

# UEMS

# Times

July 2017 – December 2017



## SERVICE EXCELLENCE IS THE WORD



<p><b>Innovation Category Outstanding Prize</b></p> <p><b>UEMS Solutions Pte Ltd</b></p> <p>The award is presented to the supplier who provides a new approach to solve a real or simulated challenge in technology in the areas of products, services and/or operational excellence.</p>	<p><b>Continuous Improvement Category Outstanding Prize</b></p> <p><b>UEMS Solutions Pte Ltd</b></p> <p>The award is presented to the supplier who is exemplary in the ability to continuously deliver superior performance in the areas of processes, product value, customer service and/or health &amp; safety.</p>	<p><b>Productivity Category Outstanding Prize</b></p> <p><b>UEMS Solutions Pte Ltd</b></p> <p>The award is presented to the supplier who demonstrates exemplary productivity, operational excellence and innovation in the supply chain.</p>	<p><b>Healthcare Supplier Awards 2017</b></p> <p><b>UEMS Solutions Pte Ltd</b></p> <p>Best Supplier - Continuous Improvement Award Category - Most Prizes</p>
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**UEMS SOLUTIONS PTE LTD**

**SAFETY pledge**

I understand that maintaining safe environment in our workplace is everyone's responsibility, including mine. When I observe unsafe conditions or behaviours during my daily routines, I will take action and report it.

I promise to never take shortcuts at the expense of safety, and pledge to make our workplace a safe place for all.

# WELL DONE, UEMS SINGAPORE !

I have shared that 2017 would be a very exciting year and indeed, it was. It has been a great year with many marvellous successes and achievements by the team. It was a very buzzing year where we had executed many new plans and the outcome had turned out very positively, with some beyond our expectations. Over the last half year, most of you have the opportunity to participate in many of the activities and I believe that you had an enjoyable time.

Among many successes, I am happy to share that we have received both internal and external awards that you should be proud of. Fresh from the oven, at the recent UEM Edgenta, our Parent Company's Annual Management Dialogue 2018 Award ceremony, our UEMS Technology Services Team, led by Mr Srinidhi Gopalakrishna, VP (Technology Services) has been conferred with Honourable Mention Award under GOLD Edge Star Team Award. This is in recognition of the good works done by the Technology Team which resulted in high positive impact on the Company/ Stakeholder and Client via *UETTrack™* technology. The criteria for this award was living the value of Productivity, Innovation and Creativity in the future economy. In addition, I am proud to announce that Mr Mohamed Joffri Bin Ismail, Manager, Environmental Services (Healthcare) for NUH Medical Centre and Tower Block was conferred the winner under the Outstanding Edgenta Star Award while Mr Arumugam A/L Subramanian, Assistant Manager, Environmental Services (Healthcare) for SKH@AH was conferred the Honourable Mention Award under the Promising Star Award. These awards are in recognition of their outstanding results in demonstrating the values of Enterprising, Teamwork, Integrity, Passion and Success.

My heartiest congratulations to them for achieving these very prestigious Awards. I salute them!

We have also clinched a grand total of 6 Awards (4 Outstanding Prizes and 2 Merit Prizes) in all three categories (i.e. Productivity Award, Innovation Award and Continuous Improvement Award) at the Healthcare Supplier Awards Ceremony (HSA) 2017, organised by the National Healthcare Group in collaboration with National University Hospital, Health Promotion Board and Agency for Integrated Care in October 2017.

UEMS' relentless drive in embarking on quality and productivity initiatives and implementing them successfully at the healthcare facilities where we currently provide services, namely Khoo Teck Puat Hospital, NUH Medical Centre, Tan Tock Seng Hospital and Yishun Community Hospital has been recognised by the healthcare industry. Out of these 6 awards, it is wonderful to note that 4 awards relate to our very own proprietary *UETTrack™* technology.

Another recent prestigious event is the passing of external audits conducted during end-October 2017 and early-November 2017 for ISO 22301:2012 – Business Continuity Management, ISO 9001:2015 – Quality Management System, ISO 14001:2015 – Environmental Management System and OHSAS 18001:2007 – Occupational Health & Safety. My greatest appreciation to all staff who have worked hard and devoted time and commitment in the external audit preparations and eventually passed these audits with flying colours.

Safety must never be compromised at all costs. As part of advocating to work safety at all times, we had our very own Health & Safety Week filled with a string of interesting programmes which include signing of the safety pledge at HQ, Safety slogan contest and safety skit competitions