



# UEMS Singapore Major Milestones in Year 2015



# Greetings from our GM

I am pleased to share that we have ended Year 2015 on the highest note in the history of UEMS Singapore. It has been an excellent year for UEMS Singapore and is probably the best that we ever had since the inception of the Company.

In this SG50 year, we have grown from strength to strength in both Environmental and Facilities Management businesses, forging partnerships with new and existing Clients. We have continued in our people excellence journey of training our staff with the objective of our staff becoming better skilled and enabling them to perform better in the service performance to our Clients. As always, we value our staff as the greatest assets of UEMS. We place great emphasis in developing and recognizing our staff through various motivational programmes. Every staff would continue to be given every opportunity to grow and develop the career path in the Company.

We have also continued our journey of technology excellence as we strive to provide our Clients with the latest technological enhancements, new technologies and value-added solutions that aid in the operational efficiency and increase in work productivity.

We are truly proud that the Company has achieved various key major achievements in Year 2015. Of which, one notable achievement is the Enhanced Clean Mark Gold Award given by National Environment Agency (NEA). Another recent prestigious moment is clinching the Enterprise 50 (E50) Awards in the top 10 positions on 19 November 2015.

I would like to take this opportunity to thank all staff of UEMS for the hard works, commitments and contributions throughout the years. Without you, the achievements would not have been made possible. Notwithstanding these successes, I would like to urge that we should not take them for granted. Let us continue to stay humble, strive on and continue to provide our Clients with the highest quality of services.

The world is always changing, nothing is constant. In this fast paced environment, it is very important to move in tandem with changes around us. We need to plan and anticipate possible changes early so as not to be caught in any unexpected situation. We also need to stay nimble and tread the journey ahead very carefully in view of the ever-changing environment.



As Year 2016 commences, it is always a time for new resolutions and new beginnings. The journey ahead of us would be another exciting one. I certainly look forward to continue

working with every one of you in the New Year and hope for your continued support and contributions to serve our Clients even better. I would also like to thank all Clients for the strong supports throughout these years. We will strive to do even better in our service delivery to all our Clients.

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

*The Management of UEMS Singapore would like to wish all staff and families a Very Happy and Successful 2016.*

*May the Lunar New Year of the Fire Monkey bring you and your families Good Health, Good Luck, Great Prosperity and Great Abundance!*



# Contents

	PAGE
<b>Enterprise 50 Awards</b>	<b>4</b>
<b>Happy Staff Happy Customer</b>	<b>6</b>
<b>New &amp; Renewal Partnerships</b>	<b>10</b>
<b>Project Highlights</b>	<b>14</b>
<b>Year-End Gala Dinner &amp; Dance 2015</b>	<b>16</b>
<b>UEMS Group Work Plan Meeting</b>	<b>18</b>
<b>New and Enhanced Technology in UEMS</b>	<b>19</b>
<b>Training Highlights</b>	<b>20</b>
<b>Accreditation and Certification</b>	<b>23</b>
<b>Safety and Health</b>	<b>25</b>
<b>Bowling Tournament 2015</b>	<b>27</b>
<b>New Faces</b>	<b>29</b>
<b>Long Service Award</b>	<b>32</b>



# ENTERPRISE 50 Awards

BY MS TAN CHEH TIAN

We are very honoured that UEMS Pte Ltd ("UEMS Group"), comprising of wholly-owned subsidiaries including UEMS Solutions Pte Ltd ("UEMS Singapore"), UEMS Solutions Sdn Bhd ("UEMS Malaysia") and UEMS Solutions Limited ("UEMS Taiwan") has been awarded 2015 Enterprise 50 (E50) Awards on 19 November 2015. We are ranked **Top 10** out of 50 recipient companies in 2015.

The Enterprise 50 (E50) Awards, first established in 1995, recognises local, privately-owned companies **that have contributed to economic development in Singapore and abroad**. It is jointly organised by The Business Times and KPMG, and supported by the International Enterprise Singapore, Singapore Business Federation and SPRING Singapore. The E50 Awards is sponsored by OCBC Bank.

The E50 Awards seeks to recognise the 50 most enterprising privately-owned local companies in Singapore. The ranking of the top 50 companies was primarily based on a set of qualitative factors such as **business model, productivity and innovation, management ideals and governance, knowledge initiatives, market branding and presence, and liquidity and risk management**. In addition, a set of quantitative performance indicators over a three-year period was also taken into consideration in ranking the companies.

We would like to take this opportunity to thank all valued Clients and staff of UEMS family for the unwavering supports throughout these years. We look forward to your continued supports in the years to come in this exciting journey ahead.







# Happy Staff Happy Customer



## EVM Happy Staff Happy Customer (HSHC) Events in 2015

BY CHUNG ZHI KAI

The year 2015 has ended with a joyous and festive mood for UEMS as Happy Staff Happy Customer (HSHC) was in full swing in the last quarter. Even at the time that this article was being written, our staff and housekeepers at KTPH were having a great time enjoying their buffet lunch.

The HSHC program has been an excellent vehicle and platform to recognize the contributions of our top performing staff. Not only do we distribute vouchers as awards to the Best Housekeeper, Best Groom and Honesty Awards, we also distribute the Loyalty Bonus during the events in appreciation of their loyalty to the Company.

We aim to invite more Client to participate in our HSHC events in 2016. Let us strive to celebrate the month's hard work with the Client as a united team!



Our Staff at Man Fut Tong receiving their Competency Certificates



## Man Fut Tong Nursing Home

BY MOHAMED MUSA BIN MOHAMED

A Staff Appreciation Event was held on 3 November 2015 to reward our staff for their hard work and foster closer bonding between Site staff and HQ staff. We are glad that some Representatives from Man Fut Tong Nursing Home were also able to find time in their busy schedules to grace our event.

During the event, vouchers were given out to staff to reward them for achieving zero incident at the work site for 3 consecutive months. Some staff were also presented with Competency Certificates in WSQ Cleaning and Work Place Safety.

We are glad to see the smiling faces of our staff and would like to thank the representatives from Man Fut Tong for attending this HSHC event. Needless to say, everyone at the event had a blast on that day.



