

# UEMS

## *Times*

*January 2016 – June 2016*



Our Tampines Hub



JTC Woodlands Mega Blocks



National Youth Council



NUH Tower Block



Bethany Methodist Nursing Home



Bright Vision Hospital



JTC Food Hub @ Senoko

# UEMS Achieves Greater Heights

## *GM's Message*

As I was concluding on a suitable tag line for our new cover page in this edition of UEMS Times, one of our Key Managers had suggested, "Growing from Strength to Strength, Together We Achieve Greater Heights". A very simple quote but full of meaning. It is indeed very well said as it exactly reflects the reality.

Time passes so quickly and like a flash and we are now in the 2nd half of Year 2016. Over the past 6 months, we have walked an exciting journey together, busking with various activities of work and play ranging from mobilization of numerous start-ups to taking on the role of housekeepers, rolling our sleeves up to clear up the beach as part of our corporate social responsibility. It has been a surprise to discover what we have picked up, some of which were beyond our wildest imagination.

One other notable achievement is that UEMS has again been awarded the Clean Mark Accreditation (Gold) award by the National Environment Agency (NEA) in May 2016. We are one of 0.5 percent of the more than 1,200 cleaning companies in Singapore that had attained the Gold award. Receiving the award for the 2nd time, it clearly affirms our high quality of service to our clients and superior operational systems as well as excellent focus in our training. We will continue to strive even better.

There have been lots of sheer hard works, efforts and commitment put in but I believe that all of us are proud of achieving these deliverables together. I would like to thank all staff for working hard together as a team and your fullest support to achieve the best that we can. I am extremely proud of you. Great works, team! Please continue to have this esprit-de-corp spirit and support one another at all times.

As we continue this journey, let's also make it even more exciting and value-add in all that we do. Let us strive towards service excellence and value-adding

excellence as we continue this journey. A new term indeed, but this will be the way to go in the ever-changing environment. This is to say that discharging our normal job duties is no longer good enough. We need to go one step further and beyond this normal dimension by injecting value-added mentality into our daily job duties from thinking of the smallest idea to the biggest idea and executing them to derive the benefits. Every single improvement, small or big, made in our process and procedure is crucial. It creates an opportunity for us to continually improve and value-add.

Many years ago, while I was carrying out some simulations and deciding on the best quantitative tool to use to derive certain conclusions, someone told me that there was no need to use a butcher's knife when there was another option of using a smaller knife. How true indeed. This would mean that sometimes, a simple and a smaller solution is good enough. We need not resort to big or complex solutions. This also applies to our daily works from thinking of the smallest idea as sometimes, the simplest solution is the ultimate solution.

Staff development has always been part of UEMS' Preferred Employer programme and we believe strongly in this. I would like to take this opportunity to convey my heartiest congratulations to all staff have been promoted this year. For those embarking on your new roles, I hope that you will find the new journey an even more enriching one.

Most importantly, I would like to thank all clients for your strong supports and partnerships all these years. I look forward to your continued supports, as we strive towards both value-adding and service excellence.

**Tan Cheh Tian (Ms)**  
*General Manager*  
*UEMS Singapore*



# Enhanced Clean Mark Accreditation Scheme (GOLD) Award

By Cindy Ng

We are pleased to be awarded the Enhanced Clean Mark Accreditation Scheme (Gold) Award by the National Environmental Agency (NEA) for the second year running effective from 15 May 2016.

There are currently around 1,270 licensed cleaning companies in Singapore. Out of which, less than 150 companies or around 11% are awarded either the Enhanced Clean Mark Accreditation Scheme (Silver) or (Gold) Award. Among these 150 accredited

companies, only 6 companies or less than 5% have achieved the Gold Award and UEMS Solutions Pte Ltd is once again, one of these companies with the Gold Award.

The achievement of this Award would not have been made possible without the strong support from our valued clients and all our loyal and dedicated employees. We would like to thank all our valued clients and our dedicated employees for the continuous and unwavering support.

## More About the Enhanced Clean Mark Accreditation Scheme

The National Environment Agency (NEA) Clean Mark Accreditation Scheme was launched in July 2010. The scheme was jointly developed by NEA, MOM, WDA and NTUC's e2i, in consultation with industry representative and Unions. It recognizes companies that deliver high standards of cleaning through the training of workers, use of equipment to improve work processes, and fair employment practices.

The Clean Mark Accreditation Scheme has been enhanced in October 2012 to raise the overall standards and professionalism of the cleaning industry through better employment practices and productivity initiatives together with a new accreditation requirement on progressive wages.

