

CBM link

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CBM – Certified for Business Excellence



CBM STARTED 2009 with a resounding endorsement as a quality service provider when it was awarded the coveted Singapore Quality Class (SQC) accreditation - an internationally recognised standard for business excellence. Given the stringent requirements of SQC, it took months of rigorous planning, re-aligning and reviewing of its existing operational functions and processes to prepare for the final audit by SPRING Singapore. Membership in the SQC group puts CBM in the elite circle of companies that demonstrates excellence in their respective businesses. The SQC standards also recognise companies which embrace a total approach to managing people, processes and customers to achieve better business results and continual improvements in their efforts to meet world-class business excellence standards.

The SQC certification has given CBM another competitive edge especially when the company is expanding its foray into the overseas markets. Clients are now assured of peace of mind when they engage CBM as their FM partner.



CBM's commitment to quality services resulted in a key accreditation.

"This recognition is testimony to all our efforts at business excellence. It is not just proof of our robust policies and procedures, but also a reassurance to our customers that they are engaging an organisation that believes in high performance levels and service standards."

Mr Roy Chiang
CEO/President, CBM

Safety Performance is a Winner



A reflection of CBM's commitment to safety for its staff and community.

2008 WAS ANOTHER COMMENDABLE YEAR of health and safety achievements in CBM. Attention to details, coupled with rigorous implementation of policy and procedures have resulted in a year without any reportable accident and the attainment of bizSAFE Level 3 Certification accorded by the Workplace Safety and Health Council.



The bizSAFE Level 3 standard aims to help businesses and organisations control occupational health and safety risks. Following a series of workshops conducted for its management and the appointment of a Risk Management (RM) Champion, CBM has successfully passed the assessment of an independent auditor on its implemented RM Plan. This certification was a significant achievement as the stringent criteria requires a number of complex assessments to be carried out within the organisation.

Mr Teo Hwee Yean, CBM's EVP, commented, "We are pleased to receive the bizSAFE Level 3 accreditation through our continual and effective workplace safety and health practices. CBM believes that investing in workplace safety and health will enhance our productivity and competitiveness."

Strengthening Ties with China

IN THE LAST TWO YEARS, CBM has developed ties with Wei Hai, China, through the recruitment of manpower from the region.

During a recent visit to Singapore, Vice Mayor of Wei Hai and Director of Wei Hai Foreign Investment Service Centre (FISC), Mr Che Luming, extended an invitation to CBM to further explore new opportunities of cooperation with Wei Hai. Both parties expressed keen interest to pursue the mutual benefits of strengthening existing business relations.

To meet the growing interest from foreign companies, FISC will be embarking on some training programmes to equip job seekers with the right skill set for different business needs. Wei Hai has provided CBM with an invaluable source of manpower. With this partnership in place, CBM is confident that they will be able to take on higher-skill responsibilities in the near future.



CBM Management group photo with guests and visitors from Jobs Culture Pte Ltd (Mr Gary Chin, Group Director - seated first from the left) and Wei Hai (Mr Che Luming, Vice Mayor of Wei Hai and Director of FISC - seated second from the left).

Security Alliance Continued



Left to right: Mr Andrew Lim, Assistant Executive Secretary (USE), Mr Lim Ann Liang, Industrial Relations Officer (USE), Mr Roy Chiang, CEO/President (CBM), Mr N. Silva, Union President (USE), Mr Keith Koh, Senior Vice President (CBM-Corporate Affairs) and Mr Looi Eng Chai, Vice President (CBM-Security).

TO PROVIDE ITS SECURITY STAFF a platform of representation, CBM has renewed and signed the Collective Agreement with the Union of Security Employees (USE).

USE is an independent organisation which plays a significant role for both employers and employees in the security industry in Singapore. CBM Security's association with USE has spanned almost four decades of experience in the industry, and together we have worked closely to provide benefits and skills improvement for our security staff. USE has supported CBM's implementation of the re-employment policy of mature workers through the Advantage Funding Scheme. "By continuing this harmonious bi-partite labour

management relationship, CBM and USE are able to work together towards the shared vision of creating a better workplace for all security employees in CBM", says Mr Andrew Lim, Assistant Executive Secretary, USE.

Welcoming the agreement, Mr Looi Eng Chai, CBM's VP (Security), said "CBM embraces the opportunity for joint activities and collaboration with USE to further the development and upgrading of our staff. This strategic alliance is mutually beneficial as it allows both organisations to pool expertise, share intelligence and resources and develop a cohesive response (where applicable) to issues affecting our staff and the entire security industry."

SPRING Singapore Awards Two-Year FM Contract to CBM

SPRING SINGAPORE HAS AWARDED a two-year integrated FM contract to CBM to provide a one-stop building facilities management services.

