



Catalyst of COVID-19 for Future Smart FM

RICS SEA In-Focus Webinar Series
in collaboration with REDAS

9 October 2020

15:00 – 17:00 (GMT +0800)



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rics.org/future-smart-fm



Overview

The global COVID-19 pandemic has caused unprecedented disruptions to the overall economy. Within the built environment, the facilities management sector was also impacted considerably and has been put on the spotlight with a focus on renewed view for hygiene and overall facility management to adapt to the new set of challenges.

The need to adopt technology in a way that elevates efficiency and aids workforce and human intelligence is further emphasised. New technology is allowing FM professionals to deliver enhanced value, enable more strategic decision-making and effect positive change in in this new realm.

In this webinar, we will examine how COVID-19 has acted as a catalyst for the acceleration of Smart Facilities Management through the integration of processes, systems, technologies and people to enhance the performance of building facilities. Fielding industry-leading speakers throughout the programme, this webinar gathers top experts to analyse and discuss how the sector can move forward in the new COVID-19 economy.

Other CPD accreditation

PEB (applied); SPM (applied)

Catalyst of COVID-19 for Future Smart FM

Programme

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	Chairperson Welcome Address
15:00	Cheng Su Chen FRICS <i>RICS Southeast Asia Regional Board Member; Group Managing Director, Facilities Management, C&W Services</i>
	Operational Efficiency and Building Performance Maximisation through International Building Operations Standard (IBOS)
15:05	<ul style="list-style-type: none">Standards and relationship between space and cost, performance, experience and environmental impactPeople centric approach to standards developmentImportance of consistent data for benchmarking and driving value and performance <i>Paul Bagust, Global Property Standards Director, RICS</i>
	Optimising FM Productivity Post COVID-19
15:15	<ul style="list-style-type: none">Digitising workplace and work processesOptimising space management and re-thinking physical asset management strategies to balance cost, performance and riskIntegration of system, machine, people <i>Ho Chee Kit, Senior Director, C&W Services</i>
	The Digital Effect
15:35	<ul style="list-style-type: none">IoT & AutomationHow Smart Buildings / Digital Twins drive optimal performanceChallenges of digital FM operations and how it will influence the industry <i>Jason Whitcombe, Group Director, Managed Services, Surbana Jurong</i>
	Managing Pneumatic Waste Conveyancing System (PWCS) in Private Residential Developments
15:55	<ul style="list-style-type: none">Operational differences between PWCS and the Conventional SystemKey points of SS 642:2019 Code of Practice for PWCSChallenges faced by FM Practitioners in managing PWCSBenefits of PWCS and effective ways of managing PWCS <i>Daniel T'ng, Executive Advisor, Property Development Division, City Developments Limited</i>
	Panel Discussion: Catalyst of COVID-19 for Future Smart FM
16:15	<ul style="list-style-type: none">Short-term challenges and long-term impact of COVID-19Relevance of standards in FMMeeting the needs of new generation of cities and workersWhat's next in the evolution of Smart FM Moderator: <i>Paul Bagust, Global Property Standards Director, RICS</i> Panellists: <ul style="list-style-type: none"><i>Jeffrey Chua, Senior Managing Director (Operations), CapitaLand Singapore</i><i>Ho Chee Kit, Senior Director, C&W Services</i><i>Aileen Neoh, CEO, Aecus consulting</i><i>Daniel T'ng, Executive Advisor, Property Development Division, City Developments Limited</i><i>Jason Whitcombe, Group Director, Managed Services, Surbana Jurong</i>
16:55	Chairperson Closing Remarks
17:00	End of Webinar

Catalyst of COVID-19 for Future Smart FM

Meet the speakers

Chairperson

Cheng Su Chen FRICS

Group Managing Director, Government & Institution, Owner & Investor, Township & Public Works, C&W Services Singapore



Su Chen has over 30 years of industry experience in property and facilities management, including marketing and leasing of real estate assets. She has been instrumental in business transformation and growing the capabilities of C&W Services to strengthen its position as one of the top facilities management companies in Singapore. She oversaw the facilities management operation in Thailand from 2004 to 2015 and was responsible for the FM business in China from 2006 to 2012.

Leading a team of more than 700 personnel, Su Chen strives to improve operational efficiency, technology innovation and productivity of the real estate portfolio, while providing strategic direction, driving growth margins and delivering quality outcomes to all stakeholders. Her project portfolio spans from institutional, industrial, commercial, infrastructure, healthcare, educational, retail, accommodation, residential, mixed development to mission critical and other facilities. Su Chen is also in-charge of the township and public works management departments.

Prior to joining C&W Services, Su Chen held numerous senior positions in the Singapore government agencies, namely the Public Utilities Board, Singapore Power, Land Office (Ministry of Law) and Singapore Land Authority. She actively contributed in the review, planning and implementation of national policies and work plans. Notably, she was responsible for the management and maintenance of state properties - 4,600 buildings and 9,000 ha state land - which generated S\$400 million rental revenue every year. Su Chen received a Commendation Medal (Pingat Kepujian) on the National Day in 2000 in recognition of her outstanding service in public real estate management.

The Royal Institute of Chartered Surveyors (RICS) awarded Su Chen the title of 'Property Professional of the Year' in 2019, for her professionalism and service innovation. She is also appointed as a member of the non-executive RICS Southeast Asia Regional Advisory Board and a fellow of RICS (FRICS).

Su Chen has a Master of Science in Real Estate and a Bachelor of Science in Estate Management from the National University of Singapore. She is also a licensed appraiser with the Singapore Institute of Surveyors and Valuers.