## Key Assessment Criteria for NEA Clean Mark Gold Accreditation Status

- + Attained and maintained at least NEA Clean Mark Silver accreditation status for a period of twelve (12) months;
- + Attained at least bizSAFE Level 3 certification;
- + Attained ISO 9001 certification;
- + Has in place an existing system (for a minimum of six (6) months) to let cleaners know how and where they could improve upon to ensure that performance standards agreed between the Company and clients are met;
- + Average of 75 points and above from Clients' assessment
- + At least 75% of its cleaners trained in any two modules under the WSQ Certificate in Environmental Cleaning or higher;
- + Cleaners' performances are recognized with incentives and bonuses.



# New Partnerships

*Growing from Strength to Strength, Together We Achieve Greater Heights!*

## Managing Agent Contracts for OUR TAMPINES HUB and NATIONAL YOUTH COUNCIL

*By Desmond Chia*

UEMS has successfully secured new Managing Agent (MA) Contracts in Year 2016.

**Our Tampines Hub** is a new iconic sports facility in the east, Singapore's first-ever integrated community and lifestyle hub led by People's Association. The MA contract commenced on 1 June 2016.



### National Youth Council

MA contract commenced on 1 April 2016. The managed site "Red Box" is a famous iconic building located at Somerset.



## External Façade Management for SINGAPORE SPORTS HUB

*By Mohamed Firdaus*

UEMS External Façade team has been awarded a 2-year contract on all 12 venues of Singapore Sports Hub. The venues include Singapore National Stadium, Singapore Indoor Stadium, Kallang Wave Mall, OCBC Arena, OCBC Aquatic Centre, Sports Hub Library, Sports Hub Museum and Water Sports Centre. Under our contract, UEMS will be responsible to maintain the cleanliness of all the external facades.

The Singapore Sports Hub is a world-class, integrated sports, entertainment, and lifestyle hub delivering world-class sporting and entertainment events. This visionary project is one of the largest sporting infrastructure projects in the world today. It is built to deliver a sustainable, differentiated and competitive advantage for Singapore on a 35 hectare site with cutting-edge design and environmentally conscious construction.





# Integrated Facilities Management Contract for JTC WOODLANDS

By Melinda Ng

UEMS is pleased to embark on a new partnership with Jurong Town Corporation (JTC) to manage the Integrated Facilities Management (IFM) contract for JTC Woodlands Mega Blocks, multi-tenanted industrial estates located at Woodlands Link.

The contract will commence on 1 July 2016. Under the IFM contract, we will also be managing JTC Food Hub @ Senoko. This is a Singapore's first multi-tenanted ramp-up development with integrated cold room and warehouse facility, that is expected to be completed in Year 2017.



JTC Woodlands Mega Blocks



JTC Food Hub @ Senoko



## New HOUSEKEEPING Contracts

By Pauline Lee

UEMS has successfully won the contract to be the Housekeeping service partner for both Grace Lodge Nursing Home and Bethany Methodist Nursing Home. We are pleased to embark on the new partnerships with both nursing homes respectively on November 2015 and May 2016.

**Grace Lodge Nursing Home** is under the umbrella of the Singapore Buddhist Welfare Services (SBWS) and is set up to provide medical care for the needy elderly. Under the contract, we also manage the housekeeping services for Grace Child Development Centre and Hearty Care Centre at FU HUI LINK, an integrated community hub run by SBWS and is situated at Seng Kang area.

**Bethany Methodist Nursing Home** is a 4 storey building situated at Choa Chu Kang area, providing medical care and support to the needy elderly.

UEMS was the Housekeeping service partner with **Bright Vision Hospital (BVH)** from Year 2007 to 2011. We are happy to partner with BVH for the Housekeeping services again. The Contract will commence on 1 July 2016.

Bright Vision Hospital is a community hospital offering intermediate and long-term care services. The hospital also provides a fully integrated healthcare programme that serves the patients' physical, psychological, spiritual and social well-being.

“ We are **BACK** again to manage the Housekeeping contract for BVH! ”







UEMS Group CEO, Mr Chan with some guests at the event

## Collaboration with EMERALD PLUS PROFESSIONAL PROPERTY MANAGEMENT SERVICE, CAMBODIA

By Mohamed Musa and Desmond Chia



Group CEO, Mr Chan being interviewed by the press and local TV in Cambodia

As part of the Company's expansion plan in ASEAN region, UEMS Group CEO, Mr Chan Cheow Hong signed a memorandum of understanding (MOU) with Emerald Plus Professional Property Management Services (Emerald+) in Phnom Penh, Cambodia on 3 January 2016. UEMS will collaborate and support Emerald Plus with their Property Management operations in Phnom Penh, Cambodia.

The MOU event also marked the Grand Launching of Emerald Plus Professional Property Services.

".....The launching of Emerald Plus Professional Property Management Services today, is very timely with all the massive property developments taking place in Phnom Penh. We are indeed, very pleased to be the chosen partner from Singapore that will be working closely with Emerald Plus in Cambodia." Mr Chan's speech during the event.

