



UEMS *Times*

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UEMS Celebrates

SG
50

With the change of ownership on the 51% share of UEMS Group to Dymon Asia Private Equity (DAPE), the name of the operating entity in Singapore has also officially been changed to UEMS Solutions Pte Ltd (UEMS Singapore) effective from 18 February 2015. As an integrated facilities management company continuing with an exciting journey ahead, I have some good news to share in this SG50 year.

I am pleased to announce that for the very first time, UEMS Singapore is awarded the Enhanced Clean Mark Accreditation Scheme (Gold) Award by the National Environment Agency (NEA) effective from 16 May 2015. As of published time, there are about 1,219 licenced cleaning companies in Singapore. Out of which, 133 companies or 11% were awarded either the Enhanced Clean Mark Accreditation Scheme (Silver) or (Gold) Award. Among the 133 accredited companies, only 4 companies or 3% of these accredited companies have achieved the Gold Award

and UEMS Solutions Pte Ltd is one of these companies that has met the stringent key assessment criteria and accredited with the Gold Award. The achievement of this Award would not have been made possible without the strong support from our staff and valued clients all these years.

To all our Valued Client, I would like to thank you for your continuous and unwavering support. We greatly appreciate your trust and confidence which you have placed in us and we will endeavor to make continuous improvements and value-add to our service delivery. I look forward to forging a stronger partnership together as I fully recognize that your continued support and trust in us form the foundation of our success.

As always, I would also like to express my greatest appreciation to all staff of UEMS family whom have been working very hard and tirelessly in servicing our clients. A million thanks to all of you for the commitments and efforts made and I

am truly proud of you. Together, we will continue to strive and work as one team with a common end in mind – to provide the best-in-class service to all clients.

Finally, I wish all valued clients and staff a very Happy National Birthday as you celebrate SG50. It is a time for us to reflect, refresh and celebrate all successes and welcome more successes in time to come.

Tan Cheh Tian (Ms)
General Manager
UEMS Singapore



New Company Name

We are pleased to announce that our company name, UE Managed Solutions Pte. Ltd. has officially been changed to UEMS Solutions Pte Ltd with effect from 18 February 2015. The existing company registration number <198803772H> would remain the same.

We would like to take the opportunity to thank all our customers for your support throughout these years and we look forward to your continued support.



Renewal of Cleaning Licence

BY CINDY NG

We are pleased to have our cleaning licence renewed effective from 16 May 2015. The new cleaning licence will be valid for one year from 16 May 2015 to 15 May 2016.

In order to set the standards that all cleaning companies must meet before they can operate, it was mandated under the Environmental Public Health Act that all businesses offering general cleaning services at premises or public places must possess valid cleaning licence before 1 September 2014. UEMS Solutions Pte Ltd were among the first few companies to apply and hold a valid cleaning licence since May 2014.

To be granted the cleaning licence, all cleaning staff must attend mandatory training under the Environmental Cleaning (EC) Singapore Workforce Skill Qualification (WSQ) framework and the company must also put in place a progressive wage plan.



Enhanced Clean Mark Accreditation Scheme - GOLD Award

BY CINDY NG

Whilst the cleaning licence set the entry-level standard for cleaning companies, Clean Mark Accreditation which is more stringent than licencing, aims to differentiate the quality of services provided by the cleaning companies.

During end January 2015 while making preparation for our Enhanced Clean Mark Accreditation renewal application, the Management Team decided to stretch ourselves and aim high to achieve the Clean Mark Accreditation Gold Award instead of the Silver Award that we originally planned to renew. The criteria for Gold is much more stringent with higher expectations on training and customer satisfaction.



We are very happy and proud that we have achieved the impossible and were awarded the prestigious Clean Mark Accreditation Gold Award by National Environment Agency (NEA) on 16 May 2015.

This is made possible through the combined efforts of our managers and staff who have worked hard during the past months. This has proven again that as a Team, we can always achieve the "IMPOSSIBLE" and made it "POSSIBLE".

New Partnerships

Technical Service Crew Contract for Prince George Park's Residences, National University Of Singapore

BY FREDRICK WONG

UEMS successfully clinched the technical service crew contract for NUS Prince George Park's Residences. This is our company's first institutional contract in facilities management which commenced on 1 March 2015.

NUS Prince George Park's Residences is located at the eastern end of the Kent Ridge Campus and is within walking distance to Science Park and Kent Ridge MRT Station. It currently houses 3,000 local and international NUS students.

The mobilisation of the contract involved recruitment of staff, setting up and reconfiguration of the management office, as well as the successful handing and taking over of duties from the NUS Office of Housing Services and the incumbent term contractors.

The team is currently led by Ronald Chow, Facilities Manager and Henry Chia, Key Account Manager. The team has been managing and working on the current maintenance-related matters, as well as improvement & upgrading works within the hostel estate.