## CHANGI GENERAL HOSPITAL



## NATIONAL DAY CELEBRATION @ HQ



## BIRTHDAY CELEBRATION @ HQ



## X'MAS CELEBRATION @ HQ

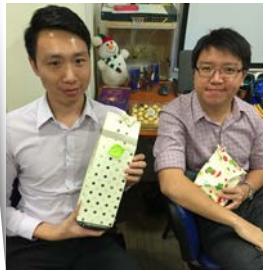


Yummy dessert specially prepared by Erica Sim

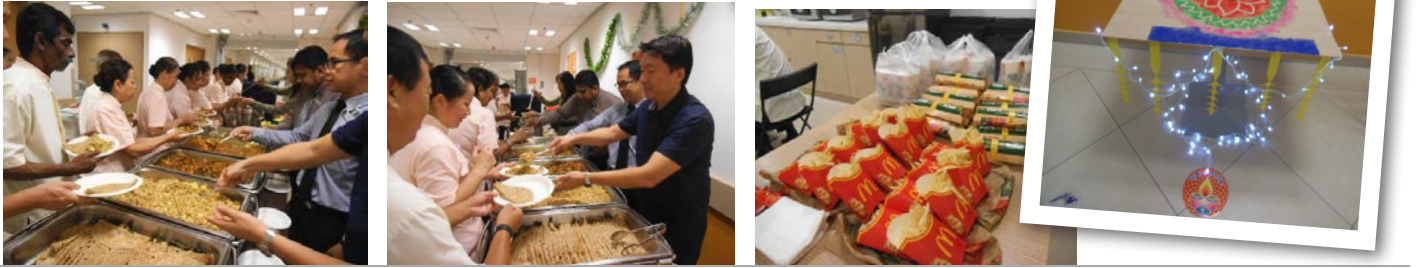


Xmas "appetizer" Bingo game

## GIFT EXCHANGE



# HSHC cum Deepavali Celebration @ Khoo Teck Puat Hospital



**RECIPIENTS OF BEST EMPLOYEE OF THE MONTH, NG GEOK KEE AND BEST GROOM (FEMALE), FATIMAH BINTE AMAT**



## BIRTHDAY CELEBRATION FOR THE NOVEMBER BABIES



## Champion Team of the Decorations Competition



## Alexandra Health's Annual Dinner and Dance



BY DANNY LEE LYE SENG

UEMS' staff at Alexander Health's Dinner and Dance

As a member of the Support Service Partnership in Khoo Teck Puat Hospital (KTPH), UEMS was invited to Alexandra Health's Dinner and Dance which was held at the posh Swissotel the Stamford on 6 September 2015.

Representatives from the Management team and Housekeeping team filled the 2 tables that were allocated to UEMS. The UEMS team at KTPH was grateful to be invited for the event for 2 consecutive years and had enjoyed the event to the fullest.

It is event such as this that underlines the importance of building good working relationships with our Client.



# National University Hospital Dinner and Dance @ Resort World Sentosa

BY MOHAMED JOFFRI BIN ISMAIL

NUH Housekeeping and Portering team attended NUH Dinner and Dance on 5 September 2015. The event was held at the luxurious Resorts World Sentosa convention hall. Our staff not only decked in their best suits and dresses for the event but also

wore mega smiles on their faces. Ms Tan Cheh Tian, UEMS, GM also graced the event.

It was such a joyful scene to see all the various stakeholders in our partnership with NUH mingling around in an electrifying atmosphere.



Staff from UEMS and NUH ES Department having a Blast in Dinner and Dance at Resort World Sentosa

# NUH ES Outing to Gardens by the Bay

BY MOHAMED JOFFRI BIN ISMAIL

NUH Housekeeping and Portering team also enjoyed a trip to the scenic Gardens by the Bay on 23 November 2015. To say that the day was an eventful one would be an understatement.

Not only did the team visit the majestic flower dome - which features a myriad species of exotic flowers and plants - much to our delight, we had also received awards from NUH ES department.

The awards served to sweeten an already wonderful day. Every one of our staff can feel the friendship between UEMS and NUH, which we cherish dearly.



Our NUH Housekeeping and Portering staff enjoying their Outing to Gardens by the Bay



The winning team of "Jigsaw Puzzle Game", received awards from Ms. Grace Chiang, Senior Director of Environmental Services, NUH.

# New & Renewal Partnerships

## Managing Agent Contract for Senja-Cashew Community Club

BY ERICA SIM

The team is currently led by Erica Sim, Key Account Manager (FM).



UEMS has been successfully appointed as the Managing Agent for Senja-Cashew Community Club. This is our company's first Community Club contract in Facilities Management, which commenced on 1 November 2015.

The mobilisation of the contract involved recruitment of staff, setting up of management office, familiarisation of the site and taking over the managing agent role from incumbent service provider. The success of mobilisation also involved Foo Su Yun from Business Development, Angela Teo from Contracts and Muhammad Ridwan from Facilities Management.

## Marketing Agent Contract at National Design Centre

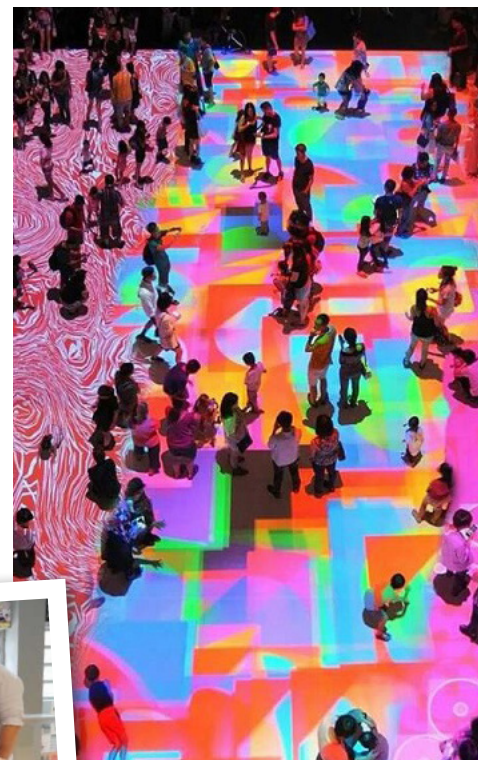
BY WILFRED LEE

In addition to the Integrated Facilities Management Contract which UEMS had clinched since 1 December 2013, we are proud to announce that we have been appointed as the Marketing Agent for the Commercial and Tenants Spaces Contract at the National Design Centre (NDC) which commenced on 29 July 2015.