The auspicious event was held at Phnom Penh with many distinguished guests in attendance.



Group CEO, Mr Chan with Miss Chea Sophalla (in yellow) CEO and Founder of Emerald Plus Professional Property Services

Some of the important guests that attended the event were:

His Excellency Dr Sam Serei Rath,  
Under Secretary of State, Ministry of  
Commerce, Cambodia

Mr Kim Heang, President Real Estate  
Association, Phnom Penh, Cambodia

Mrs Keo Mom, President of Cambodian  
Women Entrepreneur Association

Mr Pech Bolene, President of Junior  
Chamber International Cambodia.





## New Partnerships

Growing from Strength to Strength, Together We Achieve Greater Heights!



Mr Chan and Miss Chea Sophalla during MOU Signing, witnessed by some guests including His Excellency Dr Sam Serei Rath, Under Secretary of State, Ministry of Commerce, Cambodia



Traditional Cambodian Dance to bless the Special Occasion

A group of Emerald+ key personnel also visited Singapore in early March 2016 for a week of site visit and sharing session at a few of our managed sites, namely National Design Centre, The Verge, NUS Prince George's Park Residences, Buddha Tooth Relic Temple, Amara, INSEAD and UE BizHub East.



Training session at UEMS HQ Training Academy



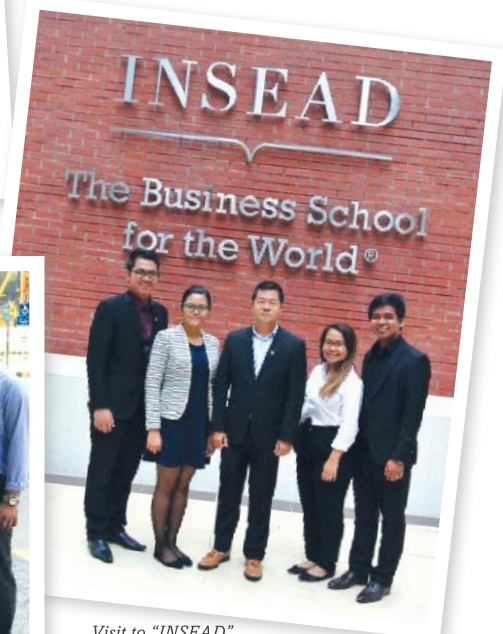
Visit to Prince George's Park Residences



Presentation by National Design Centre team



Lunch hosted by Melissa at The Verge



Visit to "INSEAD"  
The Business School for the World



Visit to Buddha Tooth Relic Temple at South Bridge Road



# Renewal Partnerships

## NUH MEDICAL CENTRE & NUH TOWER BLOCK

*By Tan Cheh Tian*

Three years have passed by so quickly since we started providing the housekeeping services at NUH Medical Centre. The journey over the last 3 years has been an enriching one for UEMS, as we provide the housekeeping services at NUH Medical Centre.

Recently, we are happy to be awarded the new housekeeping service contract at NUH Medical Centre once again. This

time round, we are also proud that the partnership with NUH has extended to the provision of housekeeping services at NUH Tower Block.

We would like to thank NUH for giving UEMS this opportunity once again. We certainly look forward in continuing to walk this exciting journey with NUH and forge an even stronger partnership with NUH in the years to come.



## HDB Connection One, Woodlands Civic Centre & Choa Chu Kang Centre

*By Fadzakir Noordin*

With the trust and great teamwork between UEMS and our client from Housing & Development Board - Properties & Land Group (HDB-PLG) for the past 2 years, we are pleased that the client has renewed the Managing Agent contract for another year.

The renewal is a testimony of the quality service that UEMS provides. The team has overcome many challenges through the support and guidance from the management and our client from HDB-PLG. We would also like to dedicate this achievement to the site team who has put in much efforts and commitment in delivering the services.



*Woodlands Civic Centre Team*

## MINISTRY OF FOREIGN AFFAIRS

*By Desmond Chia*

UEMS is proud to have renewed the Managing Agent contract with Ministry of Foreign Affairs for another year. The renewal is testimony to the quality service that UEMS provides to our valued client. It is also a recognition of our professionalism and high level of service standards. Kudos to our dedicated team who has been committed in serving Ministry of Foreign Affairs.



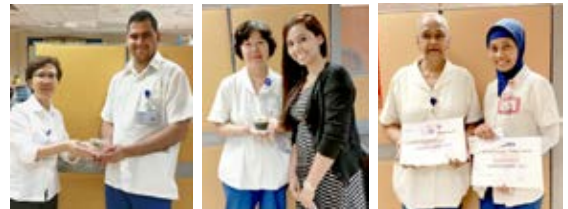


# Happy Staff Happy Customer (HSHC)

**HSHC** events continue in full swing in Year 2016. Respective facilities organized monthly events to celebrate the hard work of the team and give out awards to the top performing staff.



