

# UEMS

## *Times*

January 2017 - June 2017

## KEEP ON MOVING, UEMS SINGAPORE!

"Stay Extremely Positive as Enormous Positive Thoughts  
will Result in Extraordinary Positive Achievements"





## HALF TIME

has passed. We have just gone through this period where it was filled with buzzing activities at our workplace and facilities that we serve and as it seemed if the time was never enough. However, the time spent had been the most fulfilling. We had continued to pursue our goals and objectives set for the year and we have achieved much so far.

It is with great pleasure to announce that for the third year running, UEMS Solutions Pte Ltd (UEMS Singapore) has successfully renewed and achieved the National Environment Agency (NEA) Enhanced Clean Mark Accreditation Scheme (Gold) Award, effective from 16 May 2017. As of 11 May 2017, we are honoured to be one of the 11 companies or 0.85% of all licensed cleaning companies that had achieved this Award. With the achievement of this Award, it continues to signify our journey in offering the highest standards and professionalism in the delivery of our housekeeping services in the facilities that we serve.

While we are all pursuing our goals and objectives, remember the T.E.A.M. acronym - "Together Everyone Achieves More". Teamwork is Power or I would say Power is Teamwork. The whole is greater than the sum of its parts, as you may have heard. This is a critical success factor as we continue to chart our journey towards even more aggressive growth. With teamwork through collective efforts, we can conquer the mountains no matter how high they may be. But, without it, the best execution plan will fail. In view of this, I would like to urge all to continue working as a team together to achieve the Company's common goals and objectives. This must be on a continuous basis and must not stop. Please continue to support each other and render help to your staff, colleagues or peers in need. Think from the perspective of UEMS and not from individuals or departments, as the former

will go a long way to achieve even more or greater successes for UEMS. With continued great teamwork, this is also a step further to higher business sustainability, in this ever-changing world. Unity is strength. Everyone must continue to stay united.

As you are aware and in the same vein, nothing stays constant. Think about how the world have changed. There is a need to embrace any change that may come along the way. This cannot be controlled as changes may be caused by both internal and external factors. During these changes, I would like to remind everyone to keep an open mind and stay alert as I always believe that during the change process, there are many opportunities to be seized and if opportunities are seized correctly, this will result in positive impacts and for the betterment for all.

As always, above all, please continue to embark on the service excellence journey. For those serving in the healthcare facilities, please continue to work in partnership with our clients and focus in supporting the end users to provide quality patient care. For those providing service in non-healthcare facilities, please continue to place emphasis in providing quality service to occupiers and tenants so that they are able to experience good service levels. Through the course of providing these services, please also recognise the need to make constant improvements. Against this service excellence journey backdrop, there must be relentless drive for greater innovation, more value creation, higher productivity and increased level of technology embracement.

Next, I would like to congratulate all staff whom were promoted or assigned to take up more roles and responsibilities this year. My heartiest congratulations to all of you! Please take this golden chance to excel even further, acquire new skills, make the best use of it and continue to strive for the very best. As I have always said, every staff



will have every opportunity to grow with the Company, so long you contribute and deliver. Ample opportunities are available for all.

As always, I would like to thank all staff for your overwhelming support. The world of business and service excellence survive more on the commitment, enthusiasm and dedication of passionate employees like you. Thank you very much for your hard works and contributions made to the Company. I look forward to your continued support as we further grow the Company together.

Last but not least and most importantly, to all our Valued Clients, I would like to thank you for your strong unwavering support. We endeavour to make continuous improvements, new innovations and value-add to our service delivery, in tandem with the needs of the future economy. We look forward to your continued support in the years ahead.

A final word in this edition:

“Stay Extremely  
**POSITIVE** as  
Enormous  
**POSITIVE** Thoughts  
will Result in  
Extraordinary  
**POSITIVE**  
Achievements”.

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

## Clean Mark Gold Award

We are pleased to announce that UEMS has once again achieved the Cleanmark (Gold) accreditation for the third consecutive year. There are about 1,300 cleaning companies, of which, 11 with Cleanmark Gold and 152 with Cleanmark Silver. We are one of the 0.85% of all cleaning companies with Cleanmark Gold.

This achievement demonstrates our very high quality housekeeping service levels which are well recognised by our clients. Besides providing high quality service levels, we have met the stringent criteria and training requirements, have good HR programmes and strong productivity implementation in our operations as required by National Environment Agency (NEA).

Kudos to all operations staff and HQ staff whom had contributed and worked hard to the successful renewal of Cleanmark (Gold) award!





# HEALTH & SAFETY

## HEALTH & SAFETY TRAININGS

By Diana Rose

UEMS Solutions Pte Ltd continues to be committed in promoting health and safety across the company. Educating employees on the fundamentals of occupational health and safety can help to reduce workplace incidents and foster a culture of safety in the company.

### WSQ-bizSAFE L2 Develop a Risk Management Implementation Plan



Our site staff attended the bizSAF Level 2 Develop a Risk Management Implementation Plan training on 17-18 April 2017. The attendees were trained to conduct risk management for the respective facility. The trainees were awarded on completion of training a Statement of Attainment (SOA) by the Singapore Workforce Development Agency (WDA).