New Institutional Contract



Managing Agent Contract for HDB Ang Mo Kio and Central Cluster

BY FREDRICK WONG

The managing agent contract for HDB Industrial Estates has been awarded to UEMS since 1 November 2014. 3 out of 10 industrial sites have commenced operations on 1 November 2014, whereas the remaining 7 industrial sites commenced operations in phases on 1 February 2015 and 1 April 2015.

The team of HDB Ang Mo Kio and Central Cluster is currently led by Francis Teo, Key Account Manager and Muhammad Ridwan.

The mobilisation of the contract involved recruitment of staff, setting up of management office, as well as the transitioning between outgoing and incoming service providers. In order to familiarise themselves with the respective properties and operations on site, some of the staff had already phased in before the official contract commencement date to understudy from incumbent contractors, allowing the successful handing and taking over of duties.



Ang Mo Kio Industrial Park 1 was developed in 1978 and comprises of over 190 units of single storey terrace workshop blocks.



Mohamed Noorzihan, Property Executive



South Zone

Jim Oon Chee Guan, Property Executive cum Fire Safety Manager





Ang Mo Kio TechLink is a 7-storey industrial complex that houses over 210 units for the clean and light industries.



Arulventhan S/O Sadayappan, Property Executive



North Zone

Joanna Tang Chai Yan, Property Executive

Ang Mo Kio Industrial Park 2 (North & South Zone) was built between 1979 and 1981 and comprises of single storey terrace workshops and 4-storey industrial shops that houses over 630 units.



Chan Kum Wah, Property Executive

Ang Mo Kio Tech II consists of 5 blocks and houses over 220 units suitable for trades in the clean and light industries.



Noel Chua, Property Executive cum Fire Safety Manager

Ang Mo Kio AutoPoint consists of 113 units catered for the automobile-related and motor accessories trade.



Ang Mo Kio Tech I houses over 180 units suitable for trades in the clean and light industries.



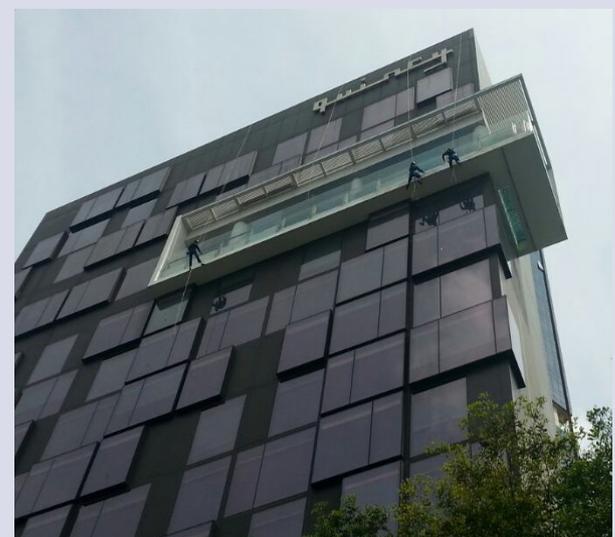
Nurisham Bin Mohd Kassim, Property Executive cum Fire Safety Manager

New External Facade Wins

BY MOHAMED FIRDAUS

External Facade Management (EFM) team has embarked on many specialized services and has won several new projects in Year 2015. The new initiatives of services include restoration of facades, repair of linen chutes, silicone works and all difficult high rise access works.

Besides winning new projects, EFM will continue to focus on extensive trainings on safety management and related courses to equip the team with the necessary knowledge and skill sets.



Housekeeping and Portering Contract @ Alexandra Hospital

BY PAULINE LEE, ONG KOK LEONG & MOHAMED MUSA

March 2015 marked a great start to the year of Goat as UEMS was awarded the Housekeeping and Portering Contract at Alexandra Hospital (AH), managed by the new team from Seng Kang Health (SKH).

UEMS participated in the tender for both Housekeeping and Portering services called by SKH last year. The evaluation and clarification process took 7 months before they were awarded to us. Kudos to the team that has contributed and has tirelessly formulated winning strategies to achieve this new win.

“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.” Andrew Carnegie



The Housekeeping team at Alexandra Hospital was given incentive to celebrate the win

As SKH is slated to commence operations at AH in July 2015, mobilisation works commenced immediately in early April 2015. These works involve planning of operations, implementation of UETrack™-Portering QR Code system, toilet feedback management system and Housekeeping Performance Based System (HPBS), procurement of equipment, uniform design, planning of training schedule, recruitment of staff as well as redesign of work processes.

Weekly meetings at HQ and regular meetings with SKH Client were conducted to update the progress of the project. With the experience from both UEMS and SKH, several work processes were jointly reviewed with a view to “do it right the first time”.