## CGH UETRACK™ - PORTERING



## A NEW ERA for Team UEMS@CGH

*By the CGH-Team*

On 1<sup>st</sup> March 2016, Team UEMS@CGH has successfully integrated the Smart Assign engine into the Portering system.

Using the smart phone system, porters are trained and assigned smart phone to carry out duties, both for patient and non-patient assignments. An initial trial run of 20 smart phones was conducted and had yielded encouraging results in terms of productivity and with more smart phones to be mobilised soon, we are confident of better productivity and efficiency for the department.

To create better awareness, our monthly 'Makan Session' in March was themed in line with the implementation of the Smart Assign system. A new era complimented with yummilicious food for all staff!



## Eastern Health Alliance Caring Awards

*By Edward Poh*

The Eastern Health Alliance (EHA) Caring Awards recognize the commitment, compassion and grace of staff across Changi General Hospital, Health Promotion Board, St Andrew's Community Hospital, The Salvation Army Peacehaven Nursing Home and SingHealth Polyclinics.

17 of our staff have won the Silver Staff Award in recognition of their efforts in caring for patients' well-being, desiring the best for them by working with empathy and optimism.

It is truly a great achievement for the team as we continue to serve with excellence and compassion. Well done Team CGH!





# KK WOMEN'S AND CHILDREN'S HOSPITAL





## || KHOO TECK PUAT HOSPITAL (KTPH)

### *Recipients of Awards @ KTPH*



### SINGAPORE WORLD WATER DAY

#### CARNIVAL @ LOWER SELETAR RESERVOIR PARK

Date: 13<sup>th</sup> March 2016 (Sunday)

Time: 3.30pm

Carnival Area: Event Lawn @ Family Bay

Bring your whole family! Admission is Free

Zulikli Somo, Edgardo and Bee Choo, together with representatives from KTPH and Yishun Community Hospital participated in the Singapore World Water Day on 13 March 2016.

The afternoon was filled with activities to educate participants on the values of having clean water. An exhibition on water conservation and Green practices was also organized in conjunction with the event at the park.

Following that participants equipped with gloves, tongs and trash bags helped to clean up the surroundings of the Lower Seletar Reservoir Park.



## || NUS PRINCE GEORGE'S PARK RESIDENCES





## SENGKANG HEALTH – ALEXANDRA HOSPITAL



## NUH MEDICAL CENTRE



ES Gathering @ HomeTeamNS  
Bukit Batok on May 6, 2016



Distribution of Ang Pow & Oranges to all staff for Chinese New Year

## THE VERGE





## HQ



*Lion Dance Performance at HQ office to usher in good luck and prosperity for the Year of Monkey*





# Safety & Health



*"Our congratulations to Mohamed Firdaus, USafe Star Award Winner!"*

## USAFE STAR AWARD WINNER – Mohamed Firdaus

By Diana Rose

Mohamed Firdaus, Account Manager, External Façade was nominated by UEMS and has won the NTUC USafe Star Award in May 2016. The USafe Star Award recognizes the contributions and efforts by individual to achieve excellence in workplace safety and health. The award presentation was held on 16 May 2016 at Devan Nair Institute.



## PROMOTING HEALTH & Safety at Work

By Diana Rose

A healthy workplace is a happy workplace. A series of health and safety activities and talks were conducted in the first Quarter of 2016 with the aim to increase staff's awareness on their health and well-being.

### Virtual Supermarket Tour

We shop healthy from the comfort of our office! The activity teaches participants that grocery shopping can be more effective, enjoyable and healthier if we can make informed decisions on the choice of food that will eventually affect our health.



### Health Corner

We have set up a health corner at the office pantry area where staff can measure their blood pressure and Body Mass Index (BMI).

### Healthy Wrap and Smoothie Cooking Demo

The activity taught us to make healthy wraps and smoothies for our loved ones.



### Introduction to Behavioural-Based Safety

The training teaches techniques used to identify at-risk behaviour at the workplace.

### Proper Posture Prevents Pain

If our posture causes aches and pains, this interactive workshop taught us that proper posture in the workplace can indeed prevent pain.



*It was a fruitful day as participants had good learning experience and made new friends!*

## "SMART CLEANING AND WORK PLACE SAFETY"

By Sally Ong

The procurement team comprising Sally, Ashley and Irene, and Zhang Qiang attended the "Smart Cleaning and Work Place Safety" workshop organized by 3M at their Cleaning Institute on 29 January 2016.