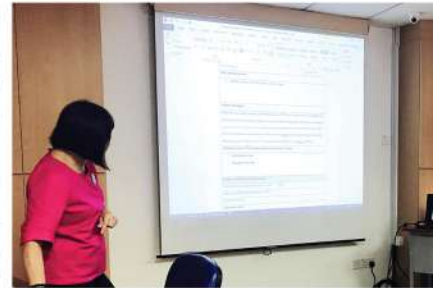
### Fire Prevention Seminar

The main objective of the seminar that was held on 16 June 2017 is to educate our employees on the main cause of fire occurrences and to empower them with the techniques to reduce risks of death and injury in the event of a fire. The consultant also conducted office inspection on the safe access and egress and advised on fire safety measures in HQ.



### Accident Investigation Training

One of UEMS' grounding principle when it comes to safety at workplace is that "All worksite fatalities, injuries, and illnesses are preventable." To reinforce our commitment to prevent recurrence of incidents in the company, we have arranged a training on incident investigation on 30-31 May 2017 that aims to provide fundamental knowledge of incident investigation and report writing in the workplace.



## SAFETY MEETING

Information about workplace risks and appropriate ways to prevent illnesses and injuries is imperative in a company. UEMS has been conducting regular monthly safety meetings, chaired by our OSH Management Representative, Ms Cindy Ng. This provides an opportunity for management and site employees to communicate and share information on how they can do their tasks safer and better.





## Fire Drills

UE BizHub Central



Alexandra Hospital



## UEMS Adds 5 MOHH Nursing Homes to Its Portfolio

By Pauline Lee

UEMS has recently been awarded the contract to provide Integrated Soft Facilities Management services to 5 nursing homes. It is operated by Vanguard Healthcare, which was set up by the Ministry of Health (MOH) and MOH Holdings last year to run nursing homes. Currently, only 2 nursing homes are in operation, one of which is Pearl's Hill Care Home (PHCH). It officially opened by Ministry for Health, Mr Gan Kim Yong on 28 September 2016. The other nursing home is Woodlands Care Home, located at Woodlands Rise, a new building constructed using Lego Blocks.

The contract includes the provision of housekeeping services, pest control services, waste disposal services, landscaping & grass-cutting services, and grease interceptor desilting services.

This new win further strengthens UEMS' strong foothold in the healthcare sector.





# THE IMPORTANCE OF HAND HYGIENE

By Steven Chew

Hands are one of the main routes for germs to transmit from one point to another in our daily activities. As such, "hand hygiene is therefore the most important measure to avoid the transmission of harmful germs and prevent health-care associated infections" (World Health Organisation, 2009).

Housekeepers played a major role in reducing the amount of bacteria and viruses around patients' areas through chemical disinfection cleaning. For instance, failed or incomplete disinfection process may increase the tendency of germs spreading in addition to poor hand hygiene.

## Hand Hygiene @ KKH



One of our initiatives to improve Hand Hygiene Compliance rate for our housekeepers at KKH, we have choreographed a hand hygiene dance with easy dance steps to make hand hygiene fun and easy to remember. It also cultivates a good hand hygiene culture among the team.

Housekeeping Supervisors also injected a Hand Hygiene portion additionally during weekly roll call to reinforce the importance of washing hands. Incentive in the form of gift vouchers was introduced to motivate and award housekeepers whom have achieved 100% compliance every quarterly.

To make hand hygiene agent accessible, handrubs are attached onto linens and housekeeping trolleys, which further served as a reminder for the housekeepers. UEMS Infection Control Nurse conducts regular audits for housekeepers to ensure compliance and conduct basic infection control training for housekeepers to understand the importance and rationale of practising hand hygiene.



# Bright Vision Hospital



## SKH @ AH





# NEW PARTNERSHIPS



## Early Learning Village

By Pauline Lee

UEMS is pleased to embark on a new partnership with Cognita Asia Holdings to provide housekeeping services and support services for Early Learning Village (ELV), Cognita's newest development in Singapore.

With this new housekeeping contract which commences on 1 June 2017, it further expands our housekeeping business in the education industry.



## MWS Nursing Home (Yew Tee)

By Pauline Lee



We are happy to share that UEMS has been awarded the housekeeping contract for MWS Nursing Home (Yew Tee), making it the second nursing home under Methodist Welfare Services (MWS) that we are currently serving.

MWS Nursing Home (Yew Tee), a 7-storey building, is a brand new healthcare facility located in the Yew Tee area. At full capacity, it will be able to accommodate 197 residents at any one time.

We look forward to building a strong partnership with the nursing home for many years to come.



## NTUC Income Properties @ Eastpoint Mall

By Pauline Lee

We are honoured to be awarded the housekeeping contract for Eastpoint Mall, one of the NTUC Income properties.

Eastpoint Mall is a vibrant suburban mall abuzz with over 100 shops spanning six storeys. It is owned by NTUC Income and managed by Frasers Centrepoint Malls.

Our housekeeping team at Eastpoint Mall has worked hard in providing high standard housekeeping services to ensure cleanliness of the mall. We will continue to provide quality services to build and maintain a strong partnership with NTUC Income.





## Managing Agent Contract for Heartbeat @ Bedok

By Wilfred Lee

UEMS is pleased to be awarded the Managing Agent Contract for Heartbeat @ Bedok, commencing on 1 June 2017.

The mobilization of the contract includes recruitment of suitable staff, setting up management office, preparing and developing standard Operating Procedures in compliance to the contract requirements and taking over of premises from main contractors as well as coordinating with incoming stakeholders and tenants.

The contract is currently managed by Mathialagan Ramasamy, Building Manager and supported by Wilfred Lee, Key Account Manager (Facilities Management).



## Managing Agent Contract for Kampung Admiralty

By Lee Tak Keong

UEMS successfully won the bid to provide managing agent services for Kampung Admiralty, an integrated complex located beside Admiralty MRT station.