As the Managing and Marketing Agent, UEMS is tasked to market and manage tenanted & commercial spaces comprising of offices and retail spaces through an open

tender process. UEMS also markets and manages the hiring of the event spaces for design and design-related activities.

We have been working with DesignSingapore Council closely and supporting many anchor events at NDC, such as Fifty Years of Singapore Design, Singapore Design Week 2015, Singapore Night Festival 2015, and Nightscape 2050 Travelling Exhibition.



Great thanks to our dedicated FM team members who have been working hard in maintaining NDC, and supporting all events with their endless efforts and contributions.

# Mobilization of Grace Lodge Nursing Home

UEMS has successfully won the tender to be the Housekeeping service partner for Grace Lodge Nursing Home, which is located in Sengkang. The contract commenced on 15 October 2015.

The team currently led by Anparakan Velo, Housekeeping Supervisor, aims to provide the renowned UEMS housekeeping excellence to the facility.

*Our Housekeeping team at Grace Lodge Nursing Home*



## New Win @ YCH

BY PAULINE LEE

UEMS has achieved new win for the Housekeeping Contract @ Yishun Community Centre (YCH) in December 2015. YCH is one of Singapore's largest community hospitals to provide rehabilitation services, providing intermediate care for recuperating patients.

Mobilisation took place immediately upon receiving the good

news of the successful award of YCH Housekeeping Contract. Manpower resources were deployed within short span of time to support the initial cleaning and MOH Licensing at YCH.

The successful mobilization of YCH Housekeeping was made possible through the careful planning and great efforts of the team. Bravo Zulu, Team UEMS!

## Managing Agent Contract for WaterHub & Woodleigh Complex

BY DESMOND CHIA

UEMS has successfully clinched the Managing Agent contract for PUB Water Supply Network's WaterHub and Woodleigh Complex, which commenced on 28 September 2015.

Despite the short mobilisation timeframe, we were able to deploy the necessary resources in time for the official contract commencement, through the commitment and effort of the team. The mobilisation works involved recruitment of staff, setting up and reconfiguration of the management office, as well as the handing and taking over of duties from the PUB management committee.

Both sites at WaterHub and Woodleigh Complex report to Desmond Chia, Key Account Manager (FM).



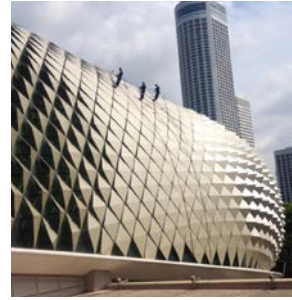
*Both teams are currently led by Desmond Chia, Key Account Manager (FM).*

# Prominent Projects Achieved by the External Façade Team

BY MOHAMED FIRDAUS BIN JASNI

The External Façade Maintenance team has yet again achieved new heights in the year 2015. The team has acquired contracts from a multitude of new commercial buildings such as Robinson Centre, 01 Finlayson Green, H&M Orchard, The Heeren, Connection One among others.

Since the acquisition of these prestigious new clients, our EFM staff have diligently maintained the shine of these iconic buildings in the CBD and Orchard areas. Our staff even have the opportunity to abseil down 39 storeys high in the Orchard area, overlooking the beautiful sights of the famous shopping district.



Our EFM team working on the iconic Façades along Orchard Road and in the Central Business District

## SUCCESSFUL RENEWAL



### Changi General Hospital

BY EDWARD POH

A proud moment for the UEMS Portering team in Changi General Hospital and Integrated Building as we look forward to continuing our partnership for another 3 year for the management and provision of Portering services, a partnership that has been established for 17 years.

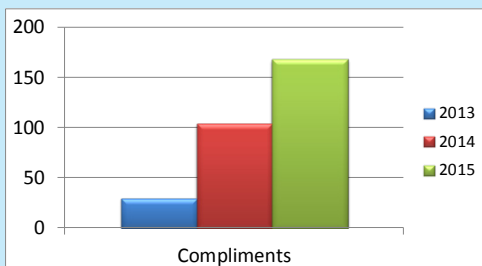
Congratulations and keep up to the excellent work!

## Amazing Feat by CGH UETrack™-Portering

2015 is a record breaking year for CGH UETrack™-Portering at Changi General Hospital and Integrated Building as the team garnered a record of total 168 written compliments from users, as compared to 104 written compliments in Year 2014. Many of our staff were complimented for their excellent service and going the extra miles.

This is truly an amazing feat and the fruit of hardwork, efforts and dedications of each and every team member. Thank you Team for this massive effort!

BY EDWARD POH



# SUCCESSFUL RENEWAL

## Kwong Wai Shiu Hospital

BY MOHAMED FIRDAUS BIN JASNI

UEMS is pleased to have renewed the Housekeeping contract with Kwong Wai Shiu Hospital for yet another year. The renewal of the contract is testimony to the service quality that we have provided to our valued Clients. Kudos to our dedicated team who have been working hard in serving Kwong Wai Shiu Hospital.

Every time a partnership is renewed, it is a testament of our customers' faith in our professionalism and service standards.



## St Luke's Group Of Properties

BY JASON KOH

UEMS was successfully awarded the renewal of the Managing Agent Services Contract for St Luke's Hospital and 11 ElderCare Centres located at various parts of Singapore.

Mobilization works commenced immediately upon receiving the good news from St Luke's Hospital in December 2015. These works involve planning of operations, implementation of UETrack™, Toilet Feedback Management System and Housekeeping Performance-Based System (HPBS), procurement of equipment, planning of training schedule, recruitment of staff as well as redesign of work processes.

UEMS is also looking forward to a fresh look of the toilet feedback management system and an improved proprietary HPBS. The various system enhancements

*Year-end Party & Celebration*

will improve the look and feel of the screen panels and allow ease of housekeeping inspection.

The team is currently led by Desmond Chia, Key Account Manager (FM).