Always a SMILE after each weekly meeting with good sense of achievement



UEMS is also looking forward to a fresh look of toilet feedback management system as well as improved proprietary HPBS. The various system enhancements will improve the look and feel of the screen panels as well as allow ease of housekeeping inspection.



UEMS is excited to work with the SKH team and is honoured to join their vision to bring **Healthy Living. Fulfilling Life.**

Renewal Partnerships

Managing Agent Contract at the Verge

BY MELISSA CHIN

UEMS has been appointed as the Managing Agent since July 2013 and has recently been awarded with the renewal contract for another 2 years. The successful renewal of The Verge contract confirms our Client's belief in the team's Can-Do attitude and professionalism.

The Verge is a modern shopping mall located at Serangoon Road which stands out from the quaint shop houses of Little India. The scope of services under this contract includes Marketing, Lease Administration, Accounting, Advertising



and Promotions, Car Park Management, Facilities Management and Fire Safety Management.

The team's goal is to keep the mall vibrant so as to optimize the investment yield for the Mall Owner. Our major achievements prior to the contract renewal were obtaining 100% retail space occupancy, 100% current rental collections and an all-time-high shopper traffic of more than 800,000 for The Verge. We have also launched the mall's Facebook page (The Verge Shopping Mall) which garnered over 2000 likes and more recently the mall's website at www.theverge.com.sg to create awareness via internet marketing. These achievements are all-time high for the Client in its history.

Housekeeping Contracts



UE BizHub Central

UEMS is pleased to have renewed the Housekeeping contracts with Maybank, NUH Medical Centre, UE BizHub Central and UE BizHub East. The renewal of these contracts is a testimony to our quality service provided to our valued clients.



UE BIZHUB EAST



NUH MEDICAL CENTRE



MAYBANK

Inauguration of the New Leadership Development Centre at INSEAD

BY MOHAMED MUSA

The new Leadership Development Centre at INSEAD marks the 3rd phase of the school's Asia campus expansion, which was officially opened on 15 January 2015.

Our Housekeeping team at INSEAD has been working tirelessly to prepare for the inauguration of the building. Their great efforts have garnered compliments from our Client.



"Dear Housekeeping, thank you for your professionalism, endless smiles, patience and tireless help!.....The campus inauguration was a great success, and all this could not have been done without your support and help."

said Ms Fadilah Ahmad, Senior Director, Alumni and Institutional Events.



Cleaning the new outdoor courtyard



Ready For Action



Housekeeper giving the floor a good mop



Musa and Ray finding time to smile



Guest attending the Event

Safety & Health

Empowering Staff through Safety Training

BY DIANA ROSE

It is the duty and fair responsibility of an organization to ensure workplace is free from any kind of risks and accidents. UEMS continues to empower our staff through apt knowledge and skills to prevent injuries in workplace.

Several safety training courses have been initiated to educate our staff to perform tasks safely while avoid the risk of danger, and to increase the awareness of safe environment among all staff of UEMS.

CPR + AED TRAINING

The Company has organized a Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) training on 25 March 2015 conducted by Singapore First Air Training Centre.

The ability to perform CPR and use an AED can make a lifesaving difference during an emergency when someone suffers a cardiac attack.



OHS MS INTERNAL AUDITOR TRAINING

Conducting regular internal audits is important to an organization. Correcting common deficiencies is important to protect the health and safety of all staff.

To ensure that we have a regular pool of certified internal auditors, OHSAS 18001/SS 506 Part 1 OHS MS Internal Auditor Training was organized on 28 and 29 May 2015, conducted by COMAT. The objective of this course is to provide knowledge and practical skills required for auditing occupational health and safety management system as per OHSAS 18001/SS 506 Part 1 standard.



BEHAVIOURAL-BASED SAFETY TRAINING

The company continues to uphold safety in all aspects including human behaviour. Thus, we have also continuously promote safety through behavioural-based safety training.

The Company is committed to putting safety above all through continued education and training because at UEMS, we believe that safety is a **way of life**.

DEVELOP A RISK MANAGEMENT IMPLEMENTATION PLAN (BIZSAFE LEVEL 2)

Risk assessment is one of the most fundamental aspects of good health and safety practice. With the aim of appointing a risk assessment team leader in each of our sites, we have organized a course on Develop a Risk Management Implementation Plan (bizSAFE Level 2) targeting at Managers and Executives on 29 and 30 April 2015 at COMAT.



St Luke's Hospital

Fire Drill and Fire Extinguisher Training conducted on 10 April 2015.



NUH Medical Centre

Fire Safety training conducted on 23 January 2015 and 24 March 2015.



Fire Drill @ The Verge on 5 June 2015



Medic Team assist to transport casualty to safe area.



