



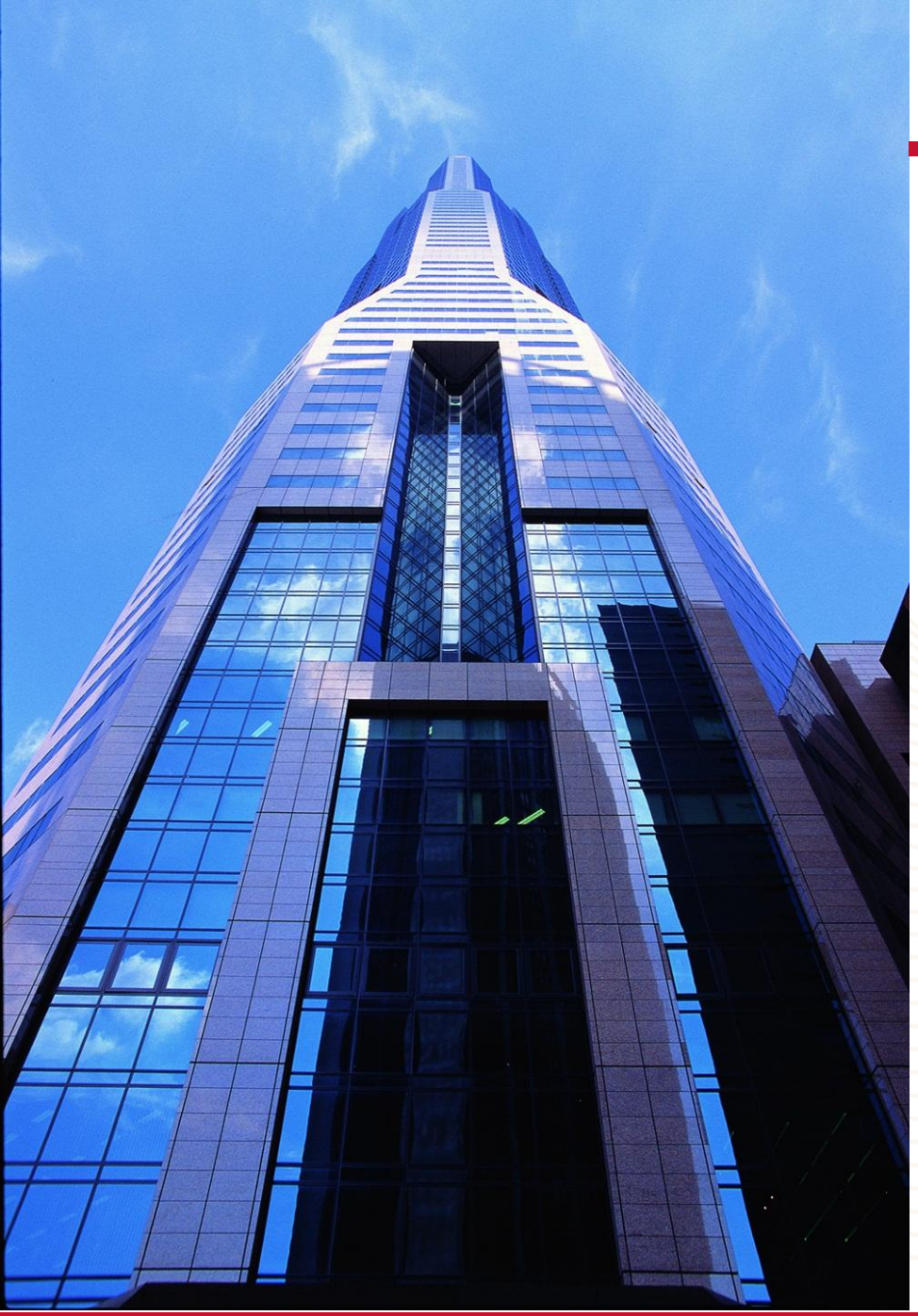




Environmental Update

CBM

Your Partner in Facilities Management



Overview

- Mission
- Vision
- Core Value
- Management Team
- Operations
- Company Structure
- Division Organisation Chart
- Housekeeping Grooming
- Release of Salary
- Change of Particular
- Leave Benefit
- Performance Review
- Code of Conduct
- Client’s Needs and Feedback
- Grievances
- E-attendance
- Site Familarization

Your Facilities Management Partner

MISSION






We strive to provide prompt, reliable and value-added integrated services to exceed clients' expectations through innovative and sustainable solutions.

VISION

CBM aims to be a premier provider of total facilities management services, offering sustainable solutions to all our clients.



