



COVID-19 PROTECTION FOR E-TECH EMPLOYEES

Quick Supply & Distribution of Face Masks & Hand Sanitizers

COVID-19 (Coronavirus) has taken the world by storm, sending a global upheaval in the economies of many countries. Singapore was not spared from this catastrophe. In fact, we were one of the first few Asean countries to be gravely affected by the outbreak. The initial panic was quickly addressed by the swift precautionary actions taken by the Singapore Government to curb and contain the outbreak. A special multi-ministry task force was formed to handle the quickly deteriorating situation.

Free surgical & reusable face masks were distributed several times to every household island-wide and temperature taking at land, sea and air immigration check points were implemented to help address fears of the rapidly spreading virus. Retailers, restaurants, hospitals, tourist hot spots & attractions, schools and many populous sites and public gathering areas followed suit and started introducing safety measures on a large scale. Nothing was left to chance. However, as the spread of the virus became more serious, safe distancing, work from home, on-line (home-based learning) schooling, closure of non-essential amenities, stay home order and other measures were implemented. Those flouting the rules (which were passed in Parliament as laws) faced legal consequences.

At the early state, there were some initial confusion and panic buying of face masks, toilet papers, cleaning essentials, toiletries and food items. But the public was immediately assured by the Government that the situation in our country was under control. The Prime Minister even appeared on National Television several times to explain the rationale of some of the actions taken to fight the epidemic and update on the situation. PM Lee Hsien Loong also took the trouble to assure the population and business communities that some form of assistance would be rendered to mitigate the pain and stress caused by COVID-19. Government stimulus/solidarity/fortitude packages, amounting to nearly 100 billions Singapore dollars, for both the people and businesses were rolled out and released. Quarantine & Stay Home Notification measures were later adopted when the situation deteriorated

In the light of the wide-spread fears in the community, and working environment, E-TECH Building Services Pte Ltd also swung into action to protect our employees, both in the office and work sites. Technicians were issued with surgical & reusable face masks even before clients insisted on them. Surface & Hand Sanitizers were also quickly sourced and disseminated. All technicians are issued with a small portable bottle of personal sanitizers and they are able to refill them at our HR Department for continued protection. A large bottle of is also available at the Office Entrance for Staff use.

When communal spread of the virus became a nation-wide issue, E-TECH Management looked into providing safe dormitories and alternate accommodation for our foreign workers whilst we struggled to fulfil our contractual obligations to our clients for essential services in the maintenance and operational efficiency of their buildings and properties. In the turmoil, we were desperately challenged to keep our business running. Every new day presented a new problem as more Government rules were announced. We toiled on and learned to persevere and face our difficulties calmly and professionally.

This experience also prepares E-TECH to be more resilient. In this trying time, our people is our asset and E-TECH takes pride in looking after their well-being. We hope that the COVID-19 saga will blow over soon and we look forward to better days ahead. We take this opportunity to "salute" all medical personnel and healthcare workers who risk their lives to care for those affected by the coronavirus and to our employees, we thank them for continuing to serve our clients and business partners.



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E-TECH wishes to put on record our deep respect and appreciation to the Singapore Government & all Medical Personnel & Healthcare workers for their fight against COVID-19. To all our Employees, Clients and Business Partners, our Sincere "Thank You".

E-TECH **FACES COVID-19 WITH RESILIENCE**

When all seem hopeless and dangerously threatening to the derailment of E-TECH's business fundamentals at the peak of the global COVID-19 pandemic, our company Management gathered strength and remained calm to tackle the rapidly mounting problems. It was not an easy journey. Many issues were new and had to be resolved with unprecedented business decisions which tested our agility and survival instincts to the limits.

Our Team of Technicians, many of whom were housed in dormitories, were suddenly on "stay home" order and prevented from working on committed contracts. To make matters worse, arrangements had to be made to ensure their safety, meals had to be delivered to them and alternative accommodation and housing facilities were necessary for those affected by the virus clusters.

Due to the uncertainty of the coronavirus, E-TECH also resorted to placing order for special shipment of face masks from overseas for the prolonged protection of our employees. Sleeping bags were also purchased alongside other daily essentials & start-up packs when they relocate to a new lodging.

