professional security management and this has earned us a Grade "A" from the Security Industry Regulatory Department (SIRD).

With this partnership with MOE, CBM Security further expands its market presence in Singapore.

CBM Team Gives Jurong West Street 52 Market/ Food Centre a Makeover



An artist's impression of the new Jurong West Street 52 Market/Food Centre.

SINCE JUNE, CBM's Project Management team has embarked on a rejuvenation programme for the Market/Food Centre at Block 505 Jurong West Street 52. This is part of the Hawker Centres Upgrading Programme introduced in 2001 through the National Environment Agency. Aimed to improve the physical condition of Singapore's hawker centres/markets, the \$420 million upgrading programme will not only benefit the stallholders but its patrons as well.

When the project is completed, customers of Jurong West Street 52 Market/Food Centre will have a more pleasant dining experience with its courtyard providing comfortable seaters amid greenery. Naturally-ventilated restrooms equipped with auto sensory taps and a solatube

lighting system will also help save electricity during the night. In addition, enhanced lighting from metal halide lights for morning market activities and night security operations will also be installed. Other improvements include new metal roofing with fibre glass insulation and new canopies with composite panels to improve ventilation of the food centre. Slip resistance tiles will also minimise the occurrence of accidents.

Slated to re-open for business towards the end of 2008, the refurbished Market/Food Centre will house a total of 191 stalls with a spacious layout to accommodate an increased capacity of approximately 1,500 to 1,600 patrons during peak hours.

Teaming up to Re-Build Homes for the Needy

IT MAY BE HARD TO IMAGINE that in a cosmopolitan city like Singapore there are needy families living in poor or even dangerous housing conditions. Especially in the older one-room flats, there are often neglected defects such as leaking pipes, chipped ceilings and faulty electrical sockets. This is where HomeCreation plays a vital role. Started in 2006, HomeCreation is a community project led by Dreams @ Kolam Ayer which aims to harness the energy of our youths to improve the living conditions of the needy.

With the partnership of Raffles Institution, City Developments Limited and CBM, the homes of 300 low-income residents at Block 61 & 62 at Geylang Bahru were given a new lease of life. As ambassadors of goodwill, CBM staff contributed their time and expertise to carry out minor mechanical & electrical and renovation works. The newly-refurbished homes also received household appliances.



CBM's VP for Project Management, Mr Jimmy Tay, used his expertise to aid the needy during the HomeCreation day.

Fostering Camaraderie in a Big Family



CBM family cheered on for their teammates during the Hong Leong Olympics Finals held at Anderson Junior College Sports Field.

RUNNING INTO ITS 5TH AND BEST YEAR ever, the Hong Leong Group Olympics 2008 was a resounding success! Surpassing standards of the games last year, each competition was more heart-pounding this time.

The annual games, spanning from June to August 2008, included a wide variety of indoor and outdoor sports held at different locations. CBM participated actively in a range of events including Jigsaw Puzzle competition, Golf, Table Tennis, Soccer and Bowling. In particular,

CBM staff bagged the Champion Award in the Tennis Men's Singles and Doubles, and the Bronze Medal for Badminton Mixed Doubles. The finals took place on 24 August at Anderson Junior College. Despite the heavy downpour, the camaraderie and spirit could not be dampened.

After months of training and competitions, City Developments Limited/ CBM Combined Team, emerged the Overall Champion for the second year running. CBM staff eagerly awaits next year's competition.

"The Hong Leong Group Olympics is an opportunity for the team to foster camaraderie through sports and games. Everybody had fun during these events and also got to know others in the same family of companies better. That is important for a large organisation like the Hong Leong Group."

Mr Keith Koh,
SVP for Corporate Affairs, CBM

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Printer: Colourscan Co (Pte) Ltd

Environmentally-friendly paper is used in the production of this newsletter.

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