Through the workshop, participants had the opportunity to know more about 3M products, the new developments and their usefulness in enhancing operations. They learnt the relevant factors and technologies that could optimize costs while staying environmentally friendly, as well as hands-on demonstration to see the performance of machines without the use of chemicals.





# FIRE DRILLS

## HDB Industrial Estate (Central Cluster)

By Erica Sim

UEMS team at various facilities conducted and participated in the annual fire drills at their respective sites. Our Property Executive cum Fire Safety Manager, Wilson Cheng for Sin Ming Autocare and James Gan for Toa Payoh Industrial Estate successfully conducted fire evacuation exercise with joint effort and good participation from various stakeholders.

Prior to the fire evacuation drill, fire safety briefing and table-top exercise were conducted with the aim to educate and create awareness for the fire safety committee and occupants on fire safety issues, procedures of evacuation and actions required to be carried out during emergency situations.



## The Treasury

By Jurina

Ministry of Finance (MOF) conducted its Annual Fire Evacuation Drill and the audit on the readiness of the Company Emergency Response Team (CERT) for The Treasury. The CERT was audited on areas including reaction, communication and the rescue of the casualty. The time taken to evacuate a total of 1,694 occupants was about 11 minutes. Overall, SCDF commented that the drill was a success!



## WaterHub Complex

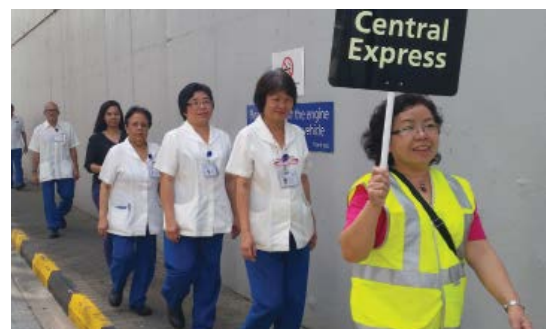
By Desmond Chia

Pulling together the occupants from different departments in WaterHub Complex for a fire drill is not an easy task. The fire evacuation exercise encompassed requesting for Fire Wardens nomination, Pre-Fire Drill Briefing and Fire Evacuation Drill. The result was an all-time high turn-out due to the active participation and supports from the occupants.



## CGH & Integrated Building

Team UEMS@CGH took part in 2 Fire Drills held at both CGH Main Building and Integrated Building in March 2016, with the aim to emphasize the importance of Fire Safety in our workplace. It was also a welcomed refresher for our Portering team.







UEMS held its first **Health and Safety Day** with the theme “Workplace Stress: a collective challenge”, which was in line with the International Labour Organization’s (ILO) World Day for Safety and Health at Work’s theme. The event was held at the serene environment at East Coast Park on 29 April 2016.

*By Diana Rose*

## Gather at EAST COAST PARK

The management, including our General Manager (GM), Ms Tan Cheh Tian, department directors and site managers are fully supportive to provide a safe and conducive environment for all our staff. They have demonstrated their supports by participating actively in all events on that day.



## MASS WORKOUT

The day started with a hearty breakfast, followed by a mass workout to stretch the tensed muscles of the staff. It was a good form of exercise to relax the mind and relieve stress.





# Safety Day 2016



## AMAZING RACE AND SAND CASTLE BUILDING

The group then formed in teams for the Amazing Race Mental Wellness Challenge game and Sand Castle building. Everyone were glad to be away from the office, take a walk in the park and immerse in the greenery and tranquillity of the beach. By diverting the time of the staff from their daily responsibilities, we are communicating the seriousness of the culture of safety and health in UEMS. The feedback from all participants were very positive with many asking for more of such corporate events.





## Corporate Social Responsibility: BEACH CLEAN-UP



*Beach warriors armed with tongs, garbage bags and disposable gloves.*

In conjunction with the Health and Safety Day, UEMS has taken the opportunity to do a clean-up of the beach as part of the company's commitment in protecting the environment as part of our corporate social responsibility.

The dark clouds and dreary weather did not dampen the spirit of UEMS staff. The beach clean-up groups dispersed along the shoreline to pick up litter left over by picnic-goers and drifting wastes that were swept onshore.

Armed with tongs, garbage bags and disposable gloves, our beach warriors walked along the sandy beach and gathered numerous trash bags of litters that were collected along the shoreline.



This instills the importance of taking ownership of our beaches and reflect on how each one's habits and actions can affect the cleanliness of our surroundings. Through this activity, we have also built corporate spirit and promoted UEMS' environmental stewardship.









*Manage stress before it manages you!*



*Amazing Race & Sand Castle Building Winners*





# Every Effort Counts!

*By Mohamed Firdaus*

Besides the company's commitment in CSR, individual departments also take the lead in organizing CSR programmes. The External Façade team (EFM) organized a trip to an Orphanage in Batam early this year.