# Project Highlights

## CELEBRATION OF SUCCESSFUL MOBILIZATION

### @ Alexandra Hospital

The last day of July 2015 was a day of celebration for UEMS. This was the time when staff from HQ and the site celebrated the successful mobilization of both the Housekeeping and Portering departments at Alexandra Hospital. These hard work which included recruitment ramp-up, development of work processes, operations planning and coordination spanned over a few months before Sengkang Health officially opened for operations in early July.

While the dinner was a small token from the company to recognize the efforts of the



team, it is a welcomed opportunity for the staff to meet each other beyond the work environment. In our Company's culture, happy staff will definitely lead to happy customers! Cheers!



*Our Staff Celebrating the Successful Mobilisation of Alexandra Hospital*

## UETrack™-Portering @ Alexandra Hospital

BY MOHAMED MUSA

**"No Job is Too Big"**

As part of the ongoing upgrading work of Alexandra Hospital, UEMS Portering Team were assigned to transfer a mass of patients from one Wing to another in December 2015.

Prior to the scheduled date of transfer, the team had started the planning for best routes and also done a few rounds of simulation of moves with empty beds to familiarize our Porters with the planned route.

The decanting of patients on 11 December 2015 was blessed with heavy rain to cool the air. A total of 66 patients had safely and comfortably being

transferred to the 4 new wards from West to East Wing of the hospital.

Our Portering team were delighted to receive compliments from our Clients from Sengkang Health for the well execution of decanting exercise. Kudos to the Portering team for the great efforts and teamwork!

*"...The Porters had carried out their job professionally without compromising patients' safety. Our nurses had also praised the team for being well organized and providing excellent support for the move. The team deserved a pat on the back for a job well done and completing it on time..."*  
**from Mr Alex Toh, Executive, General Services**

*"...thank you so much for your kind assistance and do extend my appreciation to the Porters."*  
**from Mr Alfred Cheong, Assistant Director of Operations**

*"...the exercise was well executed as planned; accompanied by heavy showers of blessings during the move cooling the air but making communication challenging for the members..."*  
**from Ms Christina Lim, Deputy Director, Nursing**



*Putting a Great Smile and Ready to go*

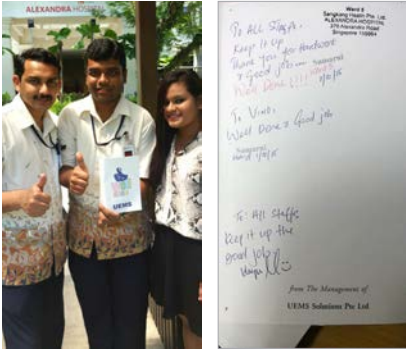


*Each Wheelchair is sanitised after each transfer*

# Compliments from Client

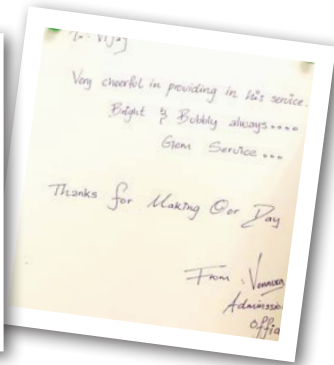
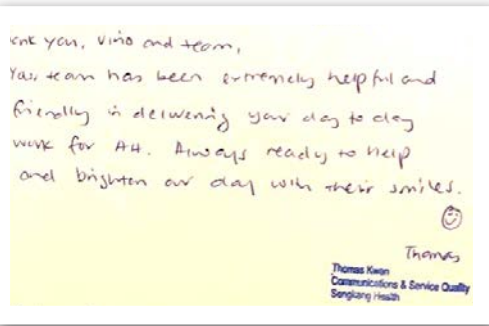
BY VINODHINI D/O KALAIKANNAN

Even though it is challenging to commence a new project, we have fortunately done well and won compliments from our Client. Since the inception of our Portering Service contract at Alexandra Hospital, Bibin John, Vinodhini D/O Kalaikannan and Chadalavada Vijay have received written compliments on their hard work and competencies.



The staff attributed their achievements to well-designed training programmes and encouragements from the team. The training programs and materials were meticulously designed by UEMS in a manner that were easily learnable, clear and comprehensive to the trainees.

We would like to congratulate the commended staff and are appreciative of their great efforts in delighting the users.



# Ramp-Up Experience of NUH Portering in July and August 2015

BY TAN WEI NENG

It was a busy period for our Portering team at NUH in July and August 2015 as the hospital had experienced a high patient intake such that at a point of time, 25 porters were deployed to one single station.

The massive influx of patients required seamless coordination between our Portering team and the hospital. To ensure that the team were all ready to respond to any emergencies round-the-clock, we had stepped up the deployment of our staff to facilitate the increase in Portering needs.

Despite the hectic schedule, the team spirit were high. We found joy in the process and what we had gained were the experience, good memories and the sense of unbreakable bond with the team.



# Project Management of Façade Restoration Works in Parliament House

BY PAUL LIM & MASRI

Project management of façade restoration works in Parliament House was awarded to UEMS, commenced from May 2015 to Nov 2015. The works involve restoration cleaning and washing the granite facade surfaces, removal of existing sealant, re-application of new sealant to granite recess area and installation of metal capping to granite top for prevention of water ingress.

# Project Consultancy Services for High Profile Ministry's Offices in The Treasury

BY TAN YE SHENG & ANGELINE KHO

As the Managing Agent for The Treasury building, UEMS has been given the opportunity to showcase our project management consultancy capabilities for the back-to-back Addition & Alteration works for the high profile Ministry's offices.



The project team is led by Angeline Kho, Project Consultant.

# YEAR-END GALA

UEMS Singapore held its Year-end Gala Dinner and Dance on 31 December 2015 at the lavish Mandarin Orchard Hotel to celebrate the closure of 2015 and usher in the New Year of 2016.

The evening shimmered with glittering face and body paintings, photo booths and entertaining performances from our very own talented staff. Everyone were decked out in bright and colourful Neon-Explosion outfits, ready to be crowned as the Best Dressed Stars of 2015.

A much anticipated occasion for all staff to dine together on a sumptuous cuisine after a heart-warming welcome speech by Ms Tan Cheh Tian, General Manager, who thanked all UEMS staff for the hard work and effort for the past one year. She shared the recent awards and new



**Getting their Groove On for the Lucky Draw Prizes**



**UEMS Got Ta**



# DINNER & DANCE 2015

projects that were clinched in 2015, as well as exciting plans in the coming year.

