

UEMS *Times*



BIGGEST ACHIEVEMENT EVER

WINNING BACK CGH HOUSEKEEPING CONTRACT AND RENEWING KKH & BVH HOUSEKEEPING CONTRACTS

We've made it! We are so excited and proud to share that we have not only won back the long-awaited housekeeping contract with Changi General Hospital (CGH), but also successfully renewed the housekeeping contracts with our prestige customers - KK Women's and Children's Hospital (KKH) and Bright Vision Hospital (BVH). This marks an unprecedented milestone in UEMS' entire development history.



UEMS

Celebrating 30 Years of Excellence

We are thirty!

Year 2018 had marked an important milestone for UEMS Solutions Pte Ltd (UEMS) as we turned 30 and it is probably the most memorable year ever to remember for a lifetime in our Company history. The year was extremely buzzing and action-packed with tons of activities which had kept all staff very occupied and busy. There were many notable achievements in different ways contributed by the entire team of UEMS Go-Getters.

I am happy to share that for the fourth year running, UEMS has successfully renewed and achieved the National Environment Agency (NEA) Enhanced Clean Mark Accreditation Scheme (Gold) Award, effective from mid-May 2018. As of mid-May 2018, we are honoured to be one of the 12 companies or 0.9% 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. It is also heartening to note that the overall performance assessment grading from our key Customers has also improved over the past year, as compared to recent years.


On this note, I am also pleased to share that UEMS in its endeavour of becoming the market leader in the healthcare and facilities industry has fostered the culture of innovation and operational excellence into its teams locally and regionally for many years. At this important time of transition in the market, where all stakeholders are forthcoming to innovative solutions and looking at adopting technologies intensely into their work domains, the need for a focus group has not been more relevant than today. As we continue with our journey of service excellence and with an objective to achieve the best results of innovation practices, we have set up the UEMS Centre of Innovation Excellence

(CoE) which strives to provide the continued best practices that can be adopted across all Customers to create value and further enhance the quality of service delivery.

On the productivity front, we continued with our journey of mechanisation. Various new equipment such as the automatic disinfection system and orbital scrubbers were brought in during the year and used in various facilities to aid in our housekeeping operations. In collaboration with Workforce Singapore (WSG), a video showcasing on how we have embarked on job re-design to make work easier for our healthcare housekeepers for our ageing workforce was featured. We have tapped on the WorkPro initiatives to make jobs of the housekeepers easier, safer and smarter through the WorkPro Job Redesign grant. UEMS had replaced our conventional mops with the ride-on scrubber machines and autonomous scrubbers, making the work of the mature workers less taxing and increase their efficiency at work.

During the year, our proprietary UETrack™ technology, developed by our very own in-house technology team had infiltrated into across more accounts that we serve in different segments of our business. Among several new initiatives, we continued to moot and innovate several new UETrack™ modules so that these would continue to aid in our service operations. Besides the development of new modules, there were upgrades done to existing modules in catering to the changing needs of our customers and our staff, including new upgrades involving the availability of mobile app on iOS devices. These new initiatives are critical in order to upkeep or rather to be ahead of the trends that would be brewing in the future.

We secured numerous new partnerships and renewed existing partnerships with our existing Customers and new Customers. These are often proud moments for



our staff as it clearly shows the trust and confidence that our Customers have on us. It also goes to show on our marvellous credential and credibility as a Company in expanding our market share and the ability to renew most existing contracts in this very competitive healthcare and facilities management service industry. I am deeply honoured and humbled by these new and renewed partnerships. My sincere appreciation to all staff for making these happen and a big thank you to all Customers for continuing to give us these opportunities.

My heartiest congratulations to all staff for the very successful ISO 9001, ISO 14001 & ISO 45001 migration and surveillance as well as ISO 22301 surveillance conducted during the year. It is heartening to note that there were no non-conformances found. This reflects our preparedness and robustness in our systems and procedures. My greatest appreciation to all staff who have worked hard in these audit preparations and successfully overcoming these audits.

UEMS is a fast-growing Company with very huge potential. As a fast-growing Company, all of you will continue to be assured of every opportunity to grow with the Company and have a good career development path. Staff with high potential and proven that they can deliver will have every opportunity to be upgraded and assume higher responsibilities. My heartiest congratulations to all staff who have been promoted into your new roles and responsibilities over the last year. As you embark on your new roles and responsibilities, I would like to urge you to work towards excelling in these new roles and responsibilities. It is critical to be the best as you can be and continue to excel in your career journey. Please also take this period to learn and re-learn and acquire new skills and expertise and make the best out of them. Continuous learning never stops.

We also believe in play and not just work. We took time out for our team bonding and get-together session. UEMS had held a bowling tournament during the year at Orchid Bowl @ Safran. The team had great fun and never had we imagined that we had so many good bowlers who flaunted their skills. It was a great night's out for UEMS team indeed where all also had the opportunity to mingle and forge an even stronger relationship with each other. Kudos to the super bowlers!

We had participated in the inaugural "Thank You Cleaners' Day 2018" organised by Kärcher Singapore Private Limited, working together with National Environment Agency (NEA) and Environment Management Association of Singapore (EMAS), where our staff were chosen and awarded certificates for the "Best Cleaning Staff" in Singapore. We also participated in the inaugural "Environmental Services Workforce Day 2018", organised by the NEA. Our staff had received awards from Dr Amy Khor, Senior Minister of State for Environment and Water Resources for their dedication in the Singapore housekeeping industry. I am indeed very proud of you!

Our teams took time out to embark on Corporate Social Responsibility works, giving a helping hand to the needy. Our Facilities Management team had donated about 4,000 kg of rice to Bo Tien Welfare Service Society and this is equivalent to the whole lorry load. Whereas, for our External Façade Maintenance team, they have gone to an Orphanage in Batam. I have been told that they have saved up six quarters of OSH-ZIP vouchers for this cause and managed to donate 200 kg of rice, 30 litres of cooking oil and other daily essentials such as toothbrush, toothpaste, toiletries, laundry detergent as well as a McDonalds' Happy Meal for each kid, along with others such as food products. We have such benevolent teams. Bravo!

Apart from embarking in these endeavours, we hosted several learning visits to our overseas partners in our very own UEMS Singapore Training Academy and in various healthcare facilities currently served by us and they were impressed on how we run our business, delivering the desired service levels to our Customers. As part of our knowledge transfer in housekeeping, we also conducted trainings to our regional colleagues where they have acquired very useful housekeeping expertise where they would apply these acquired skills in their healthcare facilities back home. We also conducted service audits to our regional healthcare facilities, as part of cross learning by our regional colleagues. The Singapore team also made a study trip to Taiwan to gain better insights in the operations and best practices in healthcare support services. Finally, in the last quarter of 2018, we held our annual UEMS Work Plan 2019, where key management staff from all countries came together as one to share their success stories so that we could all learn from these success stories. The focus and directions for 2019 were also

shared with all. What an amazing and intense cross-sharing among our regional colleagues!

As we start the New Year in 2019, I would like to remind all once again, as individuals to give your very best in whatever you do, do your best that you can be, adopt a positive mindset, and work together as a team to achieve the Company objectives and render help to our colleagues whenever required. Most importantly, please be passionate in all that you do, as this will certainly make a big difference in the outcome. Our next journey ahead promises to be even more exotic and exciting one for all of us, as much as the past few years. I certainly look forward to continue working with every one of you and hope for your continued support, as you have always been giving all these years.

In this fast changing business environment, I wish to remind all that we must continue to adaptive to the changes in this disruptive economy where we are constantly faced with new challenges and existing challenges that would not go away. We need to think on our feet to overcome these everlasting business challenges.

My hallmark advice - Please continue to work hard, work fast and work smart and never be complacent because the market condition is always changing and never constant. We need to continue to stay nimble and flexible. I have shared this evergreen advice time and again. We must also never live in our laurels and we need to constantly seek for improvements in all that we do, challenge the norms and find new ways to do things more effectively and efficiently, as part of the continuous improvement process. In this disruptive economy, we need to continue to be even more creative, innovative and productive as we continue to serve the needs of our Customers in this service industry.

I am indeed very happy and delighted that UEMS has ended our 30-year journey on the highest note in our history. The great success over the years is a tribute to the collective contribution of UEMS staff who had worked hard to achieve the very good results by adopting robust business models, productive and innovative approaches in our business and in serving the needs of our Customers as we deliver the various services in their facilities. As we continue with this trajectory growth journey, I look forward to everyone's

continued contributions and support. Together, we will continue to strive even harder and achieve new successes and achievements, including making happy or happier Customers and Users in all the facilities that we serve.

As always, I would like to take this opportunity to thank all staff for your great support rendered and tremendous contributions all these years. To all our Customers, as always, our greatest appreciation to you for having UEMS as one of your partners. We will certainly continue with our journey of service excellence and be the best that we can be.

Happy 30th anniversary to all staff and I look forward to many more new successes and achievements ahead in the next 30 years. Thank you.