The site team is currently busy with taking over from the main contractor and working closely with HDB's appointed service providers, in preparation of a soft launch in August.

"I am proud to be part of the team to manage this new HDB project, the first "modern Kampung" with so many amenities under one roof" – Kuthuf Shakul, Technician at Kampung Admiralty



▲ Community Plaza

 will house Singapore's first underground automated bicycle parking system. There is also a huge plaza at Level 1 where community events can be held and bring on kampung spirit.



Studio Apartments



Food Centre



## Managing Agent Contract for Singapore High Commission in Kuala Lumpur

By Erica Sim

We are honoured to be awarded the 1st overseas Managing Agent (MA) contract services for Singapore High Commission in Kuala Lumpur, Malaysia, effective from 1 April 2017.

Dedicated Building Manager is posted in Kuala Lumpur to maintain and provide MA services. Mobilisation of the contract has been smooth and completed successfully over a two-week period by our mobilisation team.

We look forward to continue in delivering our quality services to our client and build a strong partnership with Singapore High Commission.



## Singapore Youth Flying Club

By Foo Su Yun & Kate Tong



UEMS has successfully won the bid for the Managing Agent contract for Singapore Youth Flying Club (SYFC) which commenced on 1 June 2017.

Singapore Youth Flying Club provides aviation training to youths who have a keen interest in flying. They have training facilities such as aircraft hangar, aeromodelling workshops, computer aided instruction systems and aircraft simulator.

We are proud to share that this is the first aviation project that the UEMS Facilities Management team has embarked on and we look forward to provide quality services and build a strong partnership with SYFC.

## Training Support for New Housekeeping Contracts

By Wong Sioe Fa

UEMS believes that competent workforce will contribute to service quality and customers' satisfaction. To support this belief, our Training Department strives to conduct staff competency training for all new housekeepers during mobilization for new contracts.

Ideally, the housekeepers should be trained prior to contract service commencement. However, if the housekeepers were unable to attend training before service commencement, our Trainers are very mobile and will go down on site to conduct the training. Some of the new service contracts which commenced from March to May 2017 include East Point Mall, Yew Tee Nursing Home and JTC Woodlands Mega Blocks.



▲ Trainer Ginny conducted Orientation training at East Point Mall



▲ Trainer Ginny conducted refresher training at Bethany Methodist Nursing Home



▲ Executive Daniston conducted Fire Safety Training at Yew Tee Nursing Home





## Housekeeping Contract for Assisi Hospice

By Wong Sioe Fa

UEMS is proud to be awarded the healthcare housekeeping service at Assisi Hospice in December 2016.

Since the commencement of the Housekeeping Contract for Assisi Hospice in December 2016, our housekeeping team has been working relentlessly on the initial cleaning for the inpatient wards and the Day Care Centre. Our dedicated team has been working tirelessly to upkeep the cleanliness of the premises and deliver quality service to our client.

We look forward to continue serving the Assisi Hospice in years to come.



Dedicated UEMS Housekeeping Team at Assisi Hospice with Operation Head, Mr Andy Tham



Bed making training conducted by Judesa



Initial Cleaning at the ward and Day Care Centre

## External Façade Cleaning for Singapore National Stadium Dome Roof and Ng Teng Fong Hospital

By Mohamed Firdaus

UEMS External Facade Maintenance team embarked on 2 new prestigious projects in 2017, external facade cleaning works for Singapore National Stadium Dome Roof and Ng Teng Fong Hospital.

The Singapore National Stadium is one of Singapore's iconic structure with its dome design and also its movable roof. Safety, thorough planning and working closely with the customer are most critical when embarking on any external facade works.





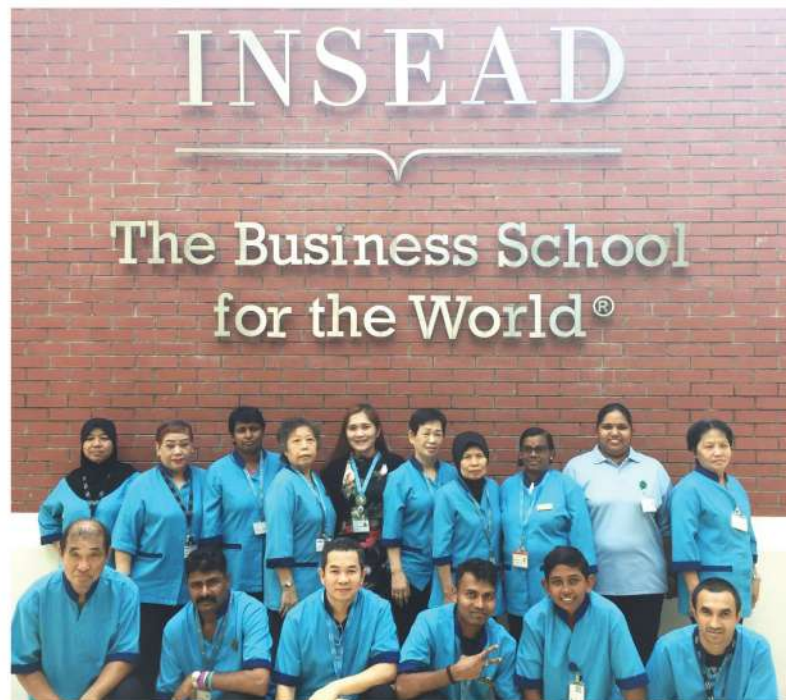
# RENEWAL PARTNERSHIPS



## INSEAD *By Pauline Lee*

We are happy to share that UEMS has successfully secured the renewal of the housekeeping contract for INSEAD.