Company Emergency Response Team members checking the building M&E systems prior to fire drill.



FSM & Fire Warden monitoring the evacuation at Assembly Area



Training Initiatives

UEMS Training Department Milestone

BY NOOR MALAH & WONG SIOE FA

Aligning with Singapore workforce skills upgrading, UEMS is keeping up to embark on a series of skills upgrading programmes in Year 2015 to equip our Operative Staff and Non-Operative staff with the right skill sets.

We strongly believe in grooming our staff at all levels to excel together with the business growth and ensure that all are ready to meet and exceed expectations of our current and potential customers.

JOB GRADING FOR OPERATIVES

One of the initiatives is embarking on a Job Grading system to measure skills and performance of each Operative staff. The purpose is to develop a career development plan for our operative staff.

A new set of assessments has been created to grade our Operatives based on the skills sets and performance required of them. We hope to have the Job Grading system adopted company-wide by year end.

ON-GOING WSQ TRAINING

With the yearly renewal of NEA Licensing and NEA Clean Mark Accreditation (GOLD) award, we need to continuously arrange for WSQ training for our Operatives staff to ensure compliance to the renewal criteria. The training classes are conducted both in-house and by external training providers.

The training programme covers the topics on:

1. Perform Basic Cleaning of Hard Floor surfaces
2. Comply with Workplace Safety & Health Policies & Procedures
3. Provide Quality Service
4. Establish Relationships for Customer Confidence
5. Implement Maintenance of Cleaning Tools & Equipment



INSEAD RESIDENCE TRAINING

A team of housekeepers attended a training programme on hospitality housekeeping conducted by Noor Malah, HQ Trainer, prior to their deployment to the new INSEAD Residence early this year.

Through the training, they learnt the correct methods of bed making, cleaning guest bedroom (check-out or occupied)/ bathroom, updating of room status via telephone, proper packing and maintaining their work trolleys. They were also guided on room presentation, amenities' placements, and identifying and reporting defects.





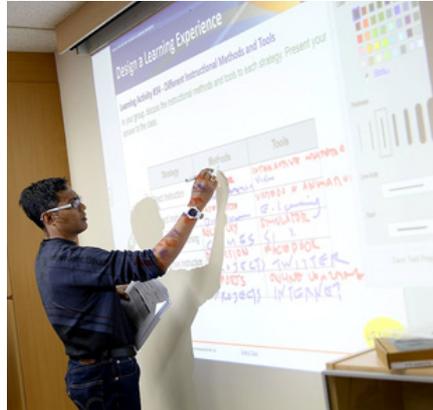
ADVANCED CERTIFICATE IN TRAINING AND ASSESSMENT (ACTA V5)

A group of managers has been identified to undergo ACTA programme in the first quarter of Year 2015. This is in line with the Company's direction to cultivate a training culture throughout, starting from the top management to operatives' level.

Our managers are trained to conduct classroom trainings which is helpful to them when they give presentations to their clients. They also have a better

understanding of the training frameworks under Singapore Workforce Skills Qualification (WSQ) after going through the ACTA course.

It will be a value-add to our contracts to have a Facility Manager who is a certified trainer.



INFECTION CONTROL TRAINING

Corresponding with the dynamic growth in the healthcare sector and the increased demand for well-trained service staff, UEMS has also implemented an in-house infection control training.

This on-going programme which started from June 2015 is designed to equip our managers and supervisors with the necessary Infection Control know-hows so that they are well trained to address any Infection Control non-compliance or shortfalls.

The training programme is conducted at UEMS Training Academy by Dorothy Ong, Infection Control Manager, who is also an experienced and certified Nurse prior to joining the Company.

SERVICE EXCELLENCE PROGRAMMES

Our site staff are trained in the Service Excellence Programmes on necessary soft skills which translate into better service delivery to their customers.

Two programmes - Engage to Delight and Establish Relationships for Customer Confidence, targeting at managers,



executives and supervisors, have been launched this year. Through this programme, trainees learnt to:

- Recognize the diverse range of customers and their needs and expectations
- Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service
- Create a positive customer experience by offering customized and personalized service
- Escalate feedback on areas of improvement to enhance the customer experience
- Establish relationships with customers and build customers' confidence that will lead to loyalty and trust



KK Women's & Children's Hospital

DECONTAMINATION EXERCISE HELD ON 24 JANUARY 2015



MOH EBOLA EXERCISE HELD ON 18 MARCH 2015



MASS CASUALTY INCIDENT (RADIATION) EXERCISE HELD ON 25 APRIL 2015



HAND HYGIENE DAY ON 5 MAY 2015 HELD AT KKH AUDITORIUM



NUH Medical Centre

STAFF INDUCTION

Induction programme is conducted to teach our new staff from Housekeeping and Portering team on the proper use and importance of Mask Fitting, Hand Hygiene and Personal Protective Equipment (PPE).