Tan Cheh Tian (Ms)
Chief Operating Officer, UEMS Group
General Manager, UEMS Singapore

*The Management of
UEMS Wishes all Staff and
Customers a Very Happy
and Prosperous Lunar New
Year. May the Lunar Year of
the Earth Boar Brings You
Great Success, Abundance,
Fortune and Great Health!*



Winning Back Contract @ CGH Housekeeping

By: Zhang Qiang

When we received the official Letter of Award from ALPS in end November 2018, it was a historic moment where our goal of securing the CGH Housekeeping contract has turned into a reality.

In 2012, when we learned that we had lost our housekeeping contract with CGH which we had been serving for 20 years way back since their original site at Toa Payoh, we were shattered. Since then, we had the aspiration that we would win back CGH housekeeping contract one day.

We understand that dreams do not come true by themselves. We need to strive and work very hard to realise them. Over the past 7 years, we have been tirelessly self-reflecting, overcoming our weaknesses, enhancing our strengths, challenging the limits, and pursuing the highest standards of service delivery for our customers. We have put in strong commitment, built up a stable and capable team, strengthened our domain knowledge, invested substantially in mechanisation and automation, spearheaded the development and implementation of housekeeping technologies, and taken initiatives to continuously improve service quality and productivity. Together as a team, we have consolidated our best effort and achieved strong service standards in the healthcare sector.

We are happy that our remarkable improvements over the past years have been recognised by the healthcare industry, not just our existing customers but also the potential

customers like CGH. The official RFP exercise started in May 2018. Since then, we had been showcasing to CGH our improvements and achievements, detailing our proposal to ensure smooth operations, elaborating on our initiatives to further enhance the housekeeping standards, and demonstrating our plans to improve the productivity. We are very grateful that CGH has given us a second chance to work with them.

Now, with the new award, we not only won back the CGH contract, but also expanded the contract size and extended the contract duration. During the previous contract term, there was only the Main Building (MB). Along the way, CGH had developed an Integrated Building (IB) and a Medical Centre (MC) besides the MB. This new contract will cover all the 3 buildings, making its coverage areas much bigger than the previous contract. Furthermore, this new contract which will commence in April 2019 will have a 5 + 5 years duration, much longer than previous contract's duration.

This contract is our biggest win in UEMS' 30-year history. We highly regard this award and take it as a once-in-a-lifetime opportunity to provide the best-in-class service to CGH and rebuild our reputation at CGH. We have started the mobilisation process and put in full force to ensure a seamless transition. We are confident that we will make this contract a success and build a strong long-term service partnership with CGH.

Renewing Contract @ KK Women's And Children's Hospital (KKH)

We are very privileged to have successfully renewed our housekeeping contract with KKH for another 5 + 5 years which will start in April 2019.

We have been serving KKH for 25 years since 1993. KKH has always been one of our biggest customers since then. KKH is also the customer who we have served for the longest time. We are very proud that we have further strengthened this service partnership with KKH. Our team at KKH had indeed put in their best effort to make this successful renewal a reality once again. This successful renewal not only signifies the continuity of our partnership with KKH, but also expands the contract size and extends the contract duration. We will keep on providing the highest standard of service quality to KKH and taking innovations to improve the productivity continuously. We look forward to maintaining the partnership with KKH for many more years to come.



Renewing Contract @ Bright Vision Hospital (BVH)

We are also very proud that our customer BVH has decided to renew our housekeeping services for another approximately 5 + 5 years which will start in July 2019 which is also much longer than the current contract duration.

Our current contract with BVH started in 2016 when we took over from our key competitor. Since then, we have been putting in our best effort to enhance the housekeeping services for BVH, facilitate BVH's operations and various audits, and ensure a hygienic and pleasant environment for its residents.

This is the first renewal of our contract with BVH. The success of the contract renewal marks that BVH has recognised our effort and improvements and is confident that we can further improve our housekeeping performance. We are appreciative of BVH's trust in us. Our dedicated housekeeping team at BVH will continue to deliver top-notch services to BVH and build an even longer service partnership with BVH.



Stronger Partnership @ East Point Mall & 100AM Mall

Renewal of contracts is strong testimony and recognition of the quality service we have provided to our clients. The C&I team is very pleased to be able to receive this recognition with the renewal of the housekeeping contracts at East Point Mall and 100AM Mall for another term. We would like to take

this opportunity to thank our customers from NTUC Income - Frasers Property and Amara Hotel Properties for their support in renewing our contracts. We look forward to fostering a stronger partnership in 2019 and beyond by continuously providing the best value-added services.



Our dedicated housekeeping team at East Point Mall with Miss Tan Pei Ying (Fifth from the right)



Miss Floeve Lai (Forth from right) and her supportive staff with our housekeepers at 100AM

Activities @ Sengkang General Hospital (SKGH)

By: Tan Wei Neng

Since being awarded the Sengkang General Hospital (SKGH) Health Attendant (HA) contract, our Operations team has been working hard to recruit and ensure that our processes and SOPs are aligned with the hospital's requirements for the orientation and core skills training before the first batch of HAs were onboard.

Our team has received overwhelming response from our various recruitment channels such that we had the luxury to select only the best candidates.

Within weeks, we have had 100% of manpower required for phase one and 50% for phase two. To-date, our team has successfully completed 3 phases of ramp up. In tandem with the progressive opening of the hospital, we will be ramping up HA manpower in April and August 2019 as well.

With SKGH being a brand-new hospital, the team worked diligently to ensure that our training programme is aligned with their requirements, thanks to the excellent collaboration with stakeholders from Radiology and the Inpatient wards. On day one, we successfully deployed our trained HAs to their assigned locations in the various department.

Our team continues to engage all stakeholders as part of our continuous improvement effort and we look forward to strengthening our relationship with the hospital in future.



National Day Celebration @ Changi General Hospital (CGH)

By: Edward Tjptanata

In continuation with our HSHC programme, UETrack™ - Porter team at Changi General Hospital celebrated 2018 National Day Celebration with lucky draw prizes, vouchers, games, door gifts and awards given out to our porters based on the compliments received from the customers and patients.

We are honoured to have Ms. Tan Cheh Tian, COO of UEMS Group & GM of UEMS Singapore and Mr. Srinidhi Gopalakrishna, SVP Technology Services to grace this event.



Activities @ Changi General Hospital (CGH) On 17 September 2018

By: Edward Tjiphanata

Senior Minister of State, Ministry of Trade and Industry, Dr. Koh Poh Koon visited Changi General Hospital on 17 September 2018. During the visit, our porters showcased the HOSPI Robots and the Motorised Trolley Movers to Dr. Koh, and explained how these automations had helped in increasing porters' productivity and reducing fatigue.



HSBC cum Staff Birthday Celebration @ Changi General Hospital (CGH) On 6 September 2018





Smooth Transition @ Ren Ci Community Hospital On 1 January 2018

By: Samantha Choo

UEMS was excited to mobilise for the new Ren Ci Housekeeping account which started on 1 Jan 2018. Thorough preparation was planned and conducted prior to service commencement, and we had mobilised the team to operate successfully on Day 1.

On the 1 Jan 2018, New Year's Day, the whole team arrived at Ren Ci around 0630 hours. Housekeepers were assigned trolleys and stationed locations. Briefings were also conducted to ensure all staff are familiar with their roles and responsibilities. We also renovated the office to create a conducive environment for the staff to perform administrative duties, have their meals where we provided 2 microwaves for Muslims and non-Muslims, and lastly a comfortable and proper rest area. Overall, it was a very smooth transition and successful mobilisation.

Vegetarian Day @ Ren Ci Community Hospital On 21 October 2018

Ren Ci's Vegetarian Day was held on 21 Oct 2018. It was a day where we pulled the team to come together as ONE, working in unity to deliver support to the hospital for this event. Each staff played a critical role in ensuring the success of the event and volunteered for various tasks.

My two daughters wanted to gain the experience, so they joined in and performed simple tasks of picking up loose litter, thus showing that the younger generation is also able and willing to chip in for a meaningful event. By the end of the evening, the staff were still going strong and then everyone was just there for the tear down and clean up.

The three champions, Halim, Raventhiran and Dhanaraj stayed till 1:00am to ensure that the car park was washed down and rubbish was all lined up nicely for the general waste vendors to come and collect. An amazing day and experience for all. Ren Ci was back to normal and ready for operations Monday morning.



PM Lee Site Visit @Kwong Wai Shui Hospital On 10 October 2018

By: Samantha Choo

UEMS had the golden opportunity to be involved in the PM Lee's site visit on 10 Oct 2018, which coincided with KWSH's 108th anniversary. A name list of UEMS team members, Rajesh, Henry, Reus, Ann and Sunny was provided to the KWSH Management to be screened for security reasons and gain entry into the open atrium for the purpose of maintaining its cleanliness. UEMS started the housekeeping 3 days before the event to ensure full cleanliness of the KWSH environment in all areas.

On the actual day of the visit, 5 selected UEMS team members were on shift as early as 0700 hours to perform the rounding and the final touch up before the start of the event. The event lasted for two hours and after everyone left, UEMS swiftly did the clean up to turn the site back to its original state.

By: Samantha Choo



UEMS Activities @ Khoo Teck Puat Hospital (KTPH)

By: Zulkifli Somo

KTPH Portering Start Up

In Aug 2018, KTPH, our existing customer for Housekeeping Services requested for our support to provide porters on an urgent basis. This was a unique opportunity for our porters to supplement in-house KTPH porters. This request from our long-standing customer demonstrated the trust placed by KTPH in UEMS. The request and subsequent mobilization took place within 1 week.