The team contributed all their rewards received from the OSH Zero Incident Programme (ZIP) for achieving zero incident in Year 2015, towards this cause. The total fund contributed from the ZIP reward enabled the team to purchase 200kg of rice, 16 litres of cooking oil, 20 cans of sardine fish, 900 fresh eggs, packets of salt, sugar, Milo, goodie bags and 78 Macdonalds' Happy meals for the kids in the orphanage. The EFM team also organized games and activities to interact with the kids.

It was definitely a meaningful day for the EFM team and for the children. They had enjoyed themselves tremendously and looked forward to having the team visiting them again soon.



*“From what we get, we can make a living;  
what we give, however, makes a life.”  
~ Arthur Ashe*





# Project Highlights

## NATIONAL *Design* CENTER



### ACHIEVING GREEN MARK PLATINUM

*By Wilfred Lee & Theresa Shi*

**N**ational Design Centre (NDC) was built with the concept of environmentally sustainable practices in mind while conserving the existing historical building. Through the installation of systems such as skylight, low-e glass and vertical green wall, thermal comfort can be achieved while reducing façade heat gain. The goal was to ensure that the overall design of the building promotes a healthy working environment for occupants and visitors.

The efforts of the building owner, Ministry of Communications & Information (MCI) and Managing Agent, UEMS were duly rewarded when National Design Centre (NDC) was awarded the highest BCA Green Mark Platinum award in March 2016.

Our UEMS team ensures that the Energy Policy for the building is strictly adhered to. The team also ensures that sustainable products which are certified under the Singapore Green Labelling Scheme (SGLS) / Singapore Green Building Council (SGBC) are used in National Design Centre (NDC). Key initiatives such as the installation of recycling bins, bicycle stands and awareness posters were also piloted by UEMS. In addition, the team conducts periodic Indoor Air Quality Tests and monitors the utilities consumption within the building.





## SINGAPORE DESIGN WEEK 2016 AT NDC

*By Melinda Ng*

The Singapore Design Week (SDW) 2016 featured over 100 design events and activities from 8 to 20 March including local and international design trade shows, conferences, showcases, exhibitions and workshops that span various design disciplines. Many of these activities took place at the National Design Centre (NDC), the hub of SDW.



The event was officially opened on 10 March 2016 by Minister for Communications and Information, Dr Yaacob Ibrahim. He graced the opening ceremony and announced "Design 2025 - Singapore by Design", a vision for the city state to be an innovation-driven economy and loveable city.

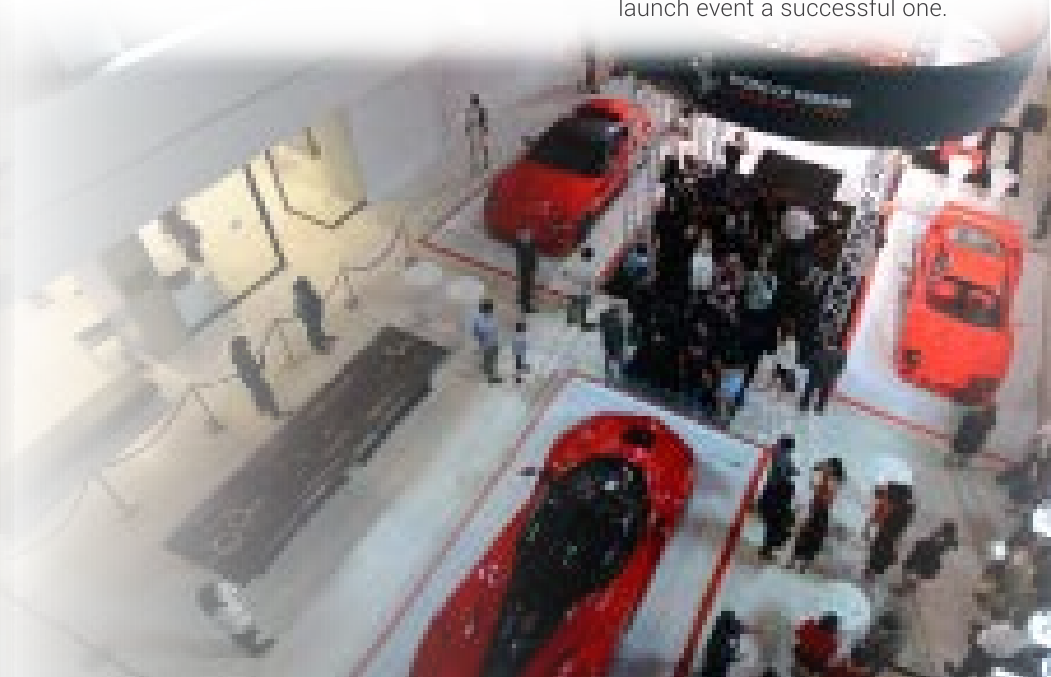
SDW successfully concluded with sparks of collaborations and ideas of future design. Our UEMS team worked closely with all stakeholders to ensure The President's Design Award 2016, Design and Make Fair, Design Trails, workshops and seminars were organised and supported professionally. Being part of this creatively uplifting Design Week is both stimulating and rewarding. Job well done to all our UEMS team members @ NDC!