HAND HYGIENE TRAINING ON 8 MAY 2015



St Luke's Hospital

Quality Performance Audit

BY MOHAMED MUSA



As part of our efforts to ensure quality of services at all facilities, an internal quality assurance survey – Quality Performance Audit (QPA) was jointly developed by Training and Environmental Management departments.

This audit, which will be scheduled to roll out to all facilities, is a process to ensure that housekeeping qualities are within the expected standards. Findings from the audit will then be shared among the team to learn and improve.

St Luke's Hospital was selected as a pilot run to be audited on 7 April 2015 by Ong Kok Leong, Director (EVM) and Wong Sioe Fa, Director (Training), in preparation for the coming Ministry of Health (MOH) Licensing Audit.

Ministry of Health Licensing Audit

BY KAMALANATHAN SARAVANAN

Housekeeping team at St Luke's Hospital stepped up the necessary trainings early this year, such as pandemic flu preparation and seven-step hand washing techniques, to ensure competencies and readiness of everyone for the stringent MOH Licensing Audit on 8 May 2015.

An appreciation lunch was also arranged for the team on 13 May 2015 to celebrate the successful accreditation and to reward them for their efforts and good teamwork.



As part of the Company social responsibility, UEMS organized an event in celebration of SG50. We have identified Kwong Wai Shiu Hospital (KWSH) as the charitable nursing home that we would like to support in our donation.

KWSH is a charitable organization committed to providing quality healthcare to the needy in Singapore. The 350-bed Nursing Home provides comprehensive and holistic medical nursing care for the elderly whose medical conditions require long term daily nursing care and/ or who are without caregivers to look after them.



Safety briefing and game instruction given to all the volunteers before the start of Bingo game



Pushing patients from the wards to the event hall



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and sna...
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We wo...
CSR Ev...
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organiz...

Responsibility

The money donated by the Company and staff of UEMS, a portion of which was used to sponsor 30 units of wall fans to KWSH as the hospital is currently undergoing upgrading and the environment is dusty and humid. We also used the donation fund to organize a Bingo game with prizes and raffles for the elderly on 16 July 2015. As for the balance fund which we collected from this CSR event, we have donated to the hospital.

We would like to thank all staff of UEMS who have donated generously in this event and participated actively in the Bingo game event held on that day.

It was indeed a fulfilling event for all of us at UEMS as it goes a long way towards improving the lives of the elderly at KWSH! We look forward to organizing more CSR events for the staff in UEMS.



UETrack™-HPBS @ KKH & NUH Medical Centre

BY STEVEN CHEW & JOFFRI

UETrack™ – Housekeeping Performance Based System (HPBS) was implemented in KKH and NUH Medical Centre in February 2015 and April 2015 respectively. It is a mobile application that helps housekeeping supervisors and executives perform their daily inspection and record all defects electronically.

BEFORE THE IMPLEMENTATION OF HPBS,

- Inspection was done manually by completing an inspection form/checklist
- Housekeeper supervisors and executives decides locations to be inspected
- Items to be inspected are not specified in details
- Time-consuming in generating reports



WITH THE USE OF HPBS,

- Inspection is systematic and faster with the use of mobile phone
- Planned locations to be inspected

- Items to be inspected specify clearly in the system
- Reports can be generated easily



BENEFITS OF USING HPBS

- More thorough inspection at each location
- Faster analysis of inspection for customers
- Enhanced professional image of housekeeping supervisors and executives

HPBS ensures that I conduct very thorough inspection at each location.

Sta Ana Maria Helen,
Executive (Housekeeping), KKH



HPBS helps me to monitor closely on the various areas to be inspected. It also makes me feel good as I look professional while conducting inspection electronically.

Concepcion Edgardo
Senior Executive (Housekeeping), KKH

The application is easy to use and is effective. It also saves the time from writing on the inspection checklist.

Zhang Nijuan
Supervisor (Housekeeping),
NUH Medical Centre

Improved SmartAssign™ Programme

BY SRINIDHI GOPALAKRISHNA

After the successful use of QR Code for SmartAssign™ porter, UEMS has now extended its service to record jobs done by all types of porters within the hospital. UETrack™-Portering team at NUH has implemented QR Code based mobile application for the Station porters to track all the jobs completed. This means that both Station &

SmartAssign™ porters are now able to use UETrack™ mobile application to record all their daily jobs.

The mobile application includes features like onscreen signature panel to acknowledge the job and a barcode/QR Code scanner to record & verify the name. Apart from improving communication

with porters, QR Code also allows more accurate capture of time that the porters arrive and leave the locations. This transforms to better allocation of jobs to the right resources in improving the quality.