Everyone at the dinner were delighted to see their faces appearing in the photo montage as it showcased the Company's achievements, major events in 2015 and our happy and dedicated staff.

The night concluded as Ms Tan, GM together with Mr Chan Cheow Hong, CEO, presented the prizes to the lucky draw winners. Overall, it was a wonderful and glamorous night that was filled with endless laughters.

We would like to take this opportunity to thank everyone who had attended the Gala Dinner. May 2016 bring greater heights of success and prosperity to all staff of UEMS!

## The Lucky Ones Receiving Lucky Draw Prizes



## Our Staff Glammed up and Neonified



ents

# UEMS Group Work Plan Meeting in Hokkaido, Japan

BY KARYN CHENG



The Annual UEMS Group Work Plan Meeting was held at Hokkaido, Japan in October 2015. Heads of departments and representatives from the respective 3 countries, UEMS Singapore, Malaysia and Taiwan gathered together to set goals targets and map out the action plans for the coming year in 2016.



The work plan trip was also a team building retreat for the colleagues from different countries to mingle around and get to know each other better.

The day tour to the scenic Kiroro Skiing Resort, Former Aoyama Villa, Otaru Kihin Kan and Shroi Koibito Park was indeed a good opportunity to recharge and energize ourselves. It was a day packed with sightseeing activities and shopping spree for some of us. Everyone has a blast and enjoy the trip to the fullest.

The 2-day meeting was an informative sharing session as we heard from different speakers presenting their achievements and success stories in Year 2015. Through the session, we learnt and understood the unique challenges encountered by different countries. The good practices, programmes and strategies presented by the speakers also gave all of us valuable insights of how we could adopt and apply them in our own work areas.



# New and Enhanced Technology in UEMS

## Bed Discharge Management System (BDMS)

The Bed Discharge Management System (BDMS) is a new touchscreen-based application that is designed to decrease the response time between the discharging of a bed to the deployment of a housekeeper to clean the bed.

BDMS allows a paradigm shift from the conventional manual practice to the

electronic process to dispatch cleaning requests and update the status of the beds. By using BDMS, our Housekeepers are able to clean the beds promptly, allowing the hospital to conduct patient admission in a shorter period of time, which leads to increased productivity for both UEMS and the hospital.

An initial trial of BDMS is currently underway in Wards 43 and 62 at KKH. The trial has provided invaluable feedback to help our team to continue improving and refining the system. It is hope that once the system has been confirmed to run smoothly, UEMS can implement the system across the hospital.

## UETrack™ –Portering Integrates with HOSPI Robotic System

BY SRINIDHI GOPALAKRISHNA

Keeping up with the times, UEMS has successfully integrated its Portering system to send jobs to CGH's new assistant, Robots.

CGH has embarked on a project early this year to introduce robots to this flair of service staff who can move document & other related items between the departments. UEMS was asked to extend its UETrack™ Portering system to send & receive jobs for these robots. By fulfilling the challenge of integrating

these different systems, UEMS has shown that its UETrack™ system is customizable to extend to its customer's needs as and when it is required.

With its powerful SmartAssign™ engine, this integration with the robots will help in improving the productivity of the whole Portering ecosystem.

Kudos to CGH Portering & Technology Services team of UEMS!



BY DONG-AS SHELTON

Efficiency and Effectiveness – these are the goals achieved by our TTSH Medical Records Office (MRO) Porters with the use of technology in checking in and out of case notes from the various departments in the hospital.

With the use of our tablets, our MRO Porters can now directly log into the record system from where they stand. Inevitably, the whole work process is faster than obtaining access to a work station that is linked to the record system.

With the tablets, human error related to this process is also minimised, if not entirely eliminated, with the barcode scanner accessory attached to the tablets.

The tablets are also designed ergonomically to be safer for their users. Our MRO Porters no longer have to carry heavy case notes from the out tray to a vacant work station back to their trolley. Now, Porters can just scan case notes at the out tray and stack them concurrently.

Man-hours saved by the Porters are used to help in other MRO tasks which increases productivity. Simple use of technology - such as the use of these tablets - increases work efficiency and effectiveness to our services rendered to our Clients.

## Singapore Healthcare Management Congress 2015

BY PAULINE LEE

UEMS is proud to be one of the exhibitors in Singapore Healthcare Management Congress 2015, held at Sands Expo & Convention Centre on 18 and 19 August 2015. It was a good platform to showcase our products and services to the professionals and practitioners in the healthcare industry.

We had exhibited our very own state-of-the-art technology, Bioepurer (Disinfection Treatment using Hydrogen Peroxide) and UETrack™ (technology innovation that caters to the growing needs of Facility Services Industry).

We would like to express our sincere gratitude to our clients and visitors who had visited our booth and your strong supports to us. Kudos to the organizing committee for making this exhibition a successful one!



# Training Highlights

## Certified Productivity and Innovation Manager Training

BY WONG SIOE FA



Besides actively exploring automation/mechanization to ease the labour shortage in our businesses, we believe paradigm change in mind set is the drive to succeed in productivity gain, that is, through innovation and re-engineering processes.

Despite her busy schedule, Ms Tan Cheh Tian General Manager walks the talk in leading the team from various department to attend the WSQ Certified Productivity

and Innovation Manager Programme covered extensive modules in:

- Certified Operations Professionals
- Implement Business Process Reengineering
- Implement Lean Six Sigma
- Implement Enterprise Productivity Improvement Project

Team engagement, brainstorming, discussion and sharing are the learning dynamics of this programme and the team member are excited for the final phase on project improvement implementation. Productivity Champions will be ready to take the business toward the productive mindset paradigm.



In line with the government's ongoing productivity drive to raise productivity growth, UEMS is keeping up to train and equip the staff in leading the change on productivity improvement.

## MASK FITTING – TRAIN THE TRAINER

BY NOOR MALAH

After undergoing a Train-the-Trainer session with 3M Technologies, our trainers, Ginny Gooi and Pearly Liew, are certified to conduct mask-fitting to our housekeepers.



Our trainers training the housekeepers in fitting the mask quickly to prepare them for their duties or for any outbreaks.