The contract covers 22 floors of office areas and 6 floors of podium where the headquarters of SPRING Singapore is located as well as the office of Deloitte Consulting, Financial Alliances, Singapore Logistics Association, Singapore Manufacturers Federation, Singapore Productivity Association, as well as educational institutions such as James Cook University, Lendmark Education and University of Chicago, to name a few. As part of the integrated FM contract, CBM has also partnered with Huttons Real Estate Group, one of the fastest growing full-service real estate companies in Singapore, to provide commercial sales and leasing consultancy. The expertise and network of Huttons

will provide strategic and marketing solutions for the tenancy of SPRING Singapore. Amid the Chinese New Year festivity, CBM's Integrated FM Team carried out a complete mobilisation plan and embarked on its maintenance and general project work. This contract involves engineers, technicians, cleaners, security and administration staff. CBM's EVP, Mr Teo Hwee Yean, commented, "I believe we were awarded the contract based on the high levels of quality and performance that we have consistently demonstrated over the last 38 years maintaining both private and government properties."

The award of this contract is a testimony to the level of confidence that SPRING Singapore has in CBM's capability both in terms of quality and service delivery. CBM was selected as the preferred service provider after a strict tender evaluation process.



Repetitive hard floor care is provided by CBM at the premier Warren Golf and Country Club.

Premier Golf and Country Club Engages CBM

LIKE ALL EXCLUSIVE GOLF AND COUNTRY CLUBS, Warren Golf and Country Club (WGCC) has stringent requirements for all its service providers. With an estimated area of 12,000 sqm and patronised by up to 4,000 guests during its peak times, cleaning this facility, needless to say, is a huge undertaking. This responsibility has been entrusted to CBM Environmental Division.

Besides the well manicured landscape, the numerous club recreational and functional facilities and its high patronage call for intensive specialised cleaning by our staff. "Being an exclusive golf club, its members have high expectations of the club's facilities and environment; hence we have to deliver the best standards all the time. I'm glad to say that we have since earned accolades from the club's management and members for our consistent performance," Mr Douglas Koh, CBM's VP (Environmental) says.

At WGCC, besides their usual routine, CBM staff are also tasked to do specialised cleaning and event maintenance work. Despite the challenges, the encouraging compliments from WGCC keep staff motivated.

"We have built a good working relationship with CBM. It is not only their exceptional performance that we are impressed with, but also the honesty and integrity of its staff."

Ms Susan Foo
Housekeeping Executive, WGCC



Premier country club requires exceptional cleaning service.

CBM Office Certified Green



AS ONE OF THE LEADING FACILITIES MANAGEMENT COMPANIES in Singapore, CBM operates on a business model that focuses not only on performance but on sustainability. One way to achieve sustainability is through assuming a greater responsibility towards environmental protection. To this end, CBM is proud to have attained the Green Office Label Certification by the Singapore Environment Council.

This certification is a result of the hard work of a dedicated Eco Green Committee formed in 2007 comprising office staff from various departments. The primary task of this Committee was to look into the adoption of environmentally-friendly practices within our office premises. Following its Corporate Green Philosophy "To Go Green: Reduce, Reuse and Recycle", the Committee formulated and implemented eco-friendly programmes such as Eco Office Action

Plan, Recycling and Eco Office shared drive targeted at raising awareness on how the workplace can minimise its impact on the environment. Various controls and green features such as installation of Energy Saving Lights, use of optical reflectors, paper and ink recycling were also put in place to reduce usage of paper and energy. To date, we have managed to lower our electricity usage by up to 12%. CBM continues to periodically review and improve its green practices to ensure that both its overall company objectives and social responsibilities are met.

Using this accreditation as a launching pad, CBM will build on its current eco-friendly measures and adopt them across its operations to reinforce its position as a leading environmentally-friendly Facilities Management company in Singapore.

Taking a Greener Approach for Schools

SINCE 2005, CBM has been a firm advocate of corporate citizenship and environmental sustainability. Putting it into action, CBM has been supporting the National Environment Agency's Corporate And School Partnership (CASP) programme under the Clean and Green Singapore (CGS) campaign which aims to inspire Singaporeans to care for and protect our living environment by adopting an environmentally-friendly lifestyle.

The main aim of the CASP programme is to form a partnership between the school and the organisation so that together, there is a synergy of efforts towards environmental ownership and sustainability by both partners. For three consecutive years, CBM has been supporting Balestier Hill Primary School in its eco-friendly projects by sharing knowledge and extending financial assistance.

CBM was commended for its unwavering support to the CASP programme at the CGS Schools' Carnival 2008 held at Suntec Convention Centre on 5th and 6th November. The carnival was well attended by various primary and secondary school students as well as corporate representatives. Various activities were conducted during the two-day event which included Environment Dance Floor, Environment Fashion Show, Living Art Sculpture Competition, Mr and Ms Teen Earth Competition and the Solar City Competition. An exhibition showcasing many innovative environment projects by the corporate partners and schools was also organised. It was a fun-filled event that successfully heightened awareness of the many ways to live an environmentally-friendly lifestyle.



Students of Balestier Hill Primary School gladly explains their "Reducing waste from nothing to something" project to one of the many visitors who attended the exhibition.

"The creativity and enthusiasm of the students at Balestier Hill Primary School is commendable. We are very pleased to be able to play a part in instilling in these young minds the importance of environmental conservation."

Mr Keith Koh
SVP (Corporate Affairs), CBM

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