CORE VALUES









Commitment

- Fostering trust with internal and external clients by delivering quality service
- Being conscientious at work and committed to company

Being the Best

- Continuous improvement
- Learning,Competency,Process (Safety, SOPs, Consistency)

Making a Difference

- Exceeding expectation
- Supports innovation, creativity and resourcefulness

Teamwork

- Includes high level of honesty, accountability and trust
- Leverages individual strengths to achieve common goal
- Nurturing a collaborative, engaging & enjoyable environment

Management Team



ROY CHIANG
Chief Executive Officer / President
CBM Group of Companies



TEO HWEE YEAN
Chief Executive Officer
CBM Solutions



DAVID LIM
Chief Corporate Officer
CBM Pte Ltd



LEE LIANG HUAT
Chief Operating Officer
CBM Pte Ltd



DEREK YOH
Chief Technology Officer
CBM Pte Ltd



LIM LAY KUAN
Chief Financial Officer
CBM Pte Ltd

OPERATIONS

Subsidiaries

CBM Solutions	
CEO	TEO HWEE YEAN
CBM Parking	
General Manager	SHAUN CHOONG
CBM Security	
General Manager	EUGENE LEE
Systematic Laundry	
General Manager	ONG CHEW MENG
Empire City Consultant	
General Manager	TAN CHOON HUAT
Ingensys	
General Manager	JASON KOH

Operations

Head, Environmental	GOH SAY JOO
Head, Integrated Facilities Services	GLENN TEO
Head, Engineering	TEO HWEE YEAN
Head, Projects	LI QITAI

Corporate Services

Head, QMS	GOH CHIN SIANG
Head, HR	SUSAN KEW
Head, Training & Development	TAN SUAN LUIE
Office Manager / EA to CEO	AMANDA LIN