UEMS has been providing housekeeping services to INSEAD since 2004. Our site team has been putting their best efforts in delivering high quality housekeeping services to INSEAD. We also work closely with INSEAD in implementing productivity initiatives, streamlining work flows and processes to continually improve our service delivery.



## Ministry of Foreign Affairs

*By Soh Chun Kang*

With the trust and teamwork between UEMS and Ministry of Foreign Affairs (MFA) over the last 3 years, we are proud that MFA has renewed the Managing Agent contract for another year.

The renewal is a testimony to the quality services that UEMS provides to our valued client and a recognition of our professionalism and high level of service standards demonstrated.

We would like to thank MFA for giving UEMS this opportunity again and looks towards forging a stronger partnership in the years to come.



## UE BizHub East

*By Pauline Lee*

Once again, UEMS has successfully renewed the housekeeping contract for UE BizHub East. Our housekeeping team has been working tirelessly to make sure all the new requirements and expectations are met with the change of ownership of UE BizHub East.

This is a testament of the high quality services we have been delivering and we are committed to work harder to forge stronger partnership with UE BizHub East.





## Renewal of Managing Agent Contract for HDB Industrial Properties

By Jurina Binte Yusof

UEMS is proud to be awarded the optional year for Managing Agent services for HDB Industrial Estates (Central & Ang Mo Kio Clusters). The renewal of the contract is a recognition of our quality service to our valued client. Kudos to the team!



◀ The new **Sin Ming Auto City** is one of the industrial properties that we are currently managing. It is a Green Mark industrial building with 2-rainwater harvesting at the roof of the building. Water collected is used for irrigation purposes, where the greenery surrounding the area is watered at the given timings. You can find rooftop greenery, green wall and vertical greenery around the building.

## Renewal of Managing Agent Contract for NUS PGPR

By Wilfred Lee

UEMS is delighted to be awarded the renewal of optional years for Managing Agent Contract for NUS PGPR.

The team has worked closely together to ensure all works are completed timely and constantly display excellent team spirit to ensure all FM services are in good order.

With this renewal, the Facilities Management team is committed to work harder and continue to deliver quality service to our client.





# HAPPY STAFF HAPPY CUSTOMERS

## SKH@AH Housekeeping





## SKH @ AH Housekeeping and Portering Team organized

a joint-event to celebrate the Chinese New Year. The CNY Annual Party was organized to celebrate the outstanding performance of the 2 teams at SKH @AH and bring closure to the year of hardwork.

It was a fun-filled event with lion dance and performance put up by our staff. Staff were invited on stage to receive their certificates and awards as tokens of recognition and appreciation for their good works and efforts contributed.

It was also a good opportunity for our UEMS staff and clients from SKH to get together and enjoy the good time. A special highlight of the party was the Lo Hei to usher good fortune and wealth into the new year. A big turnout of 200 people participated in the Lo Hei, "the tossing of 'prosperity salad', greatly heightens the festive mood at SKH@AH.

*By Carmen Choo*



UEMS staff and SKH participated in Lo Hei



Setting-up and decorating on stage before the party commence



Recipients of certificates and awards







**SKH@AH  
Housekeeping**  
organized a Team  
Bonding trip to Universal  
Studios Singapore on  
18 February 2017.



**Lion Dance  
performance at HQ**  
during the Chinese New  
Year to bring blessings and  
good lucks to everyone  
in the office.



HQ staff receiving red packets from the God of Fortune





# KK Women's and Children's Hospital



## Monthly Get-together Session & birthday celebrations



## KKH Housekeeping team participated in the KKH OSS Family Fun Day 2017





## Khoo Teck Puat Hospital



## Jurong Medical Centre



## East Point Mall





## Mount Elizabeth Novena Hospital



## Yishun Community Hospital



Award  
Winners

### Get-together and birthday celebrations



## NUH Medical Centre



## Man Fut Tong Nursing Home





# PROJECT HIGHLIGHTS

## JCI Surveys at Changi General Hospital

By Edward Poh

The Joint Commission International (JCI) Surveys were held at Changi General Hospital between 20 and 30 March 2017.

The last JCI Surveys was in November 2015 and while we have experienced from past JCI Surveys, necessary preparations were still required to align with the latest JCI standards. Over a period of 4 months, the team conducted roll calls, intensive refresher and on-the-job trainings, job skills assessments, internal audits and inspections to ensure that all staffs are ready for the Surveys.



There were three segments conducted in the surveys and Changi General Hospital received JCI Accreditation Standards for Hospitals 5<sup>th</sup> Edition and JCI Certified Standards for Clinical Care Program Certification (CCPC) 3<sup>rd</sup> Edition for its Acute Myocardial Infarction (AMI) and Heart Failures Programmes.

We would like to take this opportunity to thank UETrack™-Portering team at CGH for the efforts and hard work towards this accomplishment. Excellent job and thank you to all who have helped to make this possible!

## OPENING CEREMONY at Senja-Cashew Community Club

By Paul Lim

The Facilities Management team is honoured to be the supporting party in the Opening Ceremony of the ABC Waters at Pang Sua Pond and the 3G Wellness Centre at Senja-Cashew Community Club on 25th March 2017. The event was graced by the Prime Minister and other ministers.