UEMS Porters undergoing
E Push bed training



Patient transfer training



PPE training for UEMS Porters

Successful Contract Renewal and Expansion in Scope of Service

By: Zulkifli Somo

In July 2018, UEMS successfully clinched the Housekeeping Contract renewal for KTPH for a further period. The award of this contract comes with additional scope and areas. This new scope includes biohazard waste removal, Linen top up/ curtain change, Learning Centre, Clinical/research Laboratory and the Specialist Clinics within Tower C. With the additional scope and area of the daily FTE manpower requirements have been increased by 32%.

Specialised training has also been conducted for the additional scope and areas such as blood spillage cleaning, mortuary terminal cleaning and fridge cleaning in conjunction with customers.



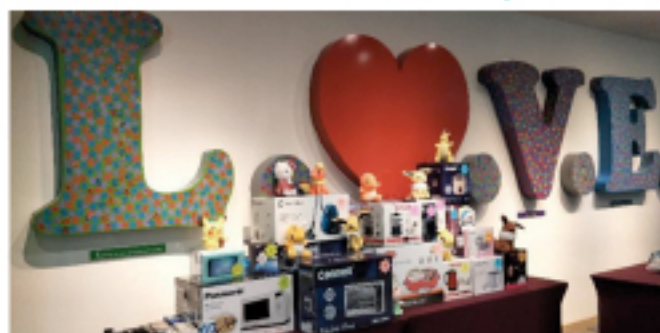
UEMS Activities @ Khoo Teck Puat Hospital & Yishun Community Hospital

By: Low Bee Choo

ESD Day Celebrations

23 November 2018 marks ESD day for NHG's Yishun Campus. It was the first time the event was held jointly between KTPH and YCH ESD Department. Landscape, Pest Control and Facilities departments were invited to attend the event as they are key partners of the ESD. The celebration was packed with fun activities such as cutting of big birthday cake, photobooth, bingo games with attractive prizes, "kacang putih" appetiser and the scrumptious spread of buffet and ice cream potong dessert.

UEMS sponsored the door gift of foldable travelling bag and some vouchers for the lucky draw.



Attractive lucky draw prizes



UEMS Activities @ Medical Centre OT - Fire Drill Exercise On 31 October 2018



Housekeeping Team participated in the Medical Centre Operating Theatre fire drill. Together with the OT doctors and nurses housekeepers also followed every detail of the fire evacuation procedures.



UEMS Activities @ NUH Medical Centre



The Ball Relay Race



MCI Activated ! @ NUH Medical Centre On 10 November 2018

By: Mohamed Joffri

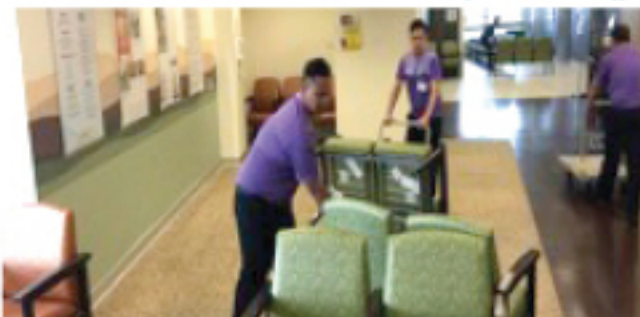
UEMS housekeeping team participated in NUH Kingfisher Exercise which was conducted by the Ministry of Health, Singapore. This put to test the hospital's plans on responding to mass casualty incident.

Our Team assisted in shifting the furniture at the Medical Centre ASW to prepare the area in receiving patients. Housekeepers were trained together with other NUH departments for many months to ensure proper coordination and likewise, safety in their given roles. Cleanliness of the area was also maintained despite the influx of patients.

Housekeeping team also assisted in keeping the cleanliness of the Tower Block area where the Command Centre was Located. Regular checks of the toilets and corridors were done and likewise immediate response to ad-hoc requests were carried out.

As the MCI stand down was announced, relief from the housekeeping team and all other departments could be felt. The team performed well. All the hardships during the many MCI drills had paid off. It is the team's dedication to serve that made the housekeeping operation during the Kingfisher Exercise a success. This experience made UEMS housekeeping team more prepared in assisting and responding to emergencies.

The housekeeping team had gone through the PDPA training and quiz as required by NUH. Trainers emphasized on the importance of helping the hospital keep patient data confidential. Housekeepers were also trained on how to respond when data has been breached. At the end of the training, quiz was given to all housekeeping staff. All were delighted to have passed the PDPA quiz.



HOUSEKEEPING



PARAMES
HOUSEKEEPER



UVEHRAJA
TEAM LEADER



ANBARASI
SUPERVISOR

If you need assistance, please contact:
Housekeeping Office: 6772 8989
Duty Handphone: 9296 0955

With the implementation of the housekeeping team poster at NUHS Tower Block staff pantries, users became more familiar with the housekeeping personnel at their own department.

It also helped build rapport with the users as they do not only identify the housekeeping team in their uniform but also with their own name. In addition to this, communication between the users and the housekeeping team has improved because they can easily locate the housekeeping contacts provided.

Key Highlights @ KK Women's And Children's Hospital

By: Steven Chew

Introduction of Automated Disinfection System (ADS)

ADS was introduced at KKH as an enhancement to terminal cleaning of isolation rooms in August 2018. This product is from France and the method of cleaning used is vaporization of 6% hydrogen peroxide. It requires minimum human supervision to operate, can be automated or remotely controlled via mobile app. ADS is effective as it can reach all exposed surfaces, even hard to reach places. Risks are also mitigated due to human errors.

Improvement in Hand Hygiene Audit Results

In alignment with KKH safety goals, the UEMS management has been consistently embarking on various measures to improve hand hygiene in the hospital.

- Invested in a dedicated Infection Control Nurse to drive the improvement and compliance in hand hygiene programme at KKH.
- Provided real-time feedback and education to housekeepers during audits to enhance appreciation of the need for hand hygiene.
- Counselling and retrained housekeepers who failed hand hygiene audits twice consecutively.
- Regular reinforcement of the importance of hand hygiene during roll calls by supervisors.
 - a) Presented gift vouchers to motivate staff who perform well.
 - b) Introduced the hand hygiene dance to motivate staff and make this task fun.



Team Leader Paul operating the ADS in a patient isolation room.



With these concerted initiatives, UEMS has achieved consistent improvements in hand hygiene audit results in 2018 and achieved an all-time high of 96.1% for the period of Jul-Sep 2018.

"Clean up for Patient Safety" is a productivity improvement project that was developed to address the many cleaning challenges faced during the scheduled cleaning in the wards due to patient acuity and high occupancy rate.

The productivity improvement was initiated by Nursing Division, headed by Deputy Director, Nursing, Ms Lau Gek Muay in collaboration with Environmental Services and Facilities Management Departments. With better coordination between Nursing and Environmental Services, more areas have been released for cleaning

with the objective of achieving a higher level of patient safety.

After the implementation of the project, the areas being cleaned within the scheduled timeframe improved from 81% to 93%. This is definitely a very good achievement towards promoting Patient Safety. KKH submitted this project to the Hospital

Management Asia for participation in the Asian Hospital Management Awards 2018 (AHMA) and won the "Excellence" AHMA Award under the Facilities Management and Financial Improvement category. The Award was given out during the AHMA conference held in Bangkok, Thailand on 14 September 2018.



Hand Hygiene Award recipients



ES Assistant Manager Richard Halili together with Nursing Deputy Director Lau Gek Muay and Senior Executive Rena Leong receiving the Award in Bangkok.



Periodic cleaning team, ES & FM staff.

KKH 160th Anniversary

This year, KK Women's and Children's Hospital celebrated its 160th Anniversary. This celebration was held at Shangri-La Hotel on 27 October 2018. Deputy Prime Minister, Tharman Shanmugaratnam was the Guest of Honour and it was attended by leaders from the Ministry of Health, SingHealth and other healthcare clusters, donors and community partners, colleagues from across KKH's divisions and departments as well as the hospital's volunteers and supporters.

The KKH 160th Anniversary Dinner was held in support of disadvantaged patients in need of financial assistance for medical treatment and intervention through the KKH Health Fund. UEMS supported this worthy cause through a sponsorship and participated in a night filled with fun and excitement.



ES executive team with UEMS Director of Training, Wong Sioe Pa



ES executive team with OSS Director, Michael Ng and Deputy Director, William Teow



ES executive team with CEO, Prof Alex Sia



COO of UEMS Group, GM of UEMS Singapore, Mr Tan Chek Tian

KKH Annual Dinner & Dance

KKH held their annual Dinner & Dance on 6 October 2018 at Marina Bay Sands. As part of the KKH family, UEMS joined in the celebration. It was a night filled with fun and friendship, wonderful food and exciting entertainment. To top this off, Steven Chew, serenaded the audience with his powerful melody of "Ai Piah Jia Eh Yia".