Digital Solutions and Services

CTO	DEREK YOH

Finance

CFO	LIM LAY KUAN

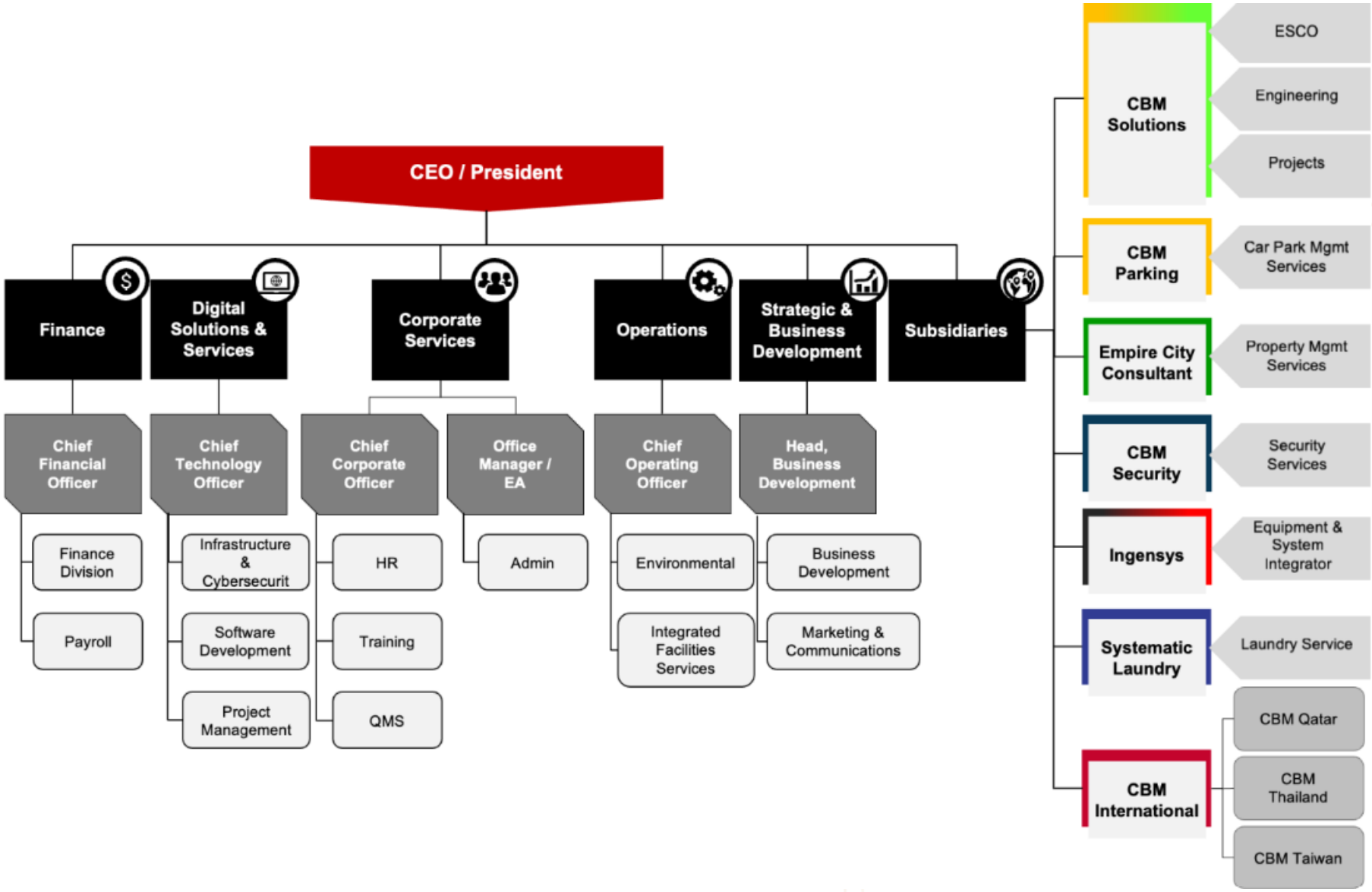
Business Development

Head	VACANT

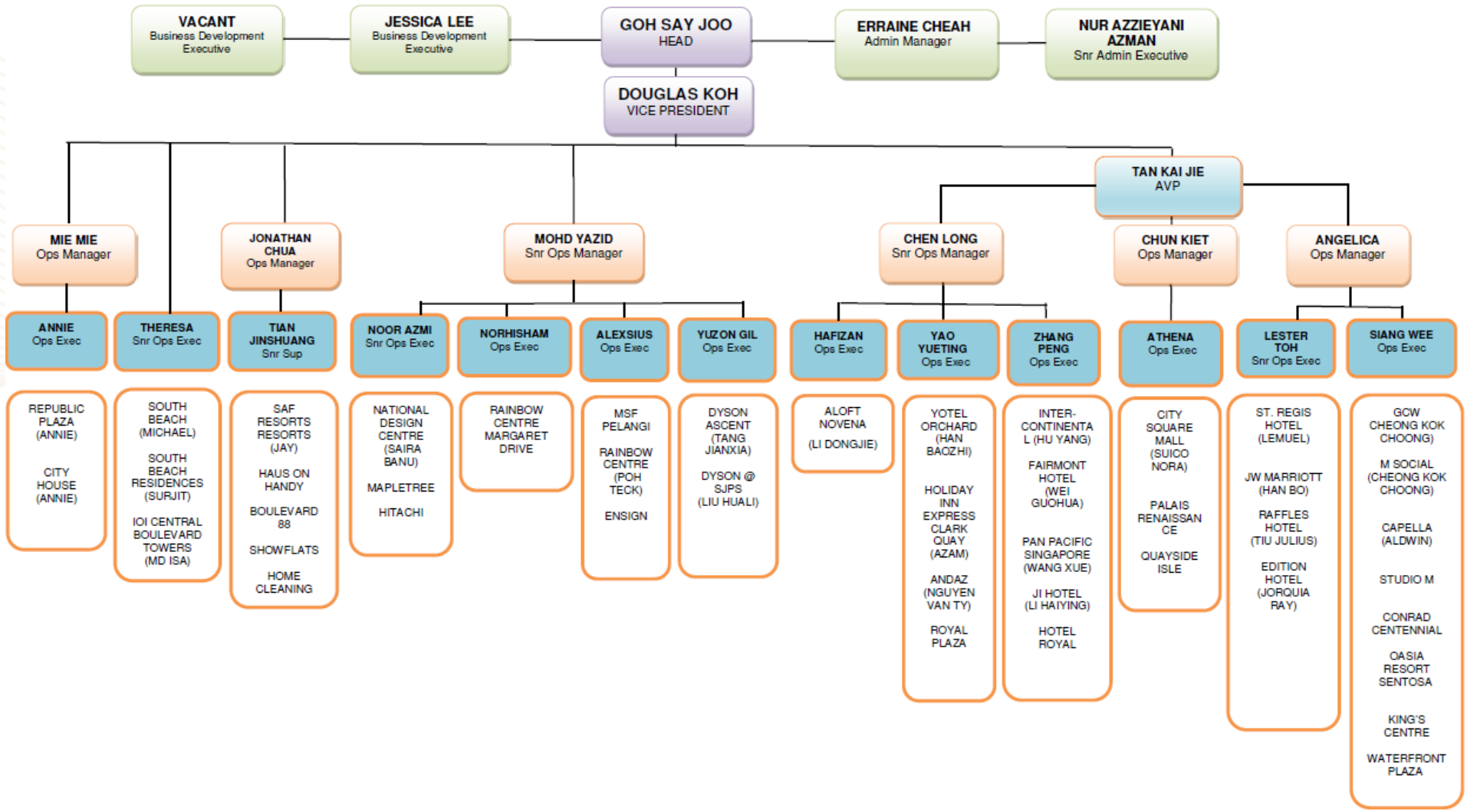
International Subsidiaries

CBM Qatar	
General Manager	ADRIAN TAN
CBM Thailand	
General Manager	THIDA KAEWUMPORN
CBM Taiwan	
General Manager	JASON YEN