The team rendered FM services by liaising with various parties in preparation of the actual event to ensure smooth and successful event. These include calling contractors for cleaning and repainting the community club, setting-up the event, assisting in crowd control and traffic control and conducting proper pre-checks of equipment and systems.

*Proper traffic control and crowd control for the safety of ministers and residents*



*Covering and drying of the wet seats within short timeframe.*



*UEMS Facilities Management team at Senja Cashew Community Club*





## MAY DAY RALLY at Our Tampines Hub

By Desmond Chia



Since Our Tampines Hub (OTH) Phase 1 opening in November 2016, the Facilities Management team has been providing FM services to our Client in materialising what OTH is built to be, an integrated community and lifestyle hub that brings together multiple agencies to offer a wide spectrum of services, programmes and facilities.

In May 2017, we are honoured to support our Client in hosting the May Day Rally at Level 3 Community Auditorium in Our Tampines Hub on 1 May 2017. It was not an easy task but as a team, we managed to pull through and make the rally a very successful one.

Planning works started as early as March 2017. Frequent engagements and coordination works were conducted with the Singapore Police Force (SPF), event organisers and other relevant agencies to ensure all things go smoothly as planned.

As the big day drawn nearer, the team work relentlessly to ensure all issues were being addressed. Some of the team members including the manager also stayed throughout the night



to ensure that all outstanding works are rectified and completed.

Bomb sweep with SPF started as early as 3am on the Rally day before the arrival of the ministers at 7am. The Rally ended with a presentation by PA Director, showcasing the best of OTH to the ministers. The whole event ended successfully and it was a fulfilling achievement for the whole team.

The event was also well complimented by Mr Suhaimi, Director of PA which greatly boosted the morale of the FM team at OTH. "On behalf of the management team at Our Tampines Hub (OTH) and People's Association, I would like to express our heartfelt gratitude and appreciation for all the hard work and effort contributed by you and members of your team, ensuring that Monday's May Day Rally event was nothing short of an astounding success."

## ECORIDER @ SKH UET

By Tan Wei Neng

Besides managing the day to day operations, site managers are also constantly exploring means to increase productivity on the ground. As part of the productivity initiatives, our Portering Team at Alexandra Hospital (Sengkang Health) has been reviewing viability of using Eco-Rider in making our portering service more efficient. As 80% of our jobs are for non-patient transfers, we can visualize the tangible benefits of incorporating machines and technology to improve productivity.



The Eco-rider is easy to use, safe and popular among the different age groups. The Eco-rider will not only allow the Porters to complete their tasks in a safe and efficient manner, but also make each and every assignment an enjoyable one.



## “Fetch-Back” function in UETrack™-Portering

By Tan Wei Neng

Resource 2	Delay Reason	Fetchback
		Fetchback

Eliminating and reducing wastage and increasing productivity are buzzwords we often hear. However, putting these into actions can be challenging.

The UEMS@SKH Portering team together with GS Department have jointly enhanced the function in UETrack™-Portering known as “Fetch-Back”. The enhancement is made possible through the flexibility of our UETrack™

system and from engagements with our users. With the enhancement, it eliminates the need for users to submit a request for fetching a patient back from a procedural location, e.g. a patient scheduled for X-ray would need to be returned to the ward after the procedure has been completed. With the enhancement, users only need to click the “fetch back” option for patient to be returned to the ward. Users are now able to request for patient transfer within a second with just a click instead of the average 12 seconds, thus leaving for time to focus on delivering patient care.

The team has been constantly exploring means and methods to further enhance the UETrack™ system with the objective of increase productivity and reduce wastage. Kudos to all who have participated in enhancing the system!

## Working and Preparatory Efforts on VESAK DAY

By Andrew Chong

Vesak Day, also known as Buddha Day, is a major festival of the year at Buddha Tooth Relic Temple and Golden Pagoda Buddhist Temple.

Our Facility Management team at both temples cordially work together with the Temple staffs and volunteers to support the festival. These include decorating and hanging up lanterns, setting up altar and ushering visitors at the temples.





## UEMS Housekeeping Team participated in the WORLD WATER DAY

By Zulkifli Bin Somo



UEMS Housekeeping team participated in the World Water Day event organized by Khoo Teck Puat Hospital on 12 March 2017, by helping the community of volunteers and helpers with the litter picking activity.

The litter picking activity targets the surrounding neighbourhood and HDB blocks as a reminder to the community to keep the environment clean as litters tend to get washed away in storm drains and end up in our reservoirs and water catchment areas.



## Enhance PRODUCTIVITY, EFFICIENCY and SAFETY through Mechanization at Work

By Carmen Choo

The use of mechanization at work helps to ease the cleaning work of our housekeepers. The Dual Function High Pressure Machine, which we are currently using, has improved the effectiveness and efficiency of the cleaning result due to its high pound-force which increase coverage per cleaning job by 40%.

The machine comes with simple connector that allows the housekeepers to change to other devices/configuration easily, hence reduce unnecessary downtime in retrieving other machines and parts.

The design of the machine also significantly enhances the safety of our housekeepers while carrying out cleaning works. Safe handling with its ergonomic design reduce transitional pressure vibration impacts on the housekeepers.





# RTLS Brings Efficiency to Our Work

By Dong-as Shelton

UEMS@TTSH Portering participated in a hospital project on Real-Time Location Systems (RTLS) for asset tracking management.

To address the challenge of locating abandoned or idle wheelchairs in the hospital, tagging is done for tracking of its whereabouts. With the RTLS attached under each wheelchair, we can easily locate and monitor the locations and activate our porters to retrieve the idle wheelchair at specific locations.

