

Progress of ES ITM

- Launched in December 2017, the ES ITM – which included the cleaning and waste management sectors – comprised strategies and initiatives to drive innovation and widespread technology adoption, upskill the ES workforce to take on better jobs, improve productivity through better procurement practices, and enable ES enterprises to capture value overseas.
- In 2019, the pest management sector was incorporated to reap greater synergy in their business activities and to propel the ES industry forward in the transformation journey.

NEA-Industry Scholarship Programme

- A total of eight NEA-Industry scholars were awarded scholarships when the programme was launched in 2020. Four newly appointed scholars have been awarded scholarships from the second cycle of the NEA-Industry Scholarship.
- Scholars from the first cycle have yet to begin full-time work with the sponsoring organisations – most have either completed or are currently doing their internships. They are being emplaced into various roles, ranging from lab-based work to roles in Human Resources, Quality Environment, Health and Safety.

INCUBATE Programme

- There are 22 INCUBATE partners today, including technology companies to support the ES industry to drive synergistic collaborations between property owners and technology providers within the INCUBATE programme.
- Since the launch of the programme, INCUBATE partners have tested and adopted over 50 productive and novel solutions relevant to their premises (e.g., robotic floor cleaners, smart waste bins and rodent monitoring sensors), enabling an optimisation of manpower needs through job redesign. Some examples include Changi Airport Group, City Developments Limited, CapitaLand, Pan Pacific Hotels Group, People's Association, Downtown East, LandLease, etc.

Outcome-Based Contracting (OBC)

- All government service buyers today are required to adopt OBC when procuring cleaning services through new tenders/quotations. This requirement was put in place since 1 May 2020, and NEA continues to engage private service buyers to promote the adoption of OBC.
- NEA's efforts in guiding service buyers to specify clear deliverable outcomes instead of headcount has enabled service providers to suggest solutions that integrate and better optimise manpower, technology and processes. To date, about 40 per cent of large service buyers have adopted OBC.

Internationalisation

- With government support, more than 35 progressive ES firms have also successfully exported their solutions overseas, capturing value for Singapore. Some examples include:
 - ✓ 800 Super – Successfully clinched the public waste collection contract in Cambodia with the support from EnterpriseSG, Infrastructure Asia and NEA
 - ✓ Plaspulp Union – MOU signed with Borouge, a leading petrochemicals company, to pilot the use of Plaspulp's recyclates in flexible packaging applications
 - ✓ Lionsbot – Range of cleaning robots exported to more than 25 cities globally
 - ✓ Ministry of Clean – Airtumtec Pro, which is a self-disinfecting surface coating product, were exported to Thailand, Hong Kong and Philippines.

Skills Upgrading

- NEA has worked closely with various Institutes of Higher Learning (IHLs) to develop new courses for the ES industry, as follows:

S/N	Course Name	Training Providers
1	Work-Study Programme (WSP) Part-time Diploma in Applied Science (Environmental Services and Management)	Republic Polytechnic
2	Introduction to Digital Technology for Environmental Services	Institute of Technical Education
3	Digitalising Environmental Services 2	Ngee Ann Polytechnic
4	Environmental Infection Control and Management in Non-Healthcare Premises	Ngee Ann Polytechnic
5	Environmental Infection Control and Management in Non-Healthcare Premises	Republic Polytechnic
6	Environmental Infection Control and Management in Non-Healthcare Premises	Singapore Polytechnic

Skills Framework for Environmental Services

- In Dec 2019, NEA, SkillsFuture Singapore (SSG), and in collaboration with Workforce Singapore (WSG) revised the Skills Framework for Environmental Services (SFw) to incorporate the pest management sector. This has provided ES workers greater lateral mobility and more career options across the three subsectors.
 - ✓ For example, a cleaner who obtains the relevant pest management training can take on the role of a pest control worker. ES businesses can now also reap productivity gains and optimise manpower as staff become increasingly cross-deployable.

Job Placement Initiatives

- For mid-career jobseekers who wished to embark on a career in the ES industry, NEA worked with WSG on several Career Conversion Programmes (CCPs) to equip them with the necessary skills and knowledge. These CCPs are reviewed by WSG regularly to ensure relevancy and prepare workers for new emerging roles or needs in the ES industry.
 - ✓ CCP for Environmental Services Specialists;
 - ✓ CCP for Professional Executives; and
 - ✓ CCP for Sustainability Professionals.

Job Redesign and Enhancing Image of ES Workforce

- In tandem with the greater adoption of technology and rising manpower demand, NEA continues to work with industry partners and WSG to drive adoption of scalable job redesign (JR) solutions to support ES enterprises in the transformation of their businesses and workforce.
- Available resources include WSG's 4D JR Framework digital guide, 'Redesigning Jobs for the Environmental Services' Masterclass and the ES JR Consultancy Package, which supports enterprises undergoing transformation through the Support for Job Redesign under Productivity Solutions Grant (PSG-JR) for job redesign consultancy. ES enterprises can also tap on the relevant CCP to reskill in-employment staff to take on the redesigned job role.
- Significant steps are taken towards enhancing and uplifting the image of the ES industry to attract new sources of manpower.
 - ✓ Introduction of industry-wide uniform guidelines to strengthen the professional identity of the ES industry;
 - ✓ Annual ES Workforce Day to celebrate and commemorate the continual commitment and excellence of ES companies and the entire workforce; and
 - ✓ ES Star Awards which are given out to recognise the top exemplary ES employees for their work excellence and contributions in their profession.