ES staff with CEO Prof Alex Sia, OSS Director, Michael Ng and Deputy Director, William Teow

Happy Staff Happy Customer (HSHC) event @ KKH

Instead of the traditional "Happy Staff, Happy Customer", KKH ES team held the event on 27 November 2018 differently by inviting Singapore Police Force to give a talk on SGSecure. Officer Teo from Tanglin Police perked up the audience with an enlightening talk on.

We also took this opportunity to invite Station Inspection Cheng to give out the Honesty Awards to the Housekeepers for their act of honesty in the course of work.



Housekeeper Xinhong receiving the "Best Grooming Award" from OSS Deputy Director William Teow



Team Leader Ramesh receiving the "STAR Award" from OSS Deputy Director William Teow



Honesty Award recipients with Station Inspection Cheng from Tanglin Police

Upcoming New Project: Bed Transporter By Mid 2019 @ Changi General Hospital

A total of 4 public hospitals, including Changi General Hospital, is part of a project where 600 bed transporters will be rolled out for usage by mid-2019. Initiated by MOH to scale productivity and piloted at Changi General Hospital, the transporter works like an engine attached to the bed, enabling one person to easily move the bed.

There are 2 variations of this transporter: 1 to 1 in which the transporter is permanently fixed to the bed; and 1 to many where the transporters are able to be fitted to different models of beds. The ultimate goal for this project would be changing all the beds to fit the 1 to 1 module.

Our CGH porters were heavily involved in the bed transporter project as this automation was intended to help the older workers avoid fatigue when the



Our staff exploring with the bed transporter at the ward

bed was being pushed, as the transporter would take over the load. It would also help to resolve the scarcity of manpower as, with the help of the transporter, only one porter or nurse is needed to push the bed.

UEMS Portering Activities @ Tan Tock Seng Hospital

UEMS is, once again, delighted to celebrate the successful renewal of Portering Services and Group B Health Attendant Services at Tan Tock Seng Hospital (TTSH). In addition to Portering and Health Attendant Services, the Courier Service Team (CST) contract has also been awarded to UEMS in this contract renewal. The team has promptly mobilized and incorporated this new service line with our existing services to provide a seamless transition and more synchronized services for our customer.

By: Eduard Poh

It has, indeed, been a fruitful and wonderful journey for UEMS to serve TTSH and the renewal of this contract is a testimony to the quality of our service. UEMS is very much committed to continue seeking and creating opportunities for service enhancements while ensuring safe and timely service delivery.

Our site team will continue to work closely with our valued client as they expand. UEMS' commitment to maintain this strong relationship with our customer will continue in the years to come.

Study Visit to UEMS Taiwan

By: Eduard Poh

For years we have been hearing of the awesome spirit and energy of our Taiwan team in the mobilisation of new projects. More often than not, they were given a few days' notice to take over the existing operations from the incumbent. With such a short timeline, it was indeed a miracle that they were able to accomplish it on time.

From 11 to 15 September 2018, a few of our key managers were given an opportunity to visit and learn from our Taiwanese counterparts. We had a very fruitful learning experience. We visited two hospitals in Taipei, the Tri Service General Hospital and the National Taiwan University Hospital. The team shared with us their success stories and we were deeply impressed by their level of commitment and hard work in making the transition a success. They were relentless in their recruitment efforts and worked tirelessly to ensure sustainable solutions to address operational gaps. For existing accounts, they continued to innovate and implement sustainable process and work improvement programmes as well as value-added services or technologies that differentiated UEMS Taiwan from the rest of their competitors.

During our time there, we were indeed privileged to be invited to participate in their Senior Management Training. It was truly an enriching experience as we observed the united team spirit which greatly



TAIWAN



UEMS Taiwan Senior Management Retreat (SMT) in Taiwan

contributed to their success. The new managers were encouraged to take the lead and to actively participate in activities as well. Success stories were to passionately shared by participants to inspire others and the management took the opportunity to recognise and reward their top achievers with cash incentives.

This has been a truly great learning experience and I look forward to more exchanges between our 2 countries.

UEMS Partnership with Parkway Hospital – Housekeeping

By: Zulkifli Somo

In Aug 2016, Gleneagles Hospital, part of the Parkway Pantai Group of Hospitals invited us to support the hospital in the following areas of operation:

- Ward discharge housekeeping support
- Operating Theatre Technicians
- Operating Theatre Cleaning
- TSSU Technician Support

The group of staff stationed at Gleneagles is a unique team as it is necessary for them to work with the customer very closely. Ward discharge cleaning and OT operations are key processes in any acute healthcare institutions.

In July 2018, Gleneagles Hospital recognized this quality in one UEMS staff, Ismail B Muhamad. He was presented with the Service Champion Award for 2nd Qtr 2018 in recognition of his outstanding service to the patients and customers of the hospital. The Award also comes with a cash prize of \$100.

Ismail B Mohd in Gleneagles' Housekeeping uniform.



Ismail is a veteran in UEMS having served more than 15 years with us. This recognition from the customer at Gleneagles Hospital testifies to UEMS commitment to provide good quality staff and service regardless of the contract size.

UEMS Partnership With Parkway Hospital – Portering

By: Edward Poh

With effect from 1 December 2018 Team UEMS extended our Portering services to Parkway Hospitals for another year. After a successful run at both Gleneagles Hospital and Mount Elizabeth Novena Hospital, we are grateful to be given the opportunity to extend our portering services to Mount Elizabeth Orchard Hospital.

This is indeed a testimony of the strength of our Operations team with their consistent and professional performance. Most importantly, our UEMS Technology Services Team has been instrumental in rendering their support in customising our proprietary, UETrack™ - Portering system, a critical tool that has positioned us above our competitors.



Team UEMS with Gleneagles Team



Team UEMS with Mount E Novena Team

Red Cross Home for The Disabled

UEMS housekeeping team had embarked in providing housekeeping services to Red Cross Home for the Disabled in early 2018.

Located in Bukit Merah, the Red Cross Home is a residential home for those with multiple disabilities. It also operates a Day Activity Centre providing day care services for those needed.

Our ever-ready team strives to deliver quality housekeeping services to the Home to ensure that all residents and users can live and work in a clean and pleasant environment.



Tampines Care Home

We are pleased to share that we had successfully started our housekeeping services at Tampines Care Home in May 2018. This newly opened Care Home is the third care home operating under Vanguard Health by the Ministry of Health Holdings(MOHH). The existing 2 operating care homes are Pearl Hill's Care Home and Woodlands Care Home. There is a total of 5 care homes under Vanguard Health by MOHH.

With this, UEMS further strengthens our presence in the healthcare sector, especially in the eastern region of Singapore.



MWS Bethany Nursing Home

The trust and teamwork built over 2 years between UEMS and MWS Bethany Nursing Home have paid off as we have successfully renewed the housekeeping contract with MWS Bethany Nursing Home in April 2018.

This is a recognition for our team that ensures high quality service standards on the ground.

With this renewal, our devoted housekeeping team will be inspired to work harder and continue to deliver top-notch services to our customer.



Marina Bay Sands

UEMS has once again renewed our specialisation of stone care services for Marina Bay Sands. Our maintenance team ensures that the service and quality provided with best stone flooring care is unparalleled for Singapore's first integrated resort.

The renewal is a testament of value added services provided to our valued customer and a commitment for us to fortify our partnership with Marina Bay Sands.

StarMed Specialist Centre

UEMS is proud to be awarded the healthcare housekeeping services at StarMed Specialist Centre.

Formerly known as Farrer Square Medical Centre, StarMed Specialist Centre is Singapore's first private one-stop ambulatory care centre, which primary focuses on cardio-vascular, digestive, minimally invasive surgeries and diagnostic services.

Our housekeeping team has worked hard in providing highest standard of housekeeping services to the Centre, including facilitating the passing of the MOH licensing audit. We will continue serve the customer with our best effort.



Khoo Teck Puat Hospital (KTPH)

We are very honoured to announce that we had successfully renewed our contract with KTPH for the provision of housekeeping services.

As an acute hospital, KTPH is the biggest hospital in the northern region of Singapore. We are very proud that we have been the selected service partner to provide high standard housekeeping services to KTPH since 2013.

The success of this contract renewal sees not only the continuity of the existing contract coverage, but also the expansion of the coverage areas and the work scope. This signifies customer's recognition on our service quality and commitment.

We would like to express our appreciation to our hard-working KTPH operations team who made all this possible and our KTPH customer who values and trusts our service delivery. We will definitely continue putting in our best effort to further strengthen this service partnership for many years to come.



Maybank

We are delighted to share that UEMS had again secured the renewal of housekeeping contract for Maybank branches.

Our site team has been providing high quality housekeeping services to Maybank since 2008. We

also work closely with Maybank to improve our service standards by streamlining work processes and flows.

We would like to thank Maybank for giving UEMS this opportunity and the trust built throughout the years. We will definitely continue the quality services and build our service partnership for years to come.

UEMS Annual Dinner & Dance where Retro Meets Disco

By: Karyn Cheng

UEMS Singapore held the Annual Dinner & Dance at Marina Mandarin on 28 December 2018 with more than 300 staff turned up, dressed to the theme of "Retro Meets Disco". Many came in their best retro outfits, aiming to win the best dressed prize and most importantly, get into the spirit of the 1980s!