Paul Bagust

Global Property Standards Director, RICS



Prior to joining RICS 15 years ago, Paul worked as a property manager for major investors. Now he is responsible for creating new standards, best practice and thought leadership on all property related matters with a specific focus on facility management and corporate real estate. Over the years, Paul has contributed to the discourse around workplace productivity, AI, the impact of emerging technology on the sector and he frequently represents the profession as government liaison at leading industry events. He also led the development of the new RICS APC pathways competencies in FM and the creation of a brand new CRE pathway.

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Meet the speakers

Jeffrey Chua

Senior MD, Operations, CapitalLand Group



Jeffrey is the Senior Managing Director (Operations) in CapitalLand Singapore. He provides strategic guidance on Operations and Digital & Business Solutions. With his wealth of experience and knowledge in operations and digital solutioning, he guides the team to improve overall operations efficiency and in the adoption of technology for both existing properties and new developments.

Jeffrey has more than 30 years of experience in property and facilities management, having worked with both asset owners like the Housing and Development Board, Ascendas-Singbridge and now CapitalLand, as well as facilities management companies like EM Services, Keppel FMO & CPG Facilities Management. He also holds a wide network in the FM industry with his role as co-Chairman of the Tripartite Committee for Security and Cleaning Industry, Committee Member in the BCA's Facilities Management Implementation Committee, and Vice-Chairman in the Singapore Polytechnic's Advisory Committee for the School of Architecture and Built Environment.

Ho Chee Kit

Senior Director, C&W Services



Chee Kit holds a Bachelor of Engineering (Electrical and Electronics) from Nanyang Technological University and a Master of Science (Power Engineering) from National University of Singapore.

He is currently the Senior Director for Cushman & Wakefield for Asset Services (Singapore and Southeast Asia). His career history also includes more than 20 years' experience in design, planning, operating and maintaining institutional, government and defence facilities and infrastructures, office, residential, commercial and industrial properties. Chee Kit plays a significant role in providing strategic direction, driving growth margins, overseeing business development and delivering quality outcomes.

He is a Certified Asset Manager (IAM), Fire Safety Engineer (FSM), Singapore Certified Energy Manager (SCEM) and Certified Reliability Engineer (CRE).

Aileen Neoh

CEO & Founder, Aecus Asia



Aileen has extensive experience in designing solutions within the Facilities Management space. Her track record includes developing solutions for over 650 facilities across 14 countries; covering manufacturing, commercial, retail and critical facilities in the technology, financial, industrial and pharmaceutical sectors. She has also consulted on IoT projects covering the commercial, hospitality, retail and luxury elder living in Malaysia. She also recently founded an advisory panel to look into the use of autonomous robotics and AI applications for building inspection. Aecus offers a scalable and lightweight IoT solution to help clients find maintenance savings across their portfolio of equipment and assets.

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Meet the speakers

Daniel T'ng

Executive Advisor, Property Development Division, City Developments Limited



Daniel joined CDL in 2012 to head the Property and Facilities Management Division. He was appointed as the Executive Advisor, Property Development Division in April 2020.

He has about 30 years of experience in the property and facilities management industry in Singapore and the region. He also has extensive experience in managing strata-titled developments, lease management, project consultancy and general management as well as business development.

Jason Whitcombe

Group Director, Managed Services, Surbana Jurong



Jason joined Surbana Jurong early 2018 and is the Company's Group Director for Managed Services, the operational division of the group. In this role, Mr. Whitcombe is responsible for overseeing the strategy, growth and delivery services of the Managed Services businesses that includes Asset Management, Smart City Solutions, Facilities Management and Security Services & Solutions.

Mr. Whitcombe is a seasoned executive with 30 years experience in the Asia Pacific region. Over the last ten years, he has been responsible for leading and managing regional and international teams in market development, operations and account management.

With continual focus on the customer, Mr Whitcombe is constantly seeking new solutions to address client challenges and strongly believes that collaboration delivers the best results. By leveraging the multiple service offerings of Surbana Jurong and adopting technology, he strives to deliver unique world class outcomes to customers. He has extensive local and international experience having spent the last three decades residing in Hong Kong, Beijing, Shanghai and Singapore.



Be involved

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Registration form



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Date and time: 9 October 2020, 15:00 – 17:00 (GMT +0800)

Mode of delivery: Online (*Link will be sent in confirmation email 1 week before event starts*)

Fees:
 RICS/REDAS member - SGD 53.50
 CIJC member (ACES, IES, SCAL, SGBC, SIA, SIBL, SISV, SPM) – SGD 58.85
 Non member - SGD 64.20

Deadline for registration: 7 October 2020

Please return completed form to SEA@rics.org. Your registration is only confirmed upon receiving our acknowledgement.

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3. By Bank Deposit

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Name of Bank: Hongkong and Shanghai Banking Corp Ltd

Bank Address: 21 Collyer Quay HSBC Building #01-01 Singapore 049320

Account No: 047-859004-001

Swift Code: HSBCSGSG

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- You will receive an e-mail notification from the RICS office confirming your registration status. You are advised to call RICS office (+65 6812 8173) to confirm your registration status if you have not received an e-mail confirmation prior to the event.
- Should the participant(s) be unable to attend, a substitute delegate is always welcome. Full substitution communicated in writing is allowed up to 72 hours before the event first commences and is only accepted after organiser's acknowledgment. Please note that there will be no refund or cancellation upon registration.
- Please make sure the exact amount is deposited as no change or refund will be provided.
- Incomplete and wrongly completed registration form will not be processed.
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