## TRAIN-THE-TRAINER (OJT)

In our effort to ensure high service delivery, 2 of our Housekeeping Executives, Joy De Guzman from UE BizHub East and Kaliammah from The Verge attended the Train-the-Trainer course at the Institute of Technical Education at their AMK campus.

This course is intended to equip them with the necessary skills to conduct On-the-Job training more effectively. They will be certified as Industry Trainer upon completion of the course.

The modules covered in this course are:

1. Coaching Skills
2. Instructional Skills
3. Plan and Implement OJT Training



## ON-THE-JOB TRAINING

As part of our Training Roadmap, On-the-Job training (OJT) is an essential part of preparing and equipping our new hires for their duties and responsibilities.

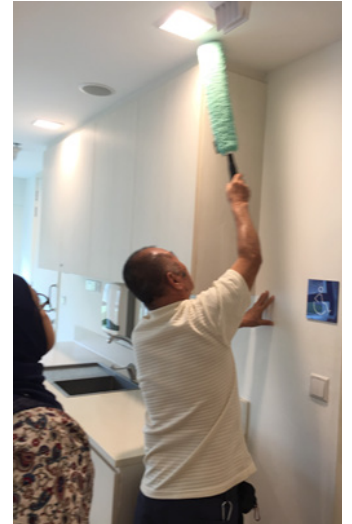
Training department has revised and updated our OJT blueprints earlier this year and registered them as ISO document. The blueprints are made available and accessible through our Intranet. These will ensure consistency in work practices and performance standards.



Joy conducting OJT to the new Housekeepers at UE BizHub CENTRAL.



Pearly conducting PPE training to the Housekeepers at NUH Medical Centre.



Malah conducting OJT to the Housekeepers at Grace Lodge.



San San conducting OJT training to the Porters at Alexandra Hospital.



## TRAIN THE TRAINER – INFECTION CONTROL

The Infection Control Manager, Dorothy Ong, conducted training to all our Site Trainers to equip them with the necessary knowledge on Infection Control.

This session was conducted on 29 July with 10 of our Healthcare Site Trainers in attendance.



## WORKPLACE LITERACY BEGINNER – CONVERSATIONAL

In response to the growing need for Housekeepers who can understand basic instructions or requests in English, we engaged KAPLAN PROFESSIONALS to

conduct Basic Conversational English classes to our Housekeepers.

We had 2 runs – 29 July to 25 Aug & 7 Oct to 4 Nov - totalling 30 hours per run, with 40 Housekeepers attending the classes.

Many of our Housekeepers were not confident in speaking English prior to the class. After attending the classes, they had gained the confidence to speak up, contribute answers and even ask simple questions in English.

Moving forward, the Training department will be creating training materials to conduct in-house course in year 2016.



# Accreditation and Certification

## New OHSAS Certification

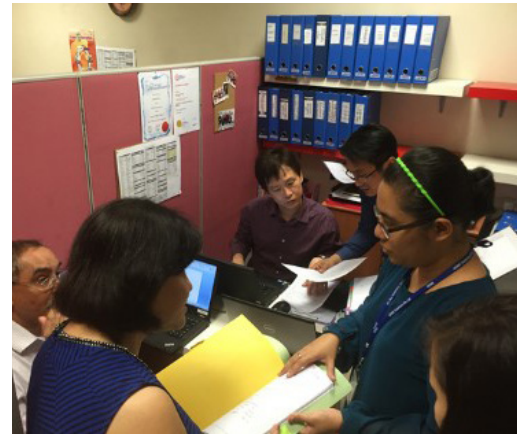
BY DIANA ROSE

UEMS has attained its independent certification on OHSAS 18001:2007 for its Occupational Health & Safety Management System after a rigorous 3-day audit by TUV SUD PSB from 2 to 4 November 2015.

The audit was headed by Ms Tan Cheh Tian, General Manager and led by Ms Cindy Ng, Management Representative. The process owners from Business

Development, Procurement and Training as well as the teams at Connection One, Khoo Teck Puat Hospital, Tan Tock Seng Hospital and External Façade Management have raised OSH system compliance to a notch higher.

At the end of a stringent probing, we have passed and obtained our own OSH certification which we will share with the other 2 subsidiaries in Malaysia and Taiwan.



## ISO 9001 and ISO 14001 Surveillance Audits

BY DIANA ROSE

On 26 and 27 October 2015, a week prior to the OHSAS audit, was our Quality and Environment Management Systems audit.

Management Representative and QA, Business Development, Procurement, Training and Warehouse have been the requisite processes to these surveillance audits. Both Housekeeping and Portering services were audited at National University Hospital. National Design Centre had also prepared exhaustively for the audit.

It is the unwavering support and commitment of both the management team and staff to pursue service excellence that we are able to comply and exceed requirements of these International Standards.

# MOH LICENSING AND AUDIT

## Kwong Wai Shiu Hospital

BY AMRAN BIN MAT HASSAN

As the impending MOH Licensing Audit on 10 September 2015 approached, the Housekeeping team at Kwong Wai Shiu Hospital (KWSH) stepped up the necessary training – such as training for the seven-step hand washing techniques - in order to ensure that our Housekeepers are fully prepared to meet the stringent requirements of the audit.

While most of our healthcare sites have

experienced in the past MOH Audits, our team at KWSH is going through it for the first time. Led by our Supervisor Venu, we made the necessary preparation that was required to align our procedures to suit to the updated MOH Inspection and Audit standards.

Extensive retraining, skills assessment and re-assessment and internal audit inspections were all conducted prior to

the audit schedule to ensure that our staff are entirely prepared for the audit. Crucial resources and support were also provided by HQ to facilitate the preparation.

Despite the hard work required, our staff at KWSH are glad to be of service to our partners in helping them to attain the MOH Audit License. Kudos to the team for their effort, teamwork and dedication in this audit!

## St Luke's Hospital

BY MOHAMED MUSA BIN MOHAMED

On 8 May 2015, our team at St Luke's Hospital was involved in the MOH Licensing and Audit. Prior to the audit, many hours of preparation work was done to ensure everything was in place. A Mock Audit was conducted on 22 April 2015, to better prepare the staff for the main audit. The Team performed exemplary in both audits.