An evening of sumptuous cuisine commenced after the opening showtime by the LED drummers. Followed by the heart-warming welcome speech by Ms Tan Cheh Tian, COO of UEMS Group and General Manager of UEMS

Singapore. The invited guests and UEMS management team were also invited on stage for the champagne and cake cutting ceremony to celebrate our 30th year anniversary. The ceremony signified the achievement of a new milestone and the continued commitment in our business.

All the guests in the ballroom were entertained with performances on stage and were eager to win the attractive lucky draw prizes. It was joyous to see many faces beaming with joy and laughter as we were amazed by the "brave" contestants

with wonderful outfits, hairstyles and accessories during the best dressed competition.

The night drew to a close as Ms Tan presented prizes to the top 10 lucky draw winners on stage. All in all, it was a wonderful glamorous night filled with delicious food and endless laughter.

We would also like to take this opportunity to thank everyone for attending the Annual Dinner & Dance and sharing the sweet memories together at the event.





30th Anniversary







Contract Renewal & New Contracts

By: Kate Tong

UEMS has clinched the new contract to provide Integrated Facilities Management Services for Singapore Examination and Assessment Board (SEAB) for two years from 1 April 2018 till 31 March 2020, with an option to extend for another one year. We provide the whole spectrum of services including M&E and building maintenance, cleaning, pest control and horticulture service. This new win serves as a valuable addition to UEMS's growing clientele.

In addition, we also successfully renewed all existing contracts to provide Facilities Management services to prestigious clients such as Parliament House, PUB, Buddha Tooth Relic Temple, Mitsui House, HDB Industrial and Central Clusters and Golden Pagoda Buddhist Temple. These successful renewals can only be achieved through our excellent services, team work and continuous improvement mindset. We highly value the partnership we currently have and will continue to provide quality services to our valued customers.



Project Management

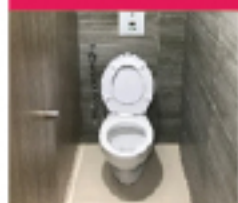
By: Timothy Teng

UEMS provides Integrated Project Management (IPM) solutions for our customers ranging from Design, Authority Submission, GeBIZ Tenders (Invitation to Quote/Invitation to Tender), Construction and Completion.

We have a fully dedicated team which consist of Professional Architects, Qualified Persons (QP), Licensed Electrical Workers (LEW), Project Managers, Supervisors and Skilled Workers whom is committed to provide innovative approach to service delivery and performance. The team will work within customers' budget and project schedule by the timeline given.

We have worked with our past & current customers to provide draft requirements and specifications in preparation for their term contracts or ad-hoc tender documents to be published in GeBIZ. Through providing reliable evaluation comments and recommendations of the selected proposals, the customer will be able to award the tender to the most suitable Tenderer. We will ensure that constant updates and progress of the project/construction work are provided to our customers from pre-commencement to post-completion. Regular site meetings, inspections and monitoring are conducted to ensure that the work progress is within schedule, good workmanship and specifications/requirements of approved works drawings/plans are met.

Design and Installation of Air Conditioning for Offices and Recreation Building



Toilet
Renovation



Office
Renovation



Lift
Modernization



Manpower Support

By: Kate Tong

UEMS Facilities Management team has ventured into supplying local in-house capable technicians and AV Technicians to the local FM industry. Finding good technicians can be challenging and time-consuming process in a tight labour market. Tapping on our extensive network and resources, our service is designed to meet our customers' needs for manpower support.

We specialise in temporary / permanent placement/ contract technicians outsourcing not only for building owners or tenants but also for all FM partners.

We work closely with customers to understand the company's culture and requirements in order to provide the right match. Our utmost aim is to offer our customers a peace of mind by filling the demand gap of skilled technicians.

We have in-house training centre where newly joined technicians are briefed and guided carefully through On-Job Training sessions before they are ready and deployed out to job sites.



Our Tampines Hub Creative Mindset Hub Launch

By: Soh Chun Kang

On 1 Dec 2018, we are honoured to support our customer (People Association) in hosting the Creative Mindset Hub Launch at Our Tampines Hub (OTH). The event was graced by Her Excellency Madam Halimah Yacob, President of the Republic of Singapore and other distinguished guests that include Mr Baey Yam Keng, Senior Parliamentary Secretary and CEO of National Heritage Board, Singapore.

UEMS Facilities Management Team, the appointed Managing Agent for OTH, had worked round the clock to ensure that the building was presented at its optimum condition for the distinguished guests and the public during the event. The team conducted pre-event check on the equipment, systems and the facilities and worked closely with other service providers (Security and Housekeeping) and PA to ensure that the event went smoothly as planned.



The event ended successfully and it was a fulfilling achievement for the whole team. Kudos for the hard work put in by the team.

Buddha Tooth Relic Temple & Golden Pagoda Buddhist Temple

By: Andrew Chong

This is a challenging year for our both portfolios. Both the contracts for Buddha Tooth Relic Temple and Golden Pagoda Buddhist Temple expired in Aug 2018 and Dec 2018 respectively. However we have successfully extended the optional 1-year service for Buddha Tooth Relic Temple and won a new 2+1 years contract for Golden Pagoda Buddhist Temple.

We are delighted that the customers place their trust in us and believe that UEMS possess the capability to manage their two portfolios.

On Jun 2018, Prime Minister of India, Narendra Modi accompanied by our Minister for Culture, Community and Youth, Grace Fu visited Buddha Tooth Relic Temple during the 3 days tour in Singapore. Our team diligently ensured all the systems in the temple were in good order and standards were good. Apart from that, our team had also planned and managed the crowd control to ensure that operations when smoothly.



Buddha Tooth Relic Temple with chanting activities ongoing.



Golden Pagoda Buddhist Temple celebrating Mid-Autumn Festival



Buddha Tooth Relic Temple – staff monitoring the AV system



Visiting to Buddha Tooth Relic Temple



HDB Kampung Admiralty

By: Lee Tak Keong

HDB Kampung Admiralty is Singapore's first retirement community. The integrated complex includes residential units, medical centre, childcare centre, eldercare centre and commercial shops. UEMS is proud to be the first Managing Agent for this integrated complex. The site team has come a long way since the commencement of this contract, including managing the defects rectification progress by the main contractor, liaising with tenants on fitting-out works, attending to residents' feedback and conducting visit tours for VIPs.



Some of the important events held at Kampung Admiralty include the opening ceremony by PM Lee, recording of National Day message 2018, President's visit and foreign delegates' visits. It kept the site team busy the whole year round but it was worth the extra effort put in to make the VIPs visit a success.

Moreover, Kampung Admiralty has recently won the World Building of the Year at World's Architecture Festival. With the latest award, Kampung Admiralty will be expecting more visits, be it locally or from overseas as it has catapulted Kampung Admiralty into the spotlight on the world architecture map. The site team has worked tirelessly to ensure that Kampung Admiralty is in tip top conditions and in responding to any site matters immediately.



Parliament House

By: Bryan Ng

UEMS is proud to be awarded the contract for another optional year to provide Managing Agent Services in Parliament House of Singapore.

This is a very challenging unique year for this contract with various important key activities for the past one year. Major events such as the meeting of Governors of ASEAN capital cities is held in this house. Our FM team has put in extra efforts in coordinating and ensuring all works within the facilities are in tip-top condition. There is only one common goal which is to ensure the overall success for all events taking place in Parliament House.

Parliament House is also a BCA Green Mark Platinum Building. To upkeep this award, our FM team is always



monitoring the energy, water & waste consumptions diligently within the house. We have also implemented numerous measures to assist the customer to achieve energy saving within the building.

The renewal of this contract is a recognition of our quality services to our valued customer.



JTC - FM Adoption Of System

By: Lee Tak Keong

UEMS is proud to be a working partner for Jurong Town Corporation (JTC) to manage their Woodlands Mega Blocks industrial facilities. Being industrial buildings, there are hundreds of workers using the toilets daily and to effectively maintain a clean and presentable toilet is labour intensive. In UEMS, we strive towards productivity and intelligent technology to ease the workload.

We have introduced and presented the UETrack™ - Feedback Management System (FMS) and UETrack™ Toilet Demand Inspection System (TDIS) to JTC. They are keen on implementing both FMS and TDIS on ground, which will help the housekeeping team to effectively monitor and upkeep the toilets. Both the JTC officers and the Housekeeping team fully support this implementation.



UEMS is glad to share how UETrack™ can help in the housekeeping matters and how it can help the housekeeping team to ease their workload with technology. With this successful implementation, the housekeeping team had benefited from UETrack™.

HSHC Buffet Lunch @ National Design Centre

By: Lee Tak Keong

On 2 Nov 2018, National Design Centre had its last and final HSHC buffet lunch. The HSHC buffet lunch was an appreciation gesture for all our valued customers, i.e. MCI and DSG as well as UEMS staff. All of us enjoyed the sumptuous buffet lunch and we all had a great time talking about our journey through these years. A big THANK YOU for all who have attended.