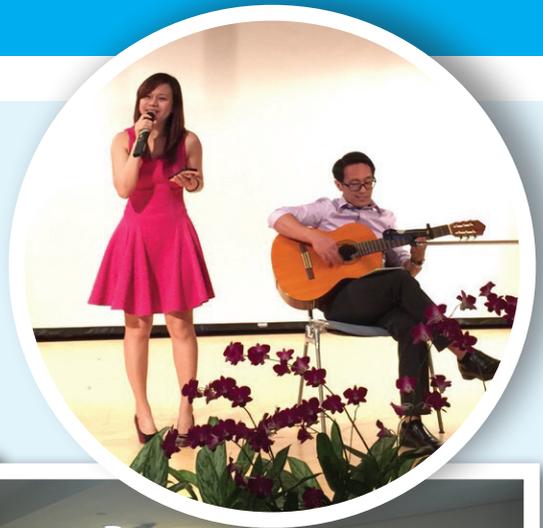
With this improved SmartAssign™ programme, the portering team at NUH has established a new service benchmark for its service to the customer.

Happy Staff

Snap shot of events and activities of our Staff

KK Women's and Children's Hospital

Get together cum New Year Party held on 3 February 2015 at KKH Auditorium. The programme included various performance by staff, award presentations, birthday celebration and a delicious buffet for all staff.



Awards and Training Certificates were given out to staff by Ms Tan Cheh Tian, UEMS GM and Mr Michael Ng, KKH OSS Director

OUTSTANDING HOUSEKEEPER AWARD



Rokiah Binte Arshat



Huang Wei Lan

S.T.A.R. AWARD (Special Thanks & Recognition)



Alli AIP Muthoo Karuppiah



Prasani AIP Munisamy

STAFF RECEIVING TRAINING CERTIFICATE



Siti Aminah Sagumalah



Wu Ai Qin

BEST TROLLEY AWARD



Azrah Banu Bte Mohd Sultan

HONESTY AWARD



Xu Cong Zhi



Low Hong Eng



Gan Li Jie



Monthly Birthday Celebrations



Monthly Lunch Treat



KKH Environmental Services Gathering for Chinese New Year "Lo Hei" on 4 February 2015



Environmental Services Department participated in KKH OSS Division Gathering on 6 March 2015 held at Changi Civil Service Clubhouse



MOH Licensing Audit at KKH on 27 January 2015



Zero Incident Program (ZIP) Lunch Treat at KKH on 22 April 2015



Khoo Teck Puat Hospital



GET TOGETHER AND BIRTHDAY CELEBRATION

National University Hospital

Our Housekeeping and Portering Team attended the NUH Environmental Services Gathering on 6 February 2015.



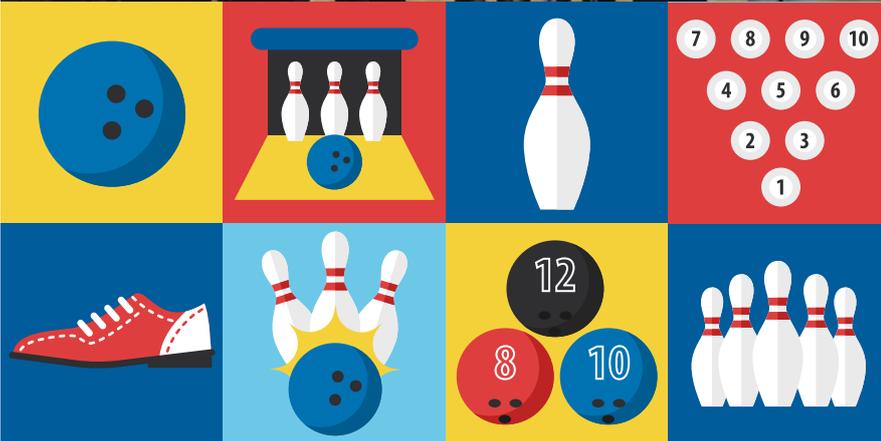
Shan Haibo receiving Best Employee Award from Ms Tan Cheh Tian, UEMS GM



Housekeepers participated in the dance contest.

Our Team participated in NUH ES Bowling Tournament @ West Coast Recreational Centre on 28 May 2015.

TOP 3 WINNERS



Awards Presentation and Celebrations

Well Done!



Honesty Award

Chong Yoke Chin found a phone at L3 waiting area on 31 March 2015 and reported to security on duty.



Mageswari A/P Ayavoo found a gold ring inside the handicap toilet at L4 Lobby B on 18 March 2015 and reported to security on duty.



Heymah Raju found an iPhone at L16 C01Room on 6 March 2015 and reported to security on duty.