## 'ICONS OF FERRARI' AT NDC

*By Joey Ong*

Ferrari Far East and Ital Auto Pte Ltd, the Official Ferrari Importer for Singapore presented a special showcase of four exclusive Ferraris at NDC from 30 November to 3 December last year. The models presented at NDC are held in private collections and limited-edition series vehicles, including a LaFerrari, an F40, a 599 GTO and a unique F12berlinetta, specially tailored in celebration of Singapore's 50th anniversary.

During the official opening night, a cocktail reception was held. Invited guests were entertained by an acrobatic act and violinist duo, and enjoyed an edible art structure consisting of 50 interlocking rings weighing a total of 50kg. It was a challenging yet exciting event as the team brainstormed together on allowing the four supercars into the atrium and had also worked well together in making this first car launch event a successful one.





## Event Support at SENJA CASHEW COMMUNITY CLUB

*By Erica Sim & Paul Lim*



*Transformation from  
Sports Hall to Event Hall*



As the Managing Agent of Senja Cashew Community Club since 1 November 2015, the site team liaises with the stakeholders to provide logistic support for various VIP events such as Chinese New Year dinner and Thanksgiving dinner attended by the Minister for Foreign Affairs, Dr Vivian Balakrishnan. It was a challenging task to convert a sports hall to an event hall but with full dedication from the team, these events have been successful.

## Challenges of Business Development in Attending Tender Briefing & Site Show-round (FM Business)

*By Kate Tong*

As the nature of Facilities Management (FM) business, attending tender briefings and site show-rounds are essential in the process of tendering for new contracts. The Business Development team needs to gather the clients' motions, their requirements and expectations as well as to understand the site situation in order to prepare for the bidding.

During tender briefing, clients may share the operation challenges pertaining to their nature of business, building systems, end user issues or importance of buildings. These findings need to be highlighted to our management for business decision making process. We have also participated in tenders to manage new buildings which are still pending for Temporary Occupation Permit (TOP). The operation reality has not been

realised, in this regard, the Business Development team has to anticipate and project potential issues to factor in the tender proposal.

The FM industry has become more and more competitive due to the current economy situation. The number of tenderers turning up for each tender briefing is getting higher, some attracting about twenty participants. Business development activities, as a consequence, become more challenging in winning over other competitors and balancing between maintaining strong business growth, meeting clients' expectations and sustaining healthy profit. Despite the challenges, UEMS has continuously expanded our client base over the years and will continue to thrive in the exciting journey ahead.



*Site Show-round*



*Tender Briefing Session*



## Project Management for the UPGRADING OF LIFTS IN PARLIAMENT HOUSE

*By Erica Sim*

UEMS has been appointed as the Project Manager (PM) in February 2016 for the upgrading of eight operator door units for the lift system at Parliament House. The project management for upgrading work involves close coordination among the contracts, project and operation team. Our Project Management appointment comprises of contracts preparation, contracts supervision, progress documentation, variation control and evaluation is expected to be completed by May 2017.

## CHINESE NEW YEAR 2016 AT BUDDHA TOOTH RELIC TEMPLE

*By Andrew Chong*

The Chinese New Year Festival is one of the busiest period for the Facilities Management Team at Buddha Tooth Relic Temple. Every eve of Chinese New Year, the temple will operate 24 hours for all devotees to pray throughout the night until the first day of Chinese New Year. The devotees have come for their "First Joss Stick" of the year which signifies good luck ahead.

The site team has worked hard in setting up the decorative items along the glass canopy for this festive season. Our housekeeping team also has to ensure that all the prayer items are properly arranged and disposed afterwards. Meanwhile, the technicians have to stay vigilant to assist in managing the lightings, air-conditioning and AV system during the prayer chanting.



*“ Our team gave the fullest support to ensure all activities operate efficiently.”*





# Promotion

We are pleased to share that the following staff are promoted in the recent annual review in recognition of their performance in the past year and the potential to take on greater roles and responsibilities.



**Cindy Ng** is promoted to Vice President (Human Resource) to assume regional role in the 3 countries in Singapore, Malaysia and Taiwan.