COMPANY STRUCTURE



DIVISION ORGANIZATION CHART



HOUSEKEEPING GROOMING





RELEASE OF SALARY

New staff : 7th of the following month for first pay only (Payment in cheque)

Existing Staff : 2nd last day of the month Salary will be credited directly into your Bank Account after 1st month of service .



Resignee : 7 working days from last day of service (Payment in cheque)

Dismissal/ Termination : 3 working days from date of dismissal or Termination (Payment in cheque)

Supervisors shall be responsible to update HR & Payroll Personnel at the earliest possible on any change to staff salary matters

CHANGE OF STAFF PARTICULARS

- Staff must submit the update their particulars information to Human Resource (HR) immediately (e.g. Address, Phone Number)



MEDICAL LEAVE

Sick Leave : 14 days

Hospitalization leave : 60 days
(Inclusive of the 14 days of sick leave)

- Medical Certificate from Malaysia is not accepted.



ANNUAL LEAVE

Singaporean:

- **10 days (Every year add on 1 day)**

- Annual leave must be applied with at least 3 working days of advance notice. Otherwise, it will be treated as urgent leave or unpaid leave.



ANNUAL LEAVE

Malaysian:

- **10 days (Every year add on 1 day)**

- Annual leave must be applied with at least 3 working days of advance notice. Otherwise, it will be treated as urgent leave or unpaid leave.



ANNUAL LEAVE

Filipino/PRC:

- **7 days (Every year add on 1 day)**

- Annual leave must be applied with at least 3 working days of advance notice. Otherwise, it will be treated as urgent leave or unpaid leave.



LEAVE APPLICATION PROCEDURES

PLANNED LEAVE

(E.g. Annual Leave/ Maternity/Paternity /Childcare leave/Time-off)

1. Inform Supervisor of leave and seek approval

↓

2. Supervisor apply leave for the staff at least **3 days in advance** through E-leave

↓

3. Submit documentary evidence (to HR) where applicable

UN-PLANNED LEAVE

(E.g. Compassionate leave/ Hospitalization leave/ Sick leave)

1. Inform Supervisor at the earliest possible instance

↓

2. Supervisor apply leave for the staff on the **next working day** through E-leave

↓

3. Documentary evidence must be submitted (to HR) otherwise regarded as AWOL



Employees are responsible to inform HR Division on any change of personal particulars

PERFORMANCE REVIEW

- Yearly performance review will be conducted between the employee and his / her immediate Superior, to provide valuable feedback on the employee's performance.

- Site and Immediate Supervisor will look into staff's:
  - ✓Work Performance and Quality of Work
  - ✓Attendance Records and Punctuality
  - ✓Relationships with colleagues



CODE OF CONDUCT

- No loitering around
- No Sleeping while on Duty
- No using of phone while on work
- No vulgarity and abusive language
- No smoking on site premises
- No vandalism
- No drinking of alcohol while on duty
- No gambling of any kind
- No argument with anyone/ no fighting





Any breach of Code of Conduct will lead to disciplinary action, including dismissal

CLIENTS' NEEDS AND FEEDBACK

- **Client's needs formed the basis of our job**

- **Try to resolve complaints or request immediately if possible and keep supervisors informed**

- **If unable to resolve, inform clients that feedback will be surface to supervisors and will get back to them within a specific time**



CLIENTS' NEEDS AND FEEDBACK

Can you give some examples of customer's complaints?

- **Rude Behaviors**
- **Incorrect price/products given**
- **Long waiting time**



GRIEVANCES



Supervisor/ Manager



AVP/VP



Human Resource

E-ATTENDANCE

- ✓ CLOCK IN / OUT AT THE RIGHT TIME
- ✓ USE THE CORRECT EMPLOYEE ID
- ✓ CAPTURE PICTURE CLEARLY



SITE FAMILIARIZATION

- Site familiarization
  - Supervisor/Team Leaders bring the new staff to familiar with the work place before start the work.



- Safety briefing

  (Refer to SOP/SWP)



The end

Thank you