Mohamad Faizal Bin Abu Bakar found an iPhone at L16 D04 Room while cleaning the room on 4 April 2015 and reported to security on duty.



Rathakrishnan A/L Govindasamy found an iPhone while cleaning the room on 4 April 2015 and reported to security on duty.



St Luke's Hospital



Halimah Bte Ithnin receiving Outstanding Award form Mr Lim Hock Chuan, SLH CEO.



Sapiah Binte Rasid receiving NTUC vouchers from Mr Mohamed Musa as token of appreciation for receiving compliment from clients.



Abdul Rahman Bin Hussain receiving NTUC vouchers from Mr Stephen from SLH's Operation team for the good work and dedication to St Luke's Hospital.

The Verge



HQ Staff and Site Managers



Promotion & Re-Designation



Wong Sioe Fa is promoted to Director (Training) to head the Training Department and focus on developing and implementing training initiatives for the Company.

We are pleased to share that the following staff are recently promoted or re-designated to take on greater roles and responsibilities, in recognition of their excellent work performance.

Wong Kai Yim Fredrick is promoted to Director (Facilities Management) to head the operations and business development for Facilities Management and Specialised Services.



Fairosnisham Binte Mohamed Haniff is promoted to Senior Service Coordinator (UETrack™-Portering), CGH

Mohammad Latif Bin Sulaiman is promoted to Senior Executive (Projects), Bioepurer



Rajaspari D/O T Govindaswami is promoted to Senior Executive (UETrack™-Portering), CGH

Rasidin Bin Ismail is promoted to Senior Executive (Housekeeping), KKH



Tan Kian Guan Alex is promoted to Senior Executive (Housekeeping), The Verge

New Faces

Welcoming our new colleagues who came on board between January to June 2015



Abdul Rasek B Siddique Sha
Facility Specialist



Adrian Quek Ek Tiang
Assistant Executive
(Housekeeping)



**Arulventhan S/O
Sadayappan**
Property Executive



Caberte Liezl Galia
Administrative Assistant



Bobba Sandeep
Events Support



Chan Kum Wah
Property Executive



Cher Hang Kwang Andy
Executive (UETrack™)



Chidambaram Saravanan
Senior Technician



Choo Guat Ming Carmen
Senior Key Account Manager
(EVM)



Chow Kok Wai Ronald
Manager
(Facilities Management)



Chow Sook Pui Daphne
Administrative Assistant



Crystal Jayamani Murty
Administrative Officer



Chua Oon Geok Noel
Property Executive



Edward Tjiptanata
Assistant Manager (UETrack™)



Fazdakkir Bin Noordin
Assistant Manager
(Facilities Mgmt)



Hyriz Rizal Bin Farook
Paramedic



**Bayani Gilbert Nelson
Dela Cruz**
Technician (Audio Visual)



Joanna Tang Chai Yan
Property Executive



Joseph Robert Roch
Executive (UETrack™)



Kamsani Bin Sarniran
Technical Executive



Kayjendra Muniandy
Senior Technician



Kurumbiah S/O Thanapathy
Technician



**Muhammad Hadid Bin Abu
Bakar**
Technician I



Lim Huat Poh Paul
Manager (Facilities Management)



Loh Chek Min
Technician



Mohd Ramli Bin Amir
Technician



Muhammad Esa Bin Ab Aziz
Technician



Muhammad Helmi Bin Jumaat
Technician



Muhammad Zakaria Bin Mohamad Safingi
Technician (Audio Visual)



Noor Nasharrudin Bin Zaine
Manager
(Facilities Management)



Nur Nashita Binte Zainal Abidin
Administrative Assistant



Nurisham Bin Mohd Kassim
Property Executive



Ong Kok Leong
Director (EVM)



Ong Meng Kwee
Technician



Oon Chee Guan Jim
Property Executive



Razman Bin Ishak
Technician



Rino Bin Hadi
Technician



Shaik Ismail Bin Abdul Majid
Facility Specialist



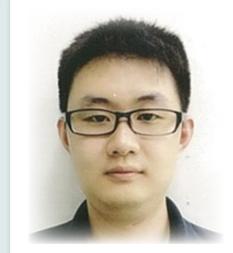
Shanmugam Suresh
Application Support
Engineer



Shasurin A/L Gopalakrishna Pillai William
Manager (UETrack™)



Lee Chye Huat Simon
Administrative Assistant



Sun Yang
Finance Officer



Tan Hock Yam Desmond
Technical Executive



Tan Hong Pheow Louis
Manager (Facilities
Management)



Tan Lee Ching Annie
Senior Executive
(Housekeeping)



Zhang Qiang
Executive (Business
Development)



Tin Moe Thu
Executive (Housekeeping)



Toe Myint Aung
Property Officer



Yong Ngeok Feung Augustine
Manager (UETrack™)



Tan Siew Hoon
Tea Lady

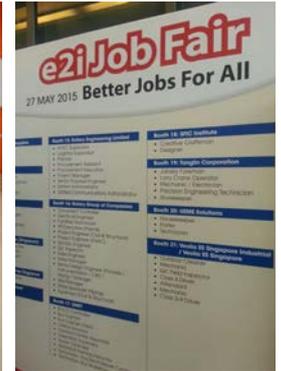
UEMS HR Participated in Recruitment Activities

Due to the tight labour crunch in Singapore, companies need to be creative in recruitment and sourcing for the necessary talents to support the business.