**Steven Chew** is promoted to Account Director (Environmental Management)



**Edward Poh** is promoted to Key Account Manager (Environmental Management)



**Wilfred Lee** is promoted to Key Account Manager (Facilities Management)



**Angela Teo** is promoted to Senior Manager (Contracts Admin), HQ





**Chooi Yue Thye** is promoted to Senior Executive (UETrack™-Portering), CGH IB



**Tan Wei Neng** is promoted to Manager (UETrack™-Portering), SKH-AH



**Bryan Ng** is promoted to Senior Engineer (Energy), HQ



**Jayaram Dikshith Aparna** is promoted to Senior Application Engineer, HQ



**Judesa Efondo Tee** is promoted to Senior Executive (Housekeeping), KKH



**Fang Jia Cheng** is promoted to Senior Accounts Officer, HQ



**Leong Wai Tong** is promoted to Senior Technical Executive, The Treasury





**Loh Kiam Peng**  
*is promoted to Senior  
Technician, The Verge*



**Markus Bruno  
Rennie** *is promoted to  
Executive (UETrack™-  
Portering), SKH-AH*



**Mugilan Solamalai**  
*is promoted to Senior  
Technician, HDB MA  
(Woodlands Civic  
Centre)*



**Melinda Ng**  
*is promoted to Senior  
Executive (Marketing  
& Leasing), National  
Design Centre M&L*



**Naw Eh Tamalar  
Gay** *is promoted  
to Executive  
(Housekeeping),  
SKH-AH*



**Ong Say Keong**  
*is promoted to Senior  
Executive (UETrack™-  
Portering), SKH-AH*



**Vidya D/O  
Sivalingam**  
*is promoted to  
Administrative Executive,  
CGH*



# New Faces

Welcoming our new colleagues who came on board between January to June 2016



**Zulkifli Bin Somo**  
*Senior Key Account Manager  
(Environmental Management)*



**Appasamy Saravanakumar**  
*Technician*



**Arman Bin Robani**  
*Manager  
(Facilities Management)*



**Doloso Kea Mae Idagdag**  
*Customer Service Officer*



**Azlin Bin Omar**  
*Technician*



**Azman Bin Gusigni**  
*Technician*



**Cuchapin Ian Verisimo Dulay**  
*Executive (Housekeeping)*



**Ahmad Bin Johari**  
*Senior Technician*



**Heng Hong Meng**  
*Administrative Assistant*



**Jeffrey Bin Sulaiman**  
*Technician*



**Jeffrey S/O Suppiah**  
*Technician*



**Jaslyn Kang**  
*Assistant Manager  
(Facilities Management)*





**Joseph Kueh**  
*Assistant Manager*  
*(Facilities Management)*



**Kate Tong**  
*Executive*  
*(Business Development)*



**Kevin Lam**  
*Property Executive*



**Khairul Azim Bin Mohd Tayeb**  
*Facility Specialist*



**Ku Wei Kian**  
*Project Manager*



**Lynn Lay**  
*Accounts Officer*



**Lee Hoi Pheow**  
*Technician*



**Leong Wai Kong**  
*Technician*



**Melisa Awang**  
*Accounts Officer*



**Muhamad Afandi Bin Makmon**  
*Technician*



**Muhammad Amirrul Bin Mustafa**  
*Technician*



**Muhammad Farhan Bin Abdul Aziz**  
*Technician*





**Muhammad Nur Arif  
Bin Ishak**  
*Technician*



**Muhammad Sawad Bin  
Sultan Syed Ahmad**  
*Technician*



**Noor Hafizah  
Binte Osman**  
*Customer Service Officer*



**Nur Atika Binte Elias**  
*Administrative Assistant*



**Nur Atiqah Binte  
Ab Manaf**  
*Administrative Assistant*



**Nurul Thahirah Binte  
Mohd Razdi**  
*Administrative Assistant*



**San Tha Kyaw**  
*Assistant Manager  
(Facilities Management/SCM)*



**Sazaly Bin Ali**  
*Service Coordinator*



**Timothy Theng**  
*Manager  
(Facilities Management)*



**Zhuo Hongyao**  
*Property Executive*



# STUDY TRIP TO INTERCLEAN, AMSTERDAM

By Pauline Lee

UEMS embarked on a study trip by participating in ISSA/InterClean Amsterdam 2016 Exhibition from 10 to 13 May 2016. The key objective of the trip was to explore the latest innovative and effective cleaning-related technologies, equipment, materials, chemicals, and methodologies showcased by global cleaning-related suppliers which the Company can possibly leverage on.

The exhibition was held at RAI Amsterdam, a 50,000 sqm exhibition hall, with more than 800 world's leading cleaning and hygiene suppliers exhibiting their products. The exhibition had provided excellent insights to the innovations globally and a complete industry overview in pursuing higher standards in the cleaning business.



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