

MEDIA FACTSHEET

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REFRESHED INDUSTRY DIGITAL PLAN TO HELP ENVIRONMENTAL SERVICES COMPANIES LEVERAGE DIGITAL AND AI SOLUTIONS FOR INCREASED PRODUCTIVITY

1. The refreshed Environmental Services Industry Digital Plan (ES IDP) is launched today by the National Environment Agency and the Infocomm Media Development Authority (IMDA) to support over 2,500 companies in their digital transformation efforts. Dr Janil Puthucheary, Senior Minister of State for Sustainability and the Environment, made the announcement during his opening speech at Catalyst 2026 organised by NEA and supported by IMDA and Workforce Singapore.
2. Adoption of sector specific solutions within the Environmental Services sector has grown significantly since the ES IDP was refreshed in 2021. In 2025, more than 9 in 10 companies have adopted at least one sector specific solution, up from more than 3 in 10 in 2021. Even as the sector digitalises, businesses continue to face challenges such as manpower constraints and cost pressures. With artificial intelligence (AI) becoming more accessible and prevalent, it presents new opportunities for companies to leverage on new digital solutions to address these challenges and improve operational efficiency.
3. In response to these developments, NEA and IMDA worked closely with industry stakeholders, including Environmental Management Association of Singapore (EMAS), Waste Management and Recycling Association of Singapore (WMRAS), and Singapore Pest Management Association (SPMA) to refresh the ES IDP. The refreshed IDP is redesigned as a problem-led digital guide that maps business areas and pain points directly to validated solutions, serving as a dynamic strategic guide that helps companies across the Cleaning, Waste Management, and Pest Management subsectors quickly identify and adopt the right digital tools for their specific business challenges.
4. The refreshed ES IDP makes adoption easier for companies by organising solutions around three key business touchpoints where specific operational challenges are matched to suitable solutions:
 - a. **“Operations and Scheduling”** - Includes solutions such as HR E-Scheduling to enable manpower to be allocated efficiently, and Field Service Management to enable workers to access work orders, update job status, and sync data digitally for field reports to be digitally documented
 - b. **“On-site Service Delivery”** - Includes sub-sector specific solutions such as Toilet Cleaning Robot for Cleaning, Waste Tonnage Monitoring for Waste Management, and Smart Traps for Pest Management
 - c. **“Corporate Functions”** - Includes solutions such as Accounting Management and Customer Relationship Management solutions to manage billing, customers, and contracts.
5. A key feature of the refreshed IDP is how it keeps ES companies ahead of the technology curve by incorporating next-wave innovations such as the Toilet Cleaning Robotics to address manpower constraints and evolving industry needs.
6. For example, RS Facilities Services (see [Annex](#) for more information), a homegrown SME, has deployed Hivebotics' Toilet Cleaning Robot at Our Tampines Hub, reducing the reliance on manual cleaning for routine tasks and enabling its cleaners to focus on areas that require human intervention and quality assurance. The solution is expected to improve manpower productivity by 50% and achieve consistent hygiene standards of more than 80% across shifts. It also makes the role less physically demanding, helping to attract and retain local talent. The company has also adopted a Field Service Management solution to digitalise its operations,

providing real-time job tracking and reporting via mobile. This has reduced report compilation time from two days to 10 minutes per client monthly, while improving operational visibility across sites.

7. The refreshed ES IDP also highlights how ES companies can leverage **AI and Generative AI (GenAI)** to improve productivity, safety, and decision-making across their operations and corporate functions. Key AI-enabled solutions include:

- a. **Field Service Management** enables businesses to optimise scheduling, routing, and resource allocations using predictive analytics
- b. **GenAI Customer Engagement Chatbot** enables customer queries to be addressed using natural language on a 24/7 basis
- c. **AI Accounting Automation** uses AI to extract and match accounting entries, enabling data entry and reconciliation to be done automatically.

8. As ES companies operate across multiple worksites with increasingly connected systems, cyber risks are a growing concern. The updated ES IDP equips companies with a Cybersecurity and Data Protection Roadmap to strengthen cyber resilience at each stage of their digital journey. The Roadmap covers cyber hygiene measures against common attacks, cyber risk assessment, and Personal Data Protection Act-compliant data protection practices.

9. Businesses can visit the SMEs Go Digital platform at <https://smesgodigital.gov.sg/web/environmentalservicesindustrydigitalplan> for more information on the refreshed ES IDP.

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PROFILE OF RS FACILITIES SERVICES PTE LTD

Name	RS Facilities Services Pte Ltd
Details of Business	<p>RS Facilities Services Pte Ltd was founded in 2013 as a cleaning subcontractor. Over the past decade, it has grown into one of Singapore's leading environmental services companies, managing over 1,400 cleaners across more than 100 client sites, spanning residential, institutional, industrial, and healthcare settings.</p>
Write-up	<p><u>Field Service Management Solution</u></p> <p>As RS Facilities Services grew, its paper-based processes could not keep pace. Manual workflows created several key challenges, including lengthy report preparation, no real-time task visibility, and slow attendance and payroll reconciliation, requiring Operations Managers to travel to individual sites to collect paper timecards before payroll could be processed each month.</p> <p>To address these challenges, RS Facilities Services adopted a Field Management Solution, which provides real-time job status updates via mobile, allowing staff to receive assignments and upload photo evidence directly through the app, while giving management live updates across all sites. The solution also reduces report compilation time, from two days to 10 minutes per client monthly, with photo evidence uploaded on-site upon completion and reports generated instantly.</p> <p><u>Toilet Cleaning Robot</u></p> <p>RS Facilities Services also faced a common industry challenge on the high turnover in toilet cleaning roles, as manual toilet cleaning was physically demanding and hygiene-sensitive, making these positions especially difficult to fill and retain.</p> <p>To address these challenges, RS Facilities Services is deploying Toilet Cleaning Robots, which is expected to improve manpower productivity by 50% as the robot conducts physically demanding and hygiene-sensitive tasks, while staff focus on tasks such as restocking consumables. This will also lead to wider talent appeal, as removing the most physically demanding task from the role is expected to reduce candidate drop-off and ease recruitment, particularly among local workers.</p>