Our HR Department was burdened with the tasks of daily communication with MOM, MOH, BCA and relevant Government Agencies/Authorities on the monitoring & reporting of our foreign workers. This was no mean feat when you have a work-force of some 180.

As a responsible and caring employer, E-TECH faces COVID-19 with courage and resilience. The episode was a learning curve which prepares our company well to tackle unforeseen circumstances with tact and business diplomacy.



E-TECH **INTERVIEWED BY CNA & MEDIACORP CHANNEL 8 ON COVID-19**

At the height of COVID-19 pandemic, nation-wide precautionary measures were implemented in Singapore to contain the crisis. As a responsible corporate citizen, E-TECH Building Services spared no efforts to ensure that all Governmental advisories and orders (passed in Parliament) were adhered to in the interest of protecting our employees and business.

These precautionary measures posed some degree of adjustments, inconveniences, and financial strain, but to keep E-TECH afloat it was necessary to stay positive and focused at this difficult period. We did not retrench one single employee.

When the Circuit Breaker was gradually eased and some essential services like air-conditioning services/maintenance were permitted, Channel News Asia (CNA) and Mediacorp Channel 8 interviewed E-TECH Building Services on this matter on 2 June 2020.

Our Executive Director (who is also our Business Development Director) Richard Teo said that our company initially concentrated on Commercial Buildings for the air-conditioning services in order to mitigate the interaction between our Technicians and residents and the general public – as safe distancing was still in place. This re-affirms E-TECH's business integrity and reputation in the market.



BUSINESS OPPORTUNITY – ANTIBACTERIAL FILM FROM JAPAN

As the Chinese saying goes “In adversity you find opportunities”, and true enough E-TECH was approached by AMS Japan to collaborate with the company to market an antibacterial film as a protective coating to mitigate the risks & spread of the Novel Coronavirus (COVID-19) :

To extend our customer outreach, we are partnering with AMS Japan to quickly bring this much needed safety solution to the Singapore business environment – in preparation for the restart of our economy as our Circuit Breaker eases.

This ground-breaking antibacterial film can mitigate the spread of virus in public spaces (like elevators, lift buttons, door handles, etc), at building entrances, in grocery stores, for workplaces (Photo-copiers, computers, telephones, etc), banks, reception areas etc. The film is highly durable even with thousands of daily surface contact by human. The antibacterial film can be removed cleanly from most surfaces without causing any damage. It is also ideal for indoor and outdoor applications.



This specially created antibacterial film is the product of collaborative efforts of AMS Japan and 3M after extensive R&D and technological innovations, certified by the SIAA marks, the symbols that ensure safety and reliability. It can be used in various places and can provide users a secure feeling, giving them peace of mind.



MAJOR BRAND NAME CONTRACTS

From our initial traditional market of basic M&E building services, we have evolved from a "brick and mortar" building maintenance provider into a fully integrated M&E building rejuvenation and maintenance enabler capable of handling multi-million projects with major Developers, Facility Management Companies and Real Estate giants.



Business Integrity is a virtue we hold close to our hearts. Mutual respect is also a cornerstone of E-TECH business philosophy. We often go the extra mile to help client save time and money with the optimum solutions. ETECH has worked tirelessly in building up our clientele list over the years. We did not rest on our laurels even when big boys came knocking at our door. Today, we are pleased to count internationally known brands as our customers. To them, we are deeply grateful for the opportunity to grow E-TECH brand.

E-TECH scores a significant milestone with the contract to provide a slate of M&E services for the world famous H&M Apparel giant in Singapore. We are awarded with this star project for H&M outlets all over Singapore Malls for more than 6 years now. The services E-TECH provide encompass a wide spectrum of their M&E and stores maintenance works. Recently, we also worked on switching to PANASONIC LED lightings for their H&M showrooms, including designing an operational software technology for more efficient business management.