Keep Up The Good Work @ Maritime and Port Authority of Singapore (MPA)

By: Lee Tak Keong



Hi Noriman

UEMS has recently employed Airi to do the civil works for my section. This mail is to inform you that Hazman has performed well covering my civil works in addition to his M & E works. He deserved a commendation letter/incentive.



I would like to commend UEMS staff and resident manager, Noriman for his excellence service and support during the 15-week renovation period for the Maritime Innovation Lab. Although he joined the project halfway through, he has picked up very fast and was relentlessly pushed all the contractors and gone out of his way, i.e. rendering personal time, to support MPA. On behalf of RTID, I would like to express my appreciation to Noriman for this excellent service.

Facilities Management Customer Satisfaction Survey Forms

By: Wilfred Lee

It is heartening to receive good numerous feedbacks from customers during our half-yearly customer satisfaction survey exercises. We treat every survey feedback collected seriously and positively. In-depth joint evaluation and discussions with individual Facility-in-Charge are conducted together to review on our past performance level. SOPs and KPIs are reviewed and refreshed.

All Site Managers during their off peak period will be assigned to attend In-House UEMS Manager training at our HQ Training Centre. Enrichment courses which

are relevant to the current FM industry are embarked on and shared with all our Site Managers during each in house training sessions.

The team shares a common goal which is to enhance on our service delivery to all our valued customers. We are glad to deliver and have received many positive favourable comments from most of our existing customers during the last survey conducted. The positive feedbacks we received is a testimonial of our unwavering efforts in providing quality services to all our prestige customers.

Technology Development

By: Srinidhi

UEMS Sets Up Centre of Innovation Excellence (CoE)

UEMS in its endeavour of becoming the market leader in the facilities industry has fostered the culture of innovation & operational excellence to its teams for many years. At this important time of transition in the market, where all stakeholders are forthcoming to innovative solutions and looking at adopting technologies into their work domains, the need for a focus group hasn't been more relevant than today.

Several organizations today look into innovation as a type of turnkey solution without understanding the flair for its need to create substantial value to all stakeholders involved.

With an objective to achieve the best results, UEMS has set up the Centre of Innovation Excellence which strives to provide the best practices that can be adopted across all its customers to create transformational value and improve the quality of service delivery.

Centre of Innovation Excellence comprises of leaders from multi-disciplinary functions with deep technical

skills and expert industry knowledge. They will bring new refreshed energy to resolve challenges faced by our customers and our operations teams alike, through effective use of technology and automation at workplace. With UEMS philosophy of innovation, Centre of Innovation Excellence will have access to the best resources from around the world that can be adopted as part of our work practices. This is UEMS commitment to its customer.

Centre of Innovation Excellence will focus on different aspects of innovation like Mechanization at workplace, Collaboration through Technology Solutions, Work process design & reengineering, Talent recognition & Development and Robotics, IoT and Analytics practice.

Each of these practices collaborates with industry partners and governmental agencies while developing an intuitive model to improve the overall service delivered to the customer.

KKH Upgrades To UETrack™ BDMS Mobile App

KKH housekeepers are now using UETrack™ BDMS Mobile app for discharge cleaning process. Earlier, housekeepers relied on receiving daily bed discharge cleaning request through an SMS notification. This required Housekeepers to respond and indicate the completion of the job by responding through SMS again. As a natural upgrade, UEMS technology services team has developed a mobile application that makes it easier for housekeeper to indicate the bed status in the system.

The mobile application data is already integrated with UETrack™ HPBS that allows the housekeeping executives to get a view of all discharge cleaning jobs on their mobile app. This empowers the executive to take an informed decision should there be a surge in discharge cleaning in certain locations. The bed turnaround time is automatically computed and sent to the customer as a report through email.

Another key highlight of this upgrade is the availability of this mobile app on iOS devices. This marks a major milestone for UEMS objective to empower ward housekeepers with mobile app that brings efficiency in communication while automating workflows.



Singapore Youth Flying Club Implements UETrack™

UETrack™ module for Facility management services has been implemented in Singapore Youth Flying Club in October 2018. With an increasing need for use of technology to better manage resources, UETrack™ offers assignment of work orders to technical staff on their mobile app. The system is equipped with various features that allows the technicians to receive their daily task list including PPM and WO on their mobile. They can also see the list of assets tagged to the locations in the facility for them to easily conduct maintenance checks.

The customer can also get to see a snapshot of all issues related to FM Services like WO, PPM, Staff on duty and their location. With its SmartAssign™ programme, UEMS hopes to increase the communication efficiency and further improve productivity of staff.

Singapore Youth Flying Club is UEMS first aviation project as SYFC 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.



UETrack™ - Cyber Security Training Introduced For All UEMS Staff

UEMS prides in being a leader in providing technology solutions in the area of facility management & support services. Over the years UEMS has developed many technology products through its UETrack™ programme that has empowered our staff to use technology in their daily work. UEMS also recognizes the importance of cyber security given the exposure to technology on a daily basis and the threats we face in handling the information. UEMS has introduced a UETrack™-cyber security training for all its employees that would prepare them as a defence in cyber threats. This training brings awareness to all employees on cyber threats, best cyber practices while at work and general reporting structure for any suspicious cyber incident. UEMS will be extending this to all staff that are exposed to using UETrack™ or any other computer systems.

UEMS Trials SmartToilet Model at KKH

In line with its strategy to adopt technology for improved workflow processes leading the productivity, UEMS has conducted trials of its SmartToilet setup at KKH Hospital. This SmartToilet setup will include sensors that measures the number of visitors to the toilet, smart bin sensors, sensor to measure bad odour along with a touchscreen toilet feedback system. All the data from these devices are then processed to create an automated workflow for housekeeper to conduct toilet cleaning. UEMS is working with KKH team to implement more sensors that can be integrated into UEMS SmartToilet programme.

All these notifications are sent to the housekeeper on their mobile app and is also integrated with supervisors HPBS mobile app. This will ensure it is easy for executives to oversee the job done by housekeeper on the ground while also using its escalation feature.

UETRACK™ - CoE for Portering

Portering teams from Taiwan and Singapore came together for a 2 day brainstorming session on 29 May & 30 May 2018. This is as part of the Centre of Excellence program initiative that brings synergies amongst UEMS subsidiaries while developing new features in UETrack™ system around the best industry practices and the trends set by healthcare organizations. With

this 2 day session, the Portering team came together with technology services team to brainstorm new ideas and identify the challenges faced by operations that technology team can develop a solution. The key takeaway was a product roadmap for UETrack™ Portering that extends to 2019 and beyond.

2018 UEMS Training Highlight

By: Wong Sioe Pa

Training Support for New Accounts

UEMS welcomed 2018 with many excitements on the business. Likewise, Training Department is very much occupied to support the operation readiness by equipping the workforce with necessary competency to execute the job. During the first half of the year, Training Department supported new projects startup such as, Ren Ci Community Hospital's housekeeping services, Alexandra Hospital's new service expansion in Health Attendant services, Sengkang General & Community Hospital's Healthcare Attendant Services, Tan Tock Seng Hospital's Health Attendant services expansion, StarMed Medical Centre's housekeeping services, Tampines Care Home's housekeeping services, WeWork's various branches housekeeping services.

Aligning with healthcare environmental housekeeping higher expectation, Training Department continuously trains staff so as to achieve successful service KPIs and other audited by the customer i.e. hospital high touch cleaning enhancement for Glo-Germ audit. Mechanized cleaning machines were progressively implemented to enhance our staff productivity. Equally important is our in-house WSQ Environmental Cleaning programmes conducted every month to comply with NEA licensing requirements and for new healthcare start up projects.

Infection Control Expertise

By: Dorothy Ong & Roszlan Roslan

Serving healthcare environmental services, our Infection Control expertise certainly plays a pivotal role in ensuring a clean environment; free from Infection and safe for all patients, staff and public. This can be achieved through training our team with the knowledge and operation compliance. Our Infection Control Nurse, Madam Dorothy Ong has been actively involved in studying new technology for decontamination automation working closely with the hospital's relevant expertise. A project on HPV decontamination and Terminal cleaning was done to eliminate MDROs.

We continue progressing on innovative automation and evidence-based Techniques. In meeting MOH's compliance, while our site operations have been actively trained on hand hygiene and Glo-Germ audit. Our Infection Control team has initiated quarterly sites independent audit at sites as an added assurance and as part of the relevant training enhancement. UEMS Infection Control Nurse conducted hand hygiene audits quarterly to ensure compliance. Housekeepers were audited based on 2 moments: Moment 3 (after body fluid exposure risk) and Moment 5 (after touching surroundings). During the audit by the Infection Control Nurse, Housekeepers who had not passed were counselled and retrained including roll call by Supervisors on the importance of hand hygiene. Housekeepers who performed well throughout the quarter were rewarded with gift vouchers. With collaborated efforts from the team, we have achieved progressive improvement on audits conducted in meeting our Housekeeping service KPIs in this aspect. One example is at KKH Housekeeping audit in Q3 2018 where we have achieved rating at 96.1% which surpassed the 95% target KPI rating. Kudos to the Team !