“Although the experienced team at St Luke's has gone through many MOH Licensing and Audits, we approach each new audit with the utmost respect and seriousness as the coverage of the audits can be very comprehensive,” said Musa, the Senior Key Account Manager (EVM).

To appreciate and thank our staff for the successful Licensing and Audit, the management of UEMS treated our staff to a sumptuous lunch which was organized on 13 May 2015.

During the event, staff who has performed exceptionally were awarded with vouchers. In UEMS, we believe strongly in recognizing staff who put pride in performing well in their daily duties.

I would like to take this opportunity to thank the team again for the excellent teamwork!



Our staff at SLH Working Hard for the MOH Licensing and Audit





# Safety and Health

## A MILESTONE IN SAFETY & HEALTH PROGRAMME

BY DIANA ROSE

The drive for a rigorous safety and health programme in the workplace has been the struggle of many organizations. This year, UEMS has transcended this challenge with the approval of the Workplace Health Promotion (WHP) Grant by Health Promotion Board (HPB). The WHP programme is a funding scheme that provides financial support to help organizations start and sustain their workplace health programmes.

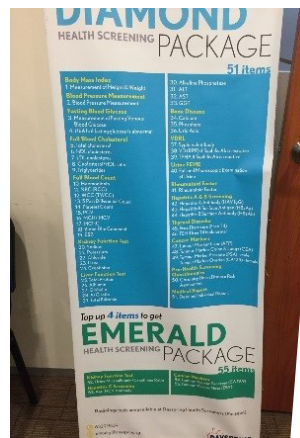
The Grant covers various general and mental health activities that UEMS together with its partner, Dayspring Corporate Wellness Pte Ltd, has outlined for a period of one year. Now, being healthy does not have to be tedious and boring with all the fun-filled activities that the company has in store for its staff.

## ZERO Workplace Incident

ZERO has long been the organization's mantra when it comes to workplace injuries and ill-health. UEMS has been running its quarterly Zero Incident Programme (ZIP) that aims to encourage safe practices at work through recognition like gift vouchers and makan sessions for sites who have recorded no incident for the quarter. This has been an effective peer pressure tool to enforce safety at the workplace which has effectively instilled a zero incident culture in the company.

## Health Screening @ Work

In concurrence with the WHP programme, UEMS has piloted its first health screening on 21st October 2015. Dayspring has conducted complimentary checks on the risk of coronary heart disease, body mass index (BMI), glucose measurement and lipid profile on 37 staff from HQ and site offices.



# UEMS Participates in Annual Fire Drill



HQ staff of UEMS participated in the annual fire drill conducted at UE Bizhub Central on 21 August 2015 and 20 November 2015.

# Fire & Safety Awareness Day @ INSEAD

BY MOHAMED MUSA BIN MOHAMED

Fire & Safety Awareness Day was held at Insead on 30 July 2015. It was a day full of activities for the staff. The management of Insead strongly advocates the need for fire safety in the institution and encourages its staff and service partners to always strive for the highest fire safety standards possible.

To further support the event, Senior Key Account Manager (EVM) Mohamed Musa, who is a certified FSM, was invited as the guest speaker.

The event closed with a sumptuous dinner served to the staff, courtesy of the Insead Management. A beautiful concert was also held in the evening to close the event with great pomp.

*Mr James Middleditch, Insead, Director of Campus Operations, presenting a token of appreciation to guest speaker, Mr Mohamed Musa*



# Protection of our People Assets against Haze

BY CHUNG ZHI KAI

Since September 2015, Singapore has been engulfed in the worst haze in recent times. Due to the nature of work in UEMS, our operatives are constantly exposed to the hazards of the haze. To mitigate these hazards, the EVM department has taken stringent steps to ensure that each employee in the department is well protected.

In line with the Standard Operating Procedure for all Public Healthcare Institutions outlined by the Ministry of Health, UEMS ensured that each operative who is required to work

long hours outdoors is equipped and wears an N95 mask. Additionally, a guideline is put in place to identify high-risk groups and accord them the necessary protection that they need. We have also played the role of health advisor by allaying ungrounded fears about the impact of the haze on our health, while warning our staff – especially the elderly – about the genuine health implications that may affect them.

While fresh air has since returned to Singapore, our operatives can rest well in the fact that in UEMS, we put their health as our utmost priority.

# BOWLING Tournament 2015

BY DIANA ROSE



Strikes.. spares.. cheers.. and laughters. Kallang Bowl was filled with fun and vigour as UEMS held its first Bowling Tournament on 11 December 2015.



Twelve teams comprising 60 participants pitted to be named as UEMS Bowling Champion of 2015. Everyone played to win and gave their best shot but in the end only 3 teams emerged above the rest.



1st

Team NUH Power Rangers led by Mohamed Joffri Bin Ismail together with his teammates Shaotao Jin Jordan, Lye Joon Tat, Aung Min Htut and Yu Xing Xian triumphed as the champion of the tournament.



3rd

The Last Warning team secured the third place with the play to win attitude of Ong Kok Leong, Mohamed Musa Bin Mohamed, Tan Ye Sheng, Shelton Craig Dong-as and Victor Tay.



2nd

Second place goes to the slow and steady Dream Team with team members Maria Helen Sta Ana (female top scorer), Reynaldo Dulay, Irene Tan, Richard Halili and Lim Meng Sai.



Remarkable for the highest points made are Mr Teow Seong Hwa in the male category and Maria Helen Sta Ana in the female category.



Staff did strikes, won spares and cheered on. It was indeed a good diversion from the hustle and bustle of work life. But above it all, the fun and teamwork inculcated to staff that day is what makes us UEMS family.



