

MEDIA RELEASE

ACCELERATING THE TRANSFORMATION OF THE FM INDUSTRY

- *Grants awarded to two projects to kickstart the adoption of integrated and aggregated Facilities Management (FM) across buildings*

Singapore, 22 July 2021 – At the opening of the Singapore International Facility Management Association’s (SIFMA) new office today, Minister of State for National Development & Communications and Information Mr Tan Kiat How shared on new and ongoing initiatives that will accelerate transformation in the FM industry. These include a new Certified Facilities Management Company (CFMC) accreditation scheme that will raise the competency and service quality of FM Companies (FMCs). He also announced the awardees of the Smart FM Proof-of-Concept (POC) Grant for projects that will help demonstrate the business case of integrated and aggregated FM to the wider FM industry.

Raising the professionalism of the FM industry through accreditation

2 To raise the professionalism of the FM industry, and the capabilities and service quality of FMCs, the tripartite Facilities Management Implementation Committee (FMIC)¹ co-created a set of base criteria to benchmark FMCs in October 2020. The criteria cover four broad areas for the accreditation of FMCs, including their financial status, plans for manpower development, processes to enhance service quality, and plans to develop and adopt technology. SIFMA is the first industry association to develop an accreditation scheme based on these criteria. (See **Annex A** for details on the criteria)

¹ Established in 2018, the FMIC is a tripartite committee which develops and implements FM transformation initiatives, comprising trade associations such as SIFMA, developers, FMCs, public agencies, and unions

Driving the adoption of integrated and aggregated FM through the Smart FM Proof-of-Concept (POC) Grant

3 To encourage the shift toward stronger partnerships and reduce industry fragmentation, the FMIC, in 2020, proposed a longer term transformation towards integrated and aggregated FM. To kickstart the process, a grant call for the Smart FM PoC Grant was launched in October 2020. To apply for this grant, interested projects had to present innovative solutions that could demonstrate more than 20% overall improvement in the productivity of FM services. This would need to be achieved through the integration of multiple FM services, and aggregation of FM services across a cluster or portfolio of buildings.

4 The grants have now been awarded to two projects from Certis and Ngee Ann Polytechnic. Both projects were awarded as they were able to illustrate significant productivity gains from the adoption of both integrated and aggregated FM. The proposed solutions under the projects will also leverage data and predictive analytics, and will deploy a common data standard to better integrate the multiple FM services such as cleaning and security across their buildings. (See **Annex B** for details on the awarded projects)

5 Mr Kelvin Wong, CEO of BCA said, “During the review of the current state of the FM industry, the industry saw the need to have clear standards to benchmark FMCs. Hence the FMIC co-created a set of base criteria for accreditation schemes with the industry, to recognise the more progressive FMCs who are committed to raising their competency and service quality. This initiative, together with the Smart FM Proof-of-Concept grant given to Certis and Ngee Ann Polytechnic, will pave the way forward to transform and uplift the FM industry.”

Accelerating the pace of FM industry transformation through the tripartite FMIC

6 Transforming the FM industry to become more manpower-lean and productive is important, given our ageing local workforce and building stock. This has created manpower challenges and an increase in demand for building maintenance for the FM industry.

7 Since 2018, the tripartite FMIC has co-created a suite of FM industry transformation initiatives to address the challenges, across four key areas of transformation:

- Design for Maintainability (DfM), which looks at designing buildings for the ease of maintenance to reduce maintenance workload for FM firms, and sustain building performance;
- Smart FM, which looks at leveraging technology to enhance the productivity of FM services;
- Procurement, which looks at restructuring FM contracts to place greater emphasis on progressive procurement practices, including outcome-based contracting and integrated FM; and
- Manpower and Industry Development; which looks at developing the capabilities of FMCs and the FM workforce to support industry transformation.

8 Under these four areas of transformation, key initiatives undertaken by the FMIC include the Maintainable Design Appraisal System (MiDAS), Guide to Smart FM and FM Skills Framework. More information on these initiatives can be found in **Annex C**.

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Enclosed:

Annex A – FMIC-endorsed criteria for FMCs

Annex B – Smart FM Proof-of-Concept (PoC) Grant

Annex C – Initiatives under FMIC

About Building and Construction Authority (BCA)

The Building and Construction Authority (BCA) champions the development and transformation of the Built Environment sector, in order to improve Singapore's living environment. BCA oversees areas such as safety, quality, inclusiveness, sustainability and productivity, all of which, together with our stakeholders and industry partners, help to achieve our mission to transform the Built Environment sector and shape a liveable and smart built environment for Singapore. For more information, visit www1.bca.gov.sg.