Aircon Servicing



Lighting Maintenance



Plumbing Preventive Maintenance

Handyman Works



Our success in serving major household name clients include SMRT which speaks volume of the confidence mammoth companies have in E-TECH's service delivery. Today, we work very closely with SMRT in a very important aspect of their operational efficiency – providing installation and maintenance of their Mechanical Ventilation Fans.





Winning the OCBC contract to switch their existing ceiling lights to PANASONIC LED Lightings from 5 – 49 floors was indeed a huge marketing victory for E-TECH and PANASONIC. As their dealer for their LED Lightings in Singapore, this project was a major platform to showcase our capabilities and excellent service delivery for an important brand name client, OCBC. We envisage our collaboration with PANASONIC will herald in more such contracts as building owners and managers are embarking on upgrading programs to make their properties more energy efficient.



AIMS APAC REIT is another trusted client of E-TECH. A real estate investment trust listed on the Mainboard of the Singapore Exchange since April 2007, We are extremely proud that AIMS have entrusted us with the provision of integrated facility management services for numerous of their high quality income-producing industrial real estate. AIMS APAC REIT is a growing industrial real estate investment trust and the principal investment objective of AA REIT is to deliver secure and stable distributions and provide long-term capital growth to Unitholders. E-TECH is honored to be part of their growth plans.



29 Woodlands Industrial Park E1



10 Changi South Lane



103 Defu Lane 10



8 & 10 Pandan Crescent

Singapore Post Limited, commonly abbreviated as SingPost, is another valued client of E-TECH. The company provides domestic and international postal services and logistics services and as an M&E service provider to SingPost, we are mindful of the extremely high level of operational efficiency expectations. Our recent contract from SingPost involved the reinstatement of their Tampines Branch Post Office in CPF Building in Tampines. A full range of demolition, sprinkle realignment, painting and related appurtenant works and services to the demised premises was successfully executed.



18 Jalan Lembah Kallang



LAUNCH OF E-TECH CLEANING SERVICES

E-TECH Cleaning Services is a newly established Company with E-TECH Building Services Pte Ltd as a major shareholder. This is the result of clients' cleaning needs and extension of our value chain. This new development enlarges our total service portfolio, allowing E-TECH to truly provide an integrated "One-stop" service to all our clients. We will also pioneer new cleaning and maintenance programs to satisfy changing trends of industry-driven needs. New manpower and financial investments will be made to beef up our cleaning operations in areas involving equipment, machinery, technology and training.

Now, with cleaning veteran Joseph Yong helming our Cleaning Company, clients can look forward to a full suite of cleaning services. With some 20 years of cleaning experiences behind him, Joseph will spearhead this business and grow its full potential. Leveraging on the strength of E-TECH Group, our Cleaning Services will take on more challenges in the fast-evolving business environment of Singapore where businesses are conducted in a wide variety of buildings and installations. Going beyond our current scope of brick & mortar clientele, we will cater to companies specializing in Meetings, Incentive Tours, Conventions & Events (MICE), Government Installations, Industrial & Commercial Hubs, Hospitals, Hotels, Schools and Mixed Developments.

Providing customer-centric solutions will be key in our cleaning service offerings. We will customize to suit clients' building type. We are mindful that managing a building, property or asset proficiently includes cleaning services which is often over-looked or placed little attention. A well maintained and great looking property builds confidence for its tenants and is one of the most effective methods to increase share of wallet, loyalty and customer retention. Our job is to help to keep clients' facilities and the environment clean to promote health, hygiene and boost productivity. We can ensure that choosing E-TECH Cleaning Services as the cleaning contractor will lead to better returns for facility owners/managers with maximum potential to attract more long-term businesses.

E-TECH Cleaning Services specialize in:

- JANITORIAL SERVICES
- PROFESSIONAL CLEANING
- PROTECTIVE CLEANING
- MAINTENANCE CLEANING

(Service Specifications : Interior/External Cleaning from daily, weekly, monthly and yearly)

E-TECH Cleaning Services cater to a wide spectrum of buildings types and facilities :

- PRIVATE RESIDENTIAL ESTATES
- COMMERCIAL BUILDING & OFFICES
- INDUSTRIAL & FACTORIES
- HOSPITALS, HOTELS & SCHOOLS
- EXHIBITION & MEETING VENUES

Clients will benefit from our proven cleaning methods & strategies, best practices, tools and techniques, training programs and manpower services to satisfy their total cleaning needs, be it professional, protective or maintenance cleaning.