Our team can receive notifications on wheelchairs that are likely to have been moved in or out of the hospital due to the strategic placing of receivers at hospital entry / exit points, signifying the wheelchair movements. Availability of wheelchairs at main entrance and wheelchair bays can also be monitored from the system. The function of RTLS help to reduce waste on manpower resources and time to locate wheelchairs.

We are glad to have participated in the hospital project on RTLS and it has also greatly enhanced the work efficiency of our porters.



# A NEW LOOK IN HQ office

By Sally Ong

UEMS HQ office has undergone a major realignment work for expansion of work stations in March 2017. The installation of new work stations was completed within a tight timeline from 17 to 19 March 2017.

After the completion of renovation works, the HQ office has a new look with more work stations and hot desks ready for the staff.





## INITIAL CLEANING of Admiralty Medical Centre

By Zulkifli Bin Somo

On 22 May 2017, a team of housekeepers were deployed to Admiralty Medical Centre to do the initial cleaning of the TSSU unit. This is part of the phase in programme for the initial cleaning of the medical centre. Eventually the initial cleaning will cover 3 floors of the Medical Centre.

The Medical Centre is located within the newly built complex of Kampung Admiralty, Singapore's first integrated public development that brings together a mix of public amenities and services under one roof.

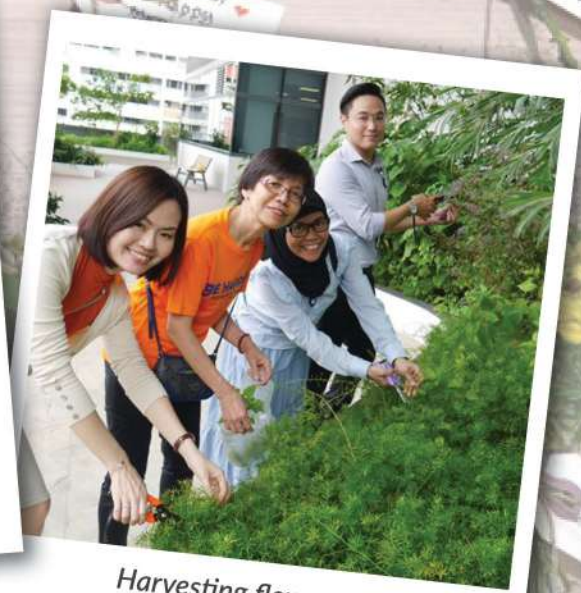


## Flower Making for Mother's Day

Bouquets of flower were beautifully made and distributed to the patients in YCH



A few of our Housekeeping staff join the YCH Garden Club for a DIY flower making session on 11 May 2017, in celebration of the Mothers' Day. It was a fun session as the team create their own bouquets of flower.



Harvesting flowers and leave from YCH garde



# COMPLIMENTS & AWARDS RECEIVED BY OUR STAFF

## Eastern Health Alliance Caring Awards

By Edward Poh



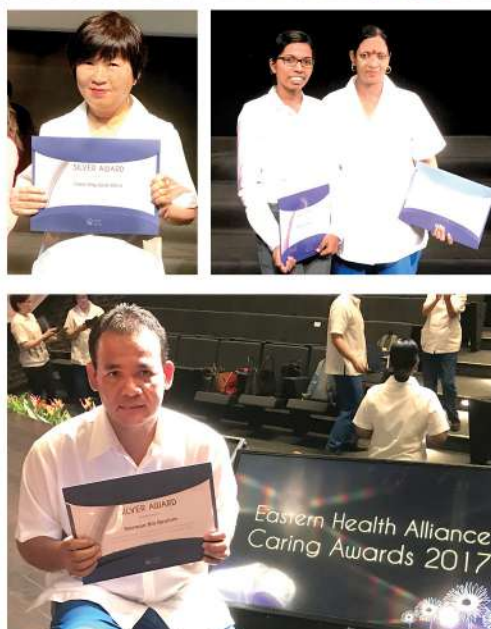
The Eastern Health Alliance Caring Awards are presented annually to embrace and recognize the commitment, courage, compassion and grace of staff, caregivers and patients across Changi General Hospital, Health Promotion Board, St Andrew's Community Hospital, The Salvation Army

Peacehaven Nursing Home and SingHealth Polyclinics.

This year, our Portering team at CGH received a total of 11 awards - 1 Gold and 10 Silver for their dedications and commitment in work.

This is a testament to the service culture we have built over the years. We believe that for success to be sustainable, the services we deliver must come from the heart. With this everything that we do comes naturally.

We would like to thank EHA and CGH as well as the Caring Award committee for recognizing our team's efforts and contributions to their organization.

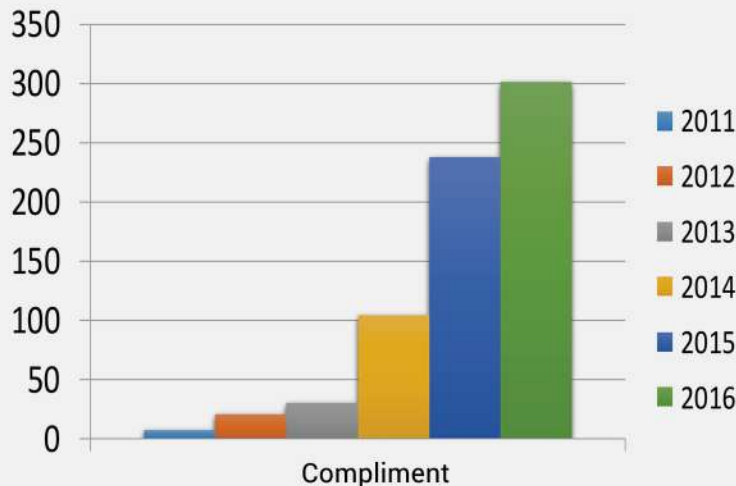




## Team UEMS @CGH & IB

# Bring on the “WOW FACTOR”

By Edward Poh



Team UEMS @ CGH & IB did it again. Just when you thought we couldn't do better.