2018 InterClean – Amsterdam

As part of UEMS' journey to improve our workforce productivity, we have been exploring and studying technology advancement regularly. To name a few, mechanization, automation, robotization, Internet of Things are the future direction for the Industry to evolve and we are in the game of change. Ms Josephine Wong, Director of Operations and myself headed to Amsterdam to attend the InterClean International Exhibition from 14 May – 17 May 2018. The exhibition featured the cleaning technology from around the world: European Continent, America as well as Asia spread over 12 exhibition halls. We attended one day Healthcare Forum on 16 May 2018 where the following topics were covered: New Concept Cleaning in Healthcare; Education, Training and Communication; Cleaning as a Patient Safety Initiative; WHO Clean care is Safe Care; Cost and value of hospital cleaning and disinfection. Various cleaning automation

By: Wong Sioe Pa



Group photo with EMAS members at InterClean Amsterdam

ranges from big to smaller sizes especially floor cleaning autonomous machines, UV disinfection machines' janitor carts, washroom hygiene dispensers, cleaning tools and supplies among others. We share the knowledge and experience from the exhibition and explore further study and suitability for possible implementation in various facilities.



Range of autonomous floor scrubber machines at InterClean 2018 Amsterdam



Machines training demonstration



In-house WSQ Environmental Cleaning Training



Sengkang Healthcare Attendant Patient Transfer training

NEA Clean Mark Gold Award Accreditation

By: Wong Sioe Pa

UEMS is proud to achieve and renew the National Environment Agency (NEA) Clean Mark (Gold) accreditation for the fourth consecutive year in 2018. We are one of the 12 companies or 0.9 percent of all licensed cleaning companies that have archived Clean Mark (Gold) award.

This achievement is a testament of our high-quality housekeeping service standards well recognised by our customers. To meet the requirements, NEA assesses Cleaning businesses in the following four areas:

- 1) Professional and regulatory cleaning standards;
- 2) Environmental health and cleanliness standards;
- 3) Operation planning, support and delivery; and
- 4) Training, quality of manpower, and general working conditions

This consistent achievement would not be possible without the dedication and commitment from both Operation team and HQ support team to deliver consistent high-quality services endorsed by our customer. "Thank you and Congratulations!" We are certainly proud of you Team!



Environmental Quality and Performance Audit Training

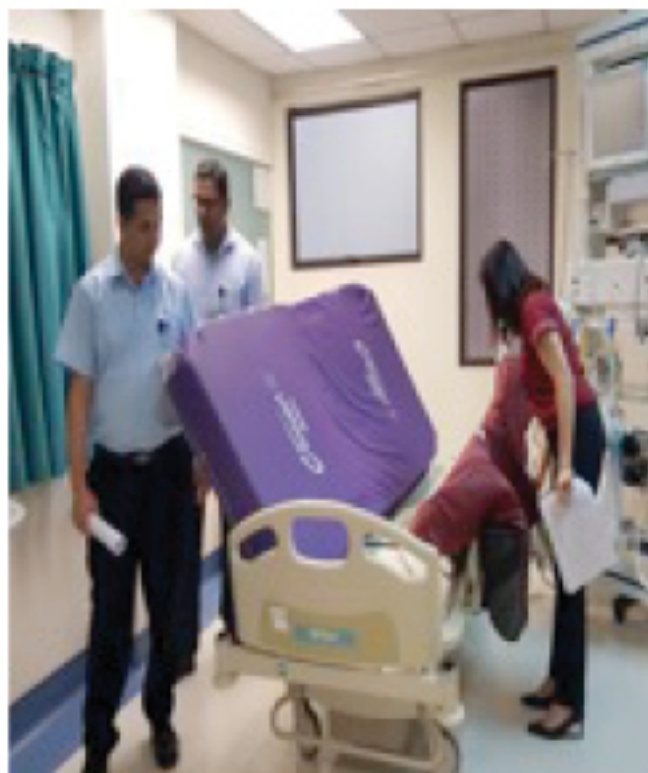
By: Wong Sioe Pa and Low Bee Choo

As part of our knowledge sharing, UEMS group of companies share relevant services standards and expertise. UEMS Singapore has extended Train-the-Trainers programme on Quality and Performance Audit to our regional colleagues commencing from February 2018. Three Healthcare facilities namely, Asunta Petaling Jaya Hospital, Thomson Hospital Kota Damansara and Pantai Hospital Kuala Lumpur were selected for the programme and our Trainer, Bee Choo travelled to Kuala Lumpur to guide the team on prospective areas performance, ground evaluations, identified critical areas of



Auditor & Auditees at Pantai Hospital

focus and future improvements. Subsequently, follow up on standards alignment and implementation phase, being the final phase was conducted by Sioe Fa from 22 to 23 November 2018 on the physical inspection and operational documentation audit in alignment with UEMS healthcare environmental cleaning assessment. We are glad to see the commitment by the team to adopt, enthusiasm to learn and good preparation with much improved results.



Physical inspection at Asunta hospital ICU



Documents review at Thomson Hospital

UEMS Manager Standards Training Programme

By: Jacqueline Soh

UEMS strongly believes in developing internal capabilities. A Leadership Development Programme – UEMS Manager Standards, is designed for all managers, and covers both Leadership Skills and People Management.

This framework focuses on six key areas of competencies – Leading Self, Leading Others, Organizing & Task Management, Domain Knowledge, Financial & Commercial Acumen and Team Effectiveness. All managers have to complete the framework within 2 years.



UEMS Fast-Track Programme (FTP)

By: Jacqueline Soh

UEMS Fast-Track Programme (FTP) was formalized in 2016 to promote the career development of promising employees. To-date, UEMS has identified a group of 22 high potentials (2016-2018) ranging from Housekeepers to Assistant Executives in various business sectors. A dedicated teambuilding "Mentor-Mentee bonding event" for the FTP nominees was held 6 September 2018.



Transformation- Job Redesign

By: Jacqueline Soh

UEMS transforms from current practice of using conventional mops with the ride-on scrubber machines and autonomous scrubbers, making the work of our mature workers less taxing and increase efficiency at work.

Thanks to WSQ WorkPro Job Redesign Grant initiative to make jobs of our housekeepers easier, safer and smarter! Do check out our video: bit.ly/uemsvideo-workpro (published on 22 Mar 2018)



New Recruitment Initiatives

By: Annie Jong

ITE Career Talk

UEMS crafted a special training programme catered to potential fresh graduates to mold them to be future leaders of UEMS.

A fulfilling and eye-opening 24 months journey of the Management Trainee Programme that helps them to experience and understand the different aspects and roles of the business such as; Housekeeping, Portering, Visitor Management and Administrative Support.

Career talk conducted at ITE campus



Career Exploration Programme

Monthly collaboration with AGB Training Centre for the Career Exploration Programme. The programme aims to facilitate potential candidates with the necessary understanding of the Environmental Services and how UEMS operates in this industry.



SMS Staff Referral Scheme

Increase word-of-mouth referrals by broadcasting staff referral schemes through SMS, allowing them to conveniently share and discuss available positions and opportunities with their peers.



Flyering



ES Workforce Day

By: Annie Jong

On 14 Nov 2018, the National Environment Agency (NEA) organised the inaugural Environmental Services (ES) Workforce Day at Republic Polytechnic with Guest-of-Honour, Dr Amy Khor, Senior Minister of State for Environment and Water Resources. The event was to showcase the vast diversity of jobs and career progression opportunities within the ES industry, and to recognise the commitment and work excellence of ES companies and their employees.

UEMS put forth 19 of our very own employees to be nominated for their hard work, commitment and promotion in the last 5 years.

They are none other than Liu Jianguo, Rajadran A/L M Raju, Vidya D/O Sivalinggam, Mohamed Firdaus Bin Jasni, Jinol Yuntog, Jumat Bin Jat, Rosline Idzab, Zheng Huili @ Cheng Wailai, Dayang Artina Binti Abang Azahar, Rokiah Binte Arshat, Selvaraj A/L Suppiah, Tamilarasan A/L Rangaswamy, Sta Ana Maria Helen Esguerra, Kovalaraasan A/L Kaliappan, Balu A/L Muanday, Seah Seow Meng, Mohammed Rani Bin Md Yassin, Srinidhi Gopalakrishna, Roziana Binti Barnie.

Congratulations to all the recipients!



Thank You Cleaner Day

By: Annie Jong

The inaugural "Thank Your Cleaner Day" was held on the 27 October 2018 by Karcher Singapore Private Limited, in conjunction with the National Environment Agency (NEA) and Environment Management Association of Singapore (EMAS). The cleaning workforce in Singapore is an essential group of unsung heroes who keep Singapore clean and healthy. Their impact goes far and beyond that ensures a safe and hygienic environment for us all.

For this inaugural event, UEMS nominated employees Tan Lock Hock and Chellamma A/P Ponnann, together with their families, to be rewarded with a fun filled day trip to the Singapore Zoo Forest Lodge!

We would like to take this opportunity to also thank all our employees – The Evergreen Guardians of our community and welfare !



Enhanced Loyalty Bonus

By: Karyn Cheng

A part of the company's commitment to drive and shape a performance-driven culture to facilitate the business expansion plan, star performers with loyal service received the enhanced loyalty bonus in November 2018. More than 150

long service rank-and-file employees received the enhanced loyalty bonus.