# New Faces

Welcoming our new colleagues who came on board between July to December 2015



**Bakthavachalam Arun Kumar**  
Technician



**Chan Siew Lai**  
Technician



**Chan Tsu-Aun Lennard**  
Executive (Advertising & Promotion)



**Catherine Low Poh Sin**  
Senior Executive (Recruitment)



**Chua Siok Rou**  
Technical Executive



**Chong Sing Hwee Andrew**  
Manager (Facilities Management)



**Chung Zhi Kai**  
Management Associate



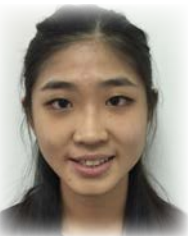
**Devarajan Selvarathiy**  
Technician



**Dharmeswaran Nagappan**  
Technician



**Chia Sze Lea Desmond**  
Key Account Manager (Facilities Management)



**Gan Hui Shi**  
Administrative Assistant



**Gurmit Singh S/O  
Jaswant Singh**  
Executive (UETrack™)



**Izharul Azhar Bin Razis**  
Facility Specialist



**Khine Myo Nwe Ni**  
Executive (Housekeeping)



**Esakki Muthu  
Balasubramanian**  
Technician



**Khor Pheik Suan Grace**  
Assistant Manager  
(Housekeeping)



**Klyne Scott Timothy**  
Property Executive



**Lim Poh Guat Angela**  
Manager (Facilities Management)



**Kho Pei Fern Angeline**  
Project Consultant



**Low Bee Choo**  
Senior Executive (Training)



**Lye Joon Tat Andy**  
Executive (Housekeeping)



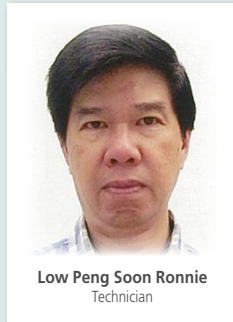
**Mohamad Ridwan Bin Mohammad**  
Facility Specialist



**Samuel Sabin**  
Property Executive



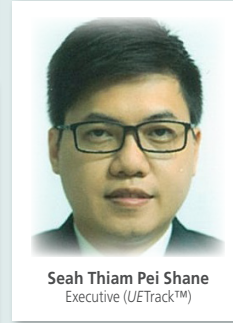
**Sim Pui Ee Erica**  
Key Account Manager  
(Facilities Management)



**Low Peng Soon Ronnie**  
Technician



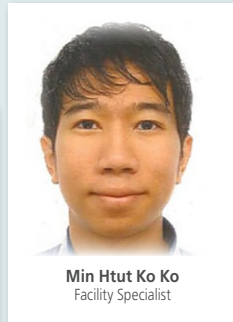
**Nur Aisah Binte Mohamed**  
Administrative Assistant



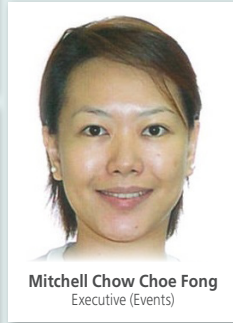
**Seah Thiam Pei Shane**  
Executive (UETrack™)



**Tan Joo Meng**  
Manager (UETrack™)



**Min Htut Ko Ko**  
Facility Specialist



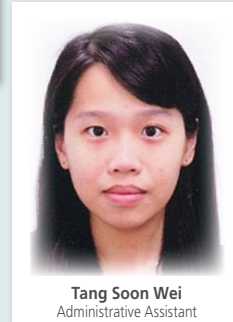
**Mitchell Chow Choe Fong**  
Executive (Events)



**Ong Jie Ying Joey**  
Executive (Marketing & Leasing)



**Sekar Bharath**  
Technician



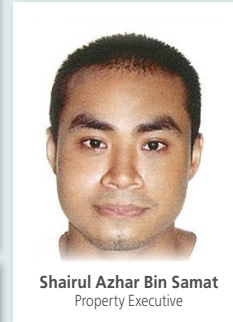
**Tang Soon Wei**  
Administrative Assistant



**Mohamad Nirhan Bin Mohamad Nor**  
Engineer



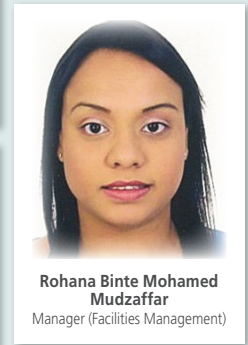
**Ragupathy S/O Aiyasamy**  
Facility Specialist



**Shairul Azhar Bin Samat**  
Property Executive



**Tay Victor**  
Senior Key Account Manager  
(EVM)



**Rohana Binte Mohamed Mudzaffar**  
Manager (Facilities Management)



**Shi Zijun Teresa**  
Technical Executive



**Vellayappan Tamizharasan**  
Technician

# Symbolic Signing Ceremony

## ITE Enhanced Internship Programme



UEMS is pleased to participate in the Symbolic Signing Ceremony on 18 November 2015 to signify our support for the Enhanced internship and partnership with ITE. The signing ceremony was witnessed by the Guest of Honour, Mr Ong Ye Kung, Acting Minister for Education (Higher Education and Skills).

The Enhanced Internship is one of the national SkillsFuture initiatives for ITE to work hand-in-hand with industry to promote work-based skills acquisition and skills deepening. This is important to build the skilled workforce of the future and to retain them in the sector to meet the needs of industry.



## METTA Appreciation Award

UEMS received the Gold Appreciation Award on 23 October 2015 during Metta Appreciation Party for collaborating with Metta School for 6 years. We are happy to receive this award and look forward to continue this close partnership with them.





# Long Service Award

BY BRENDA EU

UEMS held its first Long Service Award Ceremony on 6 November 2015. It was a joyous occasion celebrating and recognising 65 of our staff in completing their 5 years, 10 years and 15 years of service with UEMS. We greatly appreciate and value the dedications of our long service staff as they have become an integral part in contributing to the success of our Company.

Celebration continued after the ceremony with photo-takings and yummy food. Everyone had a blast on that day.

Once again, we extend our sincere thanks and warmest congratulations to all recipients as we celebrate their long-service milestones with UEMS and look forward to their many more years with the Company.



We were pleased to present all recipients with a Certification of Recognition and a valuable gold token during the ceremony.



For more information about the SERVICES we offer, please visit us at website: [www.uemsgroup.com](http://www.uemsgroup.com) or email to [sg.sales@uemsgroup.com](mailto:sg.sales@uemsgroup.com)

Produced by PARTNER PUBLISHERS  
Tel: 65-6748 7710

## UEMS Solutions Pte Ltd

No.12 Ang Mo Kio Street 64, #03A-11  
UE BizHub Central, Blk B, Singapore 569088  
Tel: 6818-3600 Fax: 6818-3601  
Co Reg No: 198803772H