Recruitment Fairs

BY JOANNE WANG

UEMS continues to take progressive steps to meet the Company's manpower needs. Our recruitment efforts in hiring more workers spans from walk-in interviews at various locations such as neighborhood community centers and UE Bizhub Central, active participation in e2i and WDA recruitment fairs, to promoting internal staff referral scheme and offering attractive referral fee to staff who recommend their friends to become part of UEMS family.



Local Portering Experience by Portering Specialists

BY CINDY NG

As we are all aware, the Singapore labour market is really tight and the manpower crunch poses a real challenge to most organizations. UEMS is in the business of providing integrated services and our people is our greatest and most important asset. The Company can use technology and machines to improve productivity but we still need people to operate the machine and in some jobs such as patient move, we still need people to manually move the patients in trolleys and wheelchairs.

In order to ensure that we are able to provide a stable workforce to support our valued customers, we have to be creative in recruiting from different channels. In line with this, UEMS has recruited our pilot batch of 14 Portering Specialists from India to be stationed at NUH in January 2015 to supplement our existing manpower there.

The feedbacks received so far from our Client and site team on their work performance were very positive.

The Portering Specialists have demonstrated good working attitudes and eagerness to work. With them coming on board, our KPIs and service level quality have shown marked improvement.



They have also expressed their happiness and job satisfaction in their job and with the Company. Let's hear from some of them on their local experience in Singapore and on the job:

Singapore is a safe and clean country to live in.

The supervisors and executives are very friendly and supportive. They made me feel very comfortable coming to a new job in a foreign country.

Adequate and necessary training were provided before commencement of actual job and this equip me with the necessary skills and knowledge to do my job well. The remuneration package is good and pay is always on time.



Kasarapu Manohar Narsaiah

Singapore is one of the best places in Asia to live and work as people here are kind and nice. I feel safe and it is very convenient to travel around in Singapore.

This is a great opportunity for me and I will definitely work hard to have a long term career with the Company. I want to be a valuable team member of UEMS and grow together with the Company.



Kulvinder Kaur

Singapore is very nice and such a civilized place to work. People here are generally very comfortable with diversity and welcoming to foreigners.

I enjoy working here and there is great teamwork among the colleagues. Everyone in the department is friendly and helpful.

Hospital porters carry out important duties around the hospital, such as taking patients to different departments or moving equipment around the hospital. I believe that to do a good job, you must love what you do and I love my job.

I would like to thank the company for giving me the opportunity to be a part of UEMS family.



Saini Vikram

Remembering Singapore's Founding Father



Mr Lee Kuan Yew (1923 – 2015)

*"Never be complacent, never rest on our laurels,
work hard and always put in that extra effort"*

Lying In State BY HENRY CHIA @ Parliament House

The passing away of Mr Lee Kuan Yew, Singapore's first Prime Minister on Monday, 23 March 2015 was followed on Wednesday by a show of public affection, with tens of thousands streaming to attend the lying in state at Parliament House to pay their respects.

UEMS has been appointed as the Managing Agent for Parliament House since December 2014. The facilities team on site has worked round the clock to supervise the term contractors from handling the 24-hour Building Management System to cleaning, and ensuring that the place was kept spick and span for the visit of public and dignitaries during the LIS event.

Our Client from Parliament House is pleased with our team's efforts and has complimented on the efficient handling of M&E systems as periodic and preventive maintenance were carried out regularly to cope with a large unanticipated turn out at Parliament House.

Management Appreciation Luncheon at Bali Thai for Lying in State Event BY CINDY NG

All our facilities staff working at major government buildings, namely Parliament House, the Treasury, Ministry of Foreign Affairs and HDB (Connection One) were activated to be on stand-by to ensure the good working conditions of amenities in these buildings during the lying in state of our founding father, Mr Lee Kuan Yew in March 2015.

The team has worked relentlessly for long hours during the whole period including weekends. In appreciation of their dedications and supports, the management invited the team for lunch at the Bali Thai restaurant on 17 April 2015.

Again, our staff has demonstrated their unwavering supports whenever the company needs them.

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