ARTHUR KOO – OUR LONG SERVING SENIOR EXECUTIVE

Following the privatization of E-TECH Building Services Pte Ltd in 2011, Arthur Koo Shao Wei joined E-TECH in May 2013 as Sales & Operations Director to lead and supervise a team in the operations and maintenance of properties under the Integrated Facility Maintenance (IFM) Department. He was amongst the fore-runner of a team of external Senior Management recruited to reinforce the company's core operational strength. 45 years of age, Arthur holds a Bachelor of Business (Property / Valuation) from the University of South Australia and a Diploma in Building Management from Ngee Ann Polytechnic.

On his return to Singapore upon graduation, Arthur commenced his career in real estate and facility management in October 1999 with Pacific Abacus Valuers Pte Ltd as a Valuer. After two years, he moved on to DTZ Debenham Tie Leung (SEA) Pte Ltd as Senior Valuer where his job entailed analyzing and appraising portfolio of assets in Singapore. During this time, Arthur also obtained his Valuer License to professionally appraise properties. Arthur remained in DTZ for three and a half years till February 2005 when he became an Investment Analyst with REIT Management, Ascendas-MGM Funds Management Ltd. In less than a year, he was promoted to Investment Manager with the company.

He did not rest on his laurels. To enhance his personal portfolio, industry experience and skills set, Arthur moved on to Keppel Land International Ltd as Investment Manager for Regional Investments. His job scope covered joint venture deals for North Asia and the Middle East. His achievements included the successful brokerage of a joint venture with CT Properties Ltd, Sri Lanka to develop a multi-million dollar luxurious residential development in Colombo, the commercial capital of Sri Lanka.

Arthur's hobbies include healthy pursuits like traveling, cycling, swimming, bowling and cooking. A modest, humble and unassuming man by nature, he is happily married with a 14-year old daughter Vera and a 12 years old son Kayden. His charming wife Christine Ho works as a Manager in HDB (Housing Development Board, Singapore). Arthur is a loyal and long-serving Senior Executive who has contributed in the steady growth of E-TECH. In the longer-term, Arthur will no doubt be instrumental in bringing greater value and invaluable business experiences to E-TECH and is a great asset to the company's expansion plans.



ADOPTION OF TRADE MARK, QR CODE & E-TECH SLOGAN

As E-TECH expands, we are mindful to protect our brand, particularly when it comes to going regional in the near future. On home ground we also need to safeguard from unfair representation from competitors. In this connection, E-TECH Building Services Pte Ltd successfully applied for a Trademark Registration from IPOS (Intellectual Property Office of Singapore). Issued by the Registry of Trade Marks Intellectual Property of Singapore, our Trade Mark Registration Certification is good for 10 years from 7 March 2019 to 7 March 2029.

Our Trade Mark is now a valuable company asset, protecting our company name and brand in Singapore which clearly distinguish us in our trade.



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QR CODE



In tandem with today's digital era and the need for quick access to corporate information, E-TECH came up with our very own QR Code (Quick Response Code). With this additional gadget in place, we hope to reach out to a larger audience and increase our market presence.

COMPANY SLOGAN

As part of our branding exercise, we continued to create new ideas to promote the "E-TECH" name in the building maintenance services and facility management business.

In line with raising the image of E-TECH further, we searched for a "catchphrase" or small group of words to identify our company as a SLOGAN. The chosen SLOGAN will act as a mini-mission statement. We are well known for our "RELIABILITY" & "INTEGRITY" (REPUTATION) and we wanted a slogan that reflects these qualities.

In April 2019, a company-wide Slogan Competition was launched to invite employees to come up with ideas and suggestions. We also wanted the SLOGAN to be simple to understand and remember. The SLOGAN must be Memorable ; Has a key benefit ; Differentiates our brand and Gives a positive and good feeling of E-TECH.