*We did it!!!*

In 2016, our Portering team at CGH & IB received a whopping 302 compliments or an average of 2.6 compliment per staff.

This is 64 more compliments as compared to the Year 2015.

It is truly a reflection of the service standards and commitment of the team in our quality journey.



*“ I am blown away by the achievement of this team! ”*

commented by Edward Poh

## COMPLIMENTS RECEIVED by Our Facilities Management team

By Fredrick Wong

UEMS has been providing Managing Agent (MA) services to HDB Connection One, Woodlands Civic Centre and Choa Chu Kang Centre from 1 July 2014 to 30 June 2017. During the tenure of the contract, the team has demonstrated unwavering efforts in providing quality services to our customers and tenants.

In May 2017, our MA team received many compliments from tenants at Connection One on their outstanding customer service and know-how in facilities management. It is heartening to see positive feedbacks from the tenants. Such compliments are testimonials of the outstanding services provided to our valued customers. Kudos to our dedicated team!



## UEMS Portering team at SKH received compliments



K. Vaijanthi Mala



M.K Janthi



Ramasamy Sellapan



Merlati Binti Solihin



Kasmad Bin Samon

Our porters at SKH received compliments for their excellent services, professional, friendly and willing to go the extra mile.

Appreciate the regular follow ups by Mr. SK and Mr. Nayaz Ahmed. Many thanks to WeiNeng and Markus for their support on our adhoc portering reports. Job well done!



Ong Say Keong



Nayaz Ahmed  
S/O Nizar Ahmed



Markus Bruno Rennie

Sandy, Larina and Jatinder are really efficient. Thank you!

Pauline and Suriana exceeds our expectation. They are proactive and know their job.



Suriana Bte Amin



Pauline Ong Guat Lian



Ang Lay Hoon,  
Sandy



Ong Mei Yan  
(Larina)



Jatinder Singh

Porter Ramasamy is friendly and very professional. Mala and Janthi are doing well on their assignments. They responded to our needs and request promptly in fetching and sending back patient to wards.

A Tanaletchumi and Nor Yatimah are allocated in ACC on 15/2/17. Both of them are very helpful and will always initiate to help the nurses. I will like to thank them for their proactiveness toward their job. A Tanaletchumi will always help to remind nurses to return the food trays to Kitchen.



Nor Yatimah  
Bte Salleh



Arumugam  
Tanaletchmi



K. Vaijanthi Mala



M.K Janthi



Ramasamy Sellapan



## Compliments and awards received by our staff for their excellent services rendered at respective facilities. Keep up the good work!

**Mitchell** is a responsible and diligent worker who is committed to ensure all her duties are duly completed. We would like to compliment her for the excellent performance and support to the MFA team.



Mitchell Chow at MFA has received good feedbacks and is well commended by our client.

Feedback how efficient the PGPR maintenance and how kind they (**Alex and the maintenance team**) have been. Thank you so much. Keep up the good works and spirit. A big thank you to the team for clearing the defects to prepare for the camp.

Compliments received by the FM team at NUS PGPR from the residents

**Rahman Md Mofizur** has done well in his role as Technical Executive at Parliament House. A job well done and has garnered an appreciation letter from our client for his dedication and enthusiasm in service.



Rahman is commended by Parliament House client for his good service.

I would like to commend **Jim and Joanna** for the good job and efforts in managing the HDB industrial estate. Keep up the excellent work.



Jim Oon and Joanna Tang received compliment email from our client for their good work.

I would like to express our heartfelt gratitude and appreciation for all the hard work and effort contributed by you and your team. We would like to extend appreciation to the team for the successful execution of video screening as a birthday surprise. (**Nicole and Anwar** received appreciation notes for their support in the video screening at OTH.)

The FM team at Our Tampines Hub received compliments for their hard work and efforts.



Thank you (**Melinda and Tak Keong**) for managing the venue well and tidy throughout the event. We appreciate your help and enjoyed working with you. Thank you for your prompt and excellence service rendered to us for our Retreat today. I would also like to thank the technicians who are also very helpful and prompt.

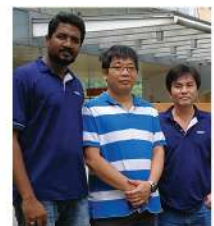
The FM team at NDC received compliment email for their prompt service and support in the event set-up at NDC.

We would like to express our gratitude to **Paruvathy** for her contribution to our department. She is a fantastic cleaner, professional in her work and her standards of cleaning are good.



Paruvathy A/P Veerappan received compliments from SKH Housekeeping users

Thank the team for helping out at the event last Saturday and for working fast when the rain subsided to get the area ready for the event. The FM team at **Senja Cashew CC** is commended for their good service.



The FM team at Senja Cashew CC is commended for their good service.



# PROMOTION & RE-DESIGNATION

Congratulations to the following staff who were promoted and re-designated in the recent annual review in recognition of their performance in the past year and the potential to take on greater roles and responsibilities.