The enhanced bonus scheme is part of the productivity programme and initiative by the management to reward the high performing employee, in appreciation of their

commitment to the Company's success and their contributions and efforts.

The Company is committed to continue reviewing the productivity programmes in tandem with nation's call for productivity and innovation.

Transformation of UEMS Finance Roles

By: Teresa Chai

As UEMS continues to embark on its journey of growth very aggressively, one critical department that cannot be underestimated is the Finance Department.

Over the years, Finance's role has evolved and transformed into an important one, involving in predictive analytics, focusing in corporate performance analytics as well as delivering the data and advanced analytics for management information purpose.

Strong partnership with the businesses in terms of more collaborative planning and tracking in both budgeting and forecasting and other financial issues across multiple functions has aided and played an important role in the continuous growth of the businesses. This is one key value-add to the businesses from Finance that would stay for a long time.

Besides this, as part of continuous improvement to increase on labour productivity within the Finance Department, it has moved away from the very laborious manual processes through leveraging on technological and other digitalization tools and systems of these processes during this transformation stage.

For example, we have our very own *UETrack™* (Fixed Asset) module, developed by our own Technology team under *UETrack™* domain. Such module is capable of tracking all assets, including the asset value, facilitating the transfer of assets from one facility to another facility by Facility Managers seamlessly within a very short time and also aiding in the disposal of any obsolete assets when required.

Logistics Improvement

By: Sally Ong

Rani is our familiar Storeman whenever Operations is in need of consumables, tools and equipment. Nowadays, he can be seen with his latest innovative companion whenever he is delivering.

The EZ Lifter, measuring 830mmL x 500mmW, helps Rani to load and unload easily from the height of his opened van. It allows a maximum lifted height of 910mm and is able to carry a maximum load of 250kg, well suited for the items that Rani usually transports. The foot pedal with its hydraulic system, is easy to use and increases safety while at the same time protecting the goods. The telescopic rate of lowering system remains, irrespective of the weight of the load.



Rani is indeed very happy and thankful to have a useful equipment to help in delivering his tasks.

Health & Safety Highlights

By: Diana Rose

ISO Awareness Training and Consultation

"There is no design so good that it can't be messed up by bad implementation." Dr Sravani Saha Nakhro

Successful businesses use management system standards to ensure that operations meet or exceed customer demands, and drive continual improvement. However, to make the leap from good to great, we need to go beyond certification to an effective implementation of our management systems.

To reap the benefits of ISO, we had organised an annual site awareness training and consultation that

was launched early this year. The main objectives were to increase the visibility of ISO system as well as to provide a platform for consultation on the effectiveness and applicability of the ISO procedures at the various sites.



Nutritional Health Talk & Marathon Registration

Guest speaker, Jessie Lim of Healing Hands Chiropractic shared the facts and myths of nutrition to UEMS staff by learning changes in the lifestyle through diet.

A free spinal check ensued where a brief consultation with the health practitioners was extended to the HQ staff. Finally, registration to Standard Chartered Bank's annual marathon followed.



HPB's Workplace Health Programme for Mature Workers

UEMS has collaborated with Health Promotion Board (HPB) on workplace health programmes to address issues on ageing workforce. The programme was customised to ensure its relevance to the workers' needs and easily implementable to complement operational needs.

Tan Tock Seng Hospital (TTSH) has first availed of this programme for its matured staff and will be extended to the rest of the project sites at UEMS. The workers are supported for the next 6 to 9 months to adopt and sustain healthier work and lifestyle habits.



SGSecure Training

The SGSecure national movement is Singapore's community response to the threat of terror that aims to sensitise, train, and mobilise our community to prevent and deal with a terror attack.



Zero Incident Programme Celebrations



BrightVision Hospital



External Façade Team CSR

BCP Drill

The annual Business Continuity Plan (BCP) drill was held on the 20 July 2018. In line with the national movement on SGSecure, the company had conducted a drill on terrorism scenario for staff to familiarise them on the response to terrorism and processes to ensure business continuity.

Emergency Drills

HQ Staff Participated in the Fire Drill



HQ staff participate in the Fire Drill held on 20 July 2018.

Fire Drill at Medical Centre, Changi General Hospital



The Portering team at Changi General Hospital participated in the inaugural Medical Centre Fire Drill on Friday, 28 September 2018.

Emergency Drills at Alexandra Hospital



Alexandra Hospital Portering Team participated in various emergency drills in AH including Fire Emergency drill, conducted by Engie, and Code Blue exercise.

UEMS is Awarded ISO 45001:2018 Certification

UEMS has achieved another ISO milestone this year after being awarded certification of the new ISO 45001:2018 on Occupational Health & Safety. This makes UEMS one of the first companies in Singapore to achieve conformance to this new standard.

ISO 45001:2018 that replaces OHSAS 18001:2007 had just been published in March 2018. The top management led by Tan Cheh Tian, COO of UEMS Group and GM of UEMS Singapore, had decided to embark on the early transition to the new Standard. This decision is a reflection of the company's proactive approach to ensuring that its health and safety system meets the latest industry-leading standards.



With the valuable efforts of our HQ Support teams and site teams at Tan Tock Seng Hospital, NUH Medical Centre and NUS PGPR, UEMS had exceeded and passed the conscientious assessment of our external auditors.

Simultaneously, UEMS had also exceedingly passed its surveillance audits on ISO 9001:2015, ISO 14001:2015 and ISO 22301:2012.

Achieving this milestone gives our customers and staff the confidence that we are committed to the continual improvement in Health and Safety and that UEMS is leading the way in the integrated facilities management industry.



UEMS Work Plan 2019 @ Osaka

By: Jacqueline Soh

The annual Work Plan 2019, 'Raising the Bar, Scaling New Heights' was held in Osaka, Japan on 17 & 18 October 2018.

About 80 management staff and key employees from subsidiaries, namely UEMS Singapore, UEMS Taiwan and UEMS Malaysia took part in the conference.

During the 2 days work plan, all 3 countries shared our best practices in Operations, Environmental Management, Facilities Management, Technology, Human Resource, Training and Safety. It was indeed a good platform to learn from one another and to leverage on each other's strength.



UEMS Group and Management Staff



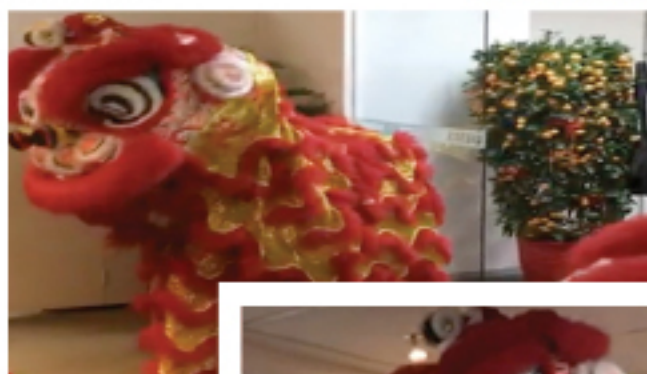
Back in Singapore, we organized a Sharing Session for all key Managers to present what they have learnt in the work plan and more importantly, the areas that they would like to adapt and implement back in their respective facility.

UEMS Lunar New Year Celebration 2018

By: Jacqueline Soh

A great performance by the Lion Dance Troupe, accompanied by a group of drum musicians to our HQ office on 20 February 2018 during the Lunar New Year Celebration. Huat ah UEMS!

God of Fortune (財神爺) is here too, distributing his blessings and prosperity in the form of red packets to all of us, thank you 財神爺! Our Chinese New Year Celebration cum Appreciation Dinner for the management & staff was held on 28 February 2018 at Hung Kang Teochew Restaurant.



UEMS Long Service Award 2018

This year's Long Service Award was held on 7 December 2018. It was indeed a special year for us as we celebrated our 30th Anniversary as well. We have a total 110 recipients for 5, 10, 15 and 20 years of service with our Company.

During the opening speech by COO of UEMS Group and GM of UEMS Singapore, Ms Tan Cheh Tian, thanked and congratulated all recipients for their dedicated contributions made over the years. Cheers!



All recipients were awarded with pure silver and gold coins of varying weightage based on their length of service, followed by a sumptuous buffet after the presentation ceremony.





UEMS Bowling Extravaganza!

By: Diana Rose

UEMS held its bowling tournament on the 22 June 2018 at Orchid Bowl, Yishun. Attended by over 100 UEMS staff, the event fostered the ultimate camaraderie and team bonding amongst the staff. 19 teams from the various project sites and departments pitted to win the coveted title— Champion in the company's bowling tournament. With exciting prizes at stake, the bowlers played their hearts out.



In the end, only the 3 top teams dominated the tournament and received the rewards. KKH Pin Pounders were declared as champions. The Power Rangers clinched the 1st runner-up spot while Spare Wars ended the 2nd runner-up place.

A surprise award was awarded to the top scorer achieved by Mr Rajesh Kumar. Especially noteworthy is the participation of Ms Tan Cheh Tian, COO of UEMS Group and GM of UEMS Singapore.

This friendly interaction on the lanes was the result of the heartening attempt of UEMS to promote bonding among the different business units through sports. Overall, it was a memorable and fun-filled event that brought the various staff from different projects together that foster teamwork while having fun.