At the close of the contest, we received a total of 65 entries from Management and staff of E-TECH. It was a difficult task for the judging committee to select the winning entry as there were many outstanding entries. After much deliberation, we finally agreed that the best slogan was "BEYOND 30 YEARS OF EXCELLENCE" submitted by Cheryl Teo, our director of Internal Audit & Strategic Planning. Our Trade Mark is now a valuable company asset, protecting our company name and brand in Singapore which clearly distinguish us in our trade.



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Beyond 30 Years Of Excellence

DAS ELECTRICITY SAVINGS – OUR SPECIAL SERVICE

In line with E-TECH's innovation spirits, we strive to come up with new service offerings to help Landlords, Managing Agents and MCSTs to improve their operational efficiency. One of the biggest operating cost of any building or property is the electricity needed to keep the common areas running for the tenants and residents. For condominiums the common area facilities such as clubhouses, swimming pools and corridor lighting, as well as the air-conditioning and elevators for malls & office buildings, require constant electricity to function, adding substantially to the management cost of running the property.

Now, E-Tech can help you to significantly reduce electricity costs through the Demand Aggregation Scheme (DAS). The process includes LEW customization of carving out common area consumption suitable for contestability.

DAS (Demand Aggregation Scheme) is for customers who are not able to apply for contestability under en-bloc contestability scheme. For master meter accounts, in order to enjoy this scheme the landlord/MCST is required to get 100% consensus from all present tenants/subsidiary proprietors, which can be difficult. Which is why in 2015, Energy Market Authority (EMA) implemented the Demand Aggregation Scheme for electricity users that are not able to achieve 100% consensus from tenant or holding domestic accounts.

You are eligible for Demand Aggregation Scheme if you are a commercial building owner and is not able to achieve 100% consensus or you are a condominium MCST and the en bloc contestability scheme does not apply to you. For example, you have 500 household units and each of them are buying electricity from different retailers, they are already locked in on a contract. More information can be found in the circular attached in this email.

What work is involved in DAS? E-Tech will handle the overall process and a LEW will be appointed by MCST or landlord, to split the accounts and to install a new SP sub-meter. A typical process without any delay shouldn't take longer than 5 months.

Please contact us at 6781 3233 for our price offering as it varies based on carved out load, and market trend.



PANASONIC SHOWROOM SET UP IN E-TECH HQ

Customers will now find it easier and more convenient to view, select and negotiate on PANASONIC LED Lightings with the setting up of a new Showroom on Level 8 of E-TECH HQ Building at Communications Techno Centre.

Apart from the range of LED Lightings and catalogues on display, there will be meeting rooms available for business discussion. As more and more buildings are in need of LED Lightings to make them more efficient & productive, we are confident our collaboration with PANASONIC, as their dealer, will yield good dividends



DEVELOPMENT OF IN-HOUSE IT CAPABILITIES

Apart from adding value to E-TECH's expertise and M&E domain knowledge, digital innovations can expedite our long-term plans to penetrate new markets and contribute positively to our revenue and earnings. Although we have installed our ERP system to centralize all the control and function of the various business units, we need more aggressive adoption of IT Technology to improve our operations.

As a system integrator embracing digitalization and innovations, E-TECH sources for the best technology partners whose products/services can be leveraged with our M&E expertise and knowledge to make a vast difference to our customers' business operations and bottom line.

In this respect, we have partnered with an IT expert Lucas Chee to enhance our operational IT systems and develop more customer-centric IT solutions to help customers better manage and grow their businesses. A new subsidiary company, E-TECH SMART SOLUTIONS PTE LTD will be set up for this area of business



BIRTHDAY CELEBRATION – E-TECH STYLE

As part of E-TECH's on-going team spirits building, bonding exercise and staff welfare, Birthdays are celebrated in the office to mark these happy occasions. In March, we joined hands in wishing Adrian Loo, our Director of Corporate Marketing & Communications "Many Happy Returns of the Day" as he added another year to his age. Management & staff, armed with a huge Birthday cake with lit candles overwhelmed him with a heart-warming Birthday song and good wishes.



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COMMITMENT

FOCUS

INTEGRITY