## Re-designation



**CARMEN CHOO**

*is re-designated to*  
Key Account Director,  
Environmental Services (Healthcare)



**EDWARD POH**

*is re-designated to*  
Head, Support Services  
(Healthcare)

## Promotion



**AZLIN BIN OMAR**

*is promoted to*  
M&E Supervisor



**BRENDA EU**

*is promoted to*  
Senior Executive  
(Human Resource)



**CRISTINE CHOI**

*is promoted to*  
Human Resource Executive



**CUCHAPIN IAN  
VERISIMO DULAY**

*is promoted to*  
Senior Executive  
(Housekeeping)



**EVONNE LIM**

*is promoted to*  
Senior Contracts Executive



**FAUZELIN BINTE  
ABDULLAH**

*is promoted to*  
Service Coordinator  
(UETrack™)



**FERIEMECEHELE  
BADIANG PAJO**

*is promoted to*  
Executive (Housekeeping)



**FOO SU YUN**

*is promoted to*  
Senior Executive  
(Business Development)



**IRENE KHOO**

*is promoted to*  
Senior Executive  
(Procurement)



**JACINTHA ROSARIO**

*is promoted to*  
Assistant Manager  
(UETrack™)



**JEEVITHA D/O  
MANOHAR**

*is promoted to*  
Service Coordinator  
(UETrack™)



**JURINA BINTE YUSOF**

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





**KALIAMMAH A/P  
MAILAGANUM**

*is promoted to*  
Senior Executive  
(Housekeeping)



**KALIYAPPAN  
MUGUNTHAN**

*is promoted to*  
Manager (Facilities  
Management)



**LEE TAK KEONG**

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



**MOHAMMAD LATIF BIN  
SULAIMAN**

*is promoted to*  
Assistant Manager,  
C&I Operation



**MUHAMAD AFANDI  
BIN MAKMON**

*is promoted to*  
Senior Technician



**MOHAMED FIRDAUS  
BIN JASNI**

*is promoted to*  
Head, Commercial &  
Specialised Services



**MUTHUVEERU  
MUTHUKUMAR**

*is promoted to*  
Technical Executive



**PAULINE LEE**

*is promoted to*  
Senior Manager  
(Business Development)



**PERIYE ANEESH**

*is promoted to*  
Manager  
(Technology Services)



**RAZMAN BIN ISHAK**

*is promoted to*  
Technical Executive



**ROSLINE IDZAB**

*is promoted to*  
Executive  
(Special Svcs/EFM)



**ROZIANA BINTI  
BARNIE**

*is promoted to*  
Senior Executive  
(UETrack™)



**SAMUEL SABIN**

*is promoted to*  
Senior Technical Executive



**SOH HUAN KHIM**

*is promoted to*  
Administrative Assistant



**SULAIMAN BIN  
HARON**

*is promoted to*  
Senior Technical Executive



**THERESA SHI**

*is promoted to*  
Senior Operations  
Executive



**WILFRED LEE**

*is promoted to*  
Senior Key Account Manager  
(Facilities Management)



**ZHANG QIANG**

*is promoted to*  
Senior Executive  
(Business Development)



# NEW FACES

Welcoming our new colleagues who came on board from January to June 2017



**Abdul Aziz Bin Ismail**  
Technician  
(Audio Visual)



**Azman Bin Atan**  
Senior Technician  
(Mobile Team)



**Benson Koh**  
Site Technical Officer



**Chris Lee**  
Human Resource Executive



**David Hon**  
Assistant Project Manager



**Gandhi Rajesh Kumar**  
Executive  
(Housekeeping)



**Gao Jiahui**  
Workplace Safety & Health Officer



**Garais Cynthia Ecija**  
Senior Executive  
(Housekeeping)



**Hein Myat Soe**  
Application Developer



**Jason See**  
Senior Manager  
(Facilities Management)



**Jayson Chen**  
IT  
(Helpdesk Engineer)



**Jean Khoo**  
Project Manager



**John Keng**  
Senior Property Executive



**Juriana Binte Jumadi**  
Executive (Projects)



**Justin Low**  
Property Executive



**Mi Mi Lwin**  
Sales Coordinator



**Mohamad Affindi Bin Mohd Ali**  
Manager (Facilities Management)



**Mohamed Farhan Bin Mohamed Noor**  
Technician



**Mohammed Rino Bin Nor Rihsam**  
Facilities Manager cum FSM



**Mohammed Shaffiq Bin Sarudin**  
Technical Executive



**Muhammad Afiq Bin Jamil**  
Technician



**Muhammad Amin Bin Ahmad Masuki**  
Technical Executive



**Noor Ramlah Binti Abdul Rahim**  
Administrative Assistant



**Nor Hafis Bin Puteh**  
Senior Technician  
(Mobile Team)



**Nursham Bin Sulaiman Marican**  
Manager (Facilities Management)



**Oliva Marijoenne Julian**  
Senior Executive  
(Training)



**Onez Ritchie Joy Somosot**  
Executive  
(Housekeeping)



**Pascua Joanna Kris Paola Tribiana**  
Admin & Customer Service Officer



**Rais Bin Jaffar**  
Technician



**Ramasamy Mathialagan**  
Manager (Facilities Management)



**Sabrina Lim**  
Sales Coordinator



**Sapari Bin Osman**  
Site Technical Officer



**Sunny Tan**  
Assistant Manager  
(Facilities Management)



**Tan Ee Heng**  
Site Technical Officer



**Veloso Judy Diana Sabug**  
Quantity Surveyor



**William Ng**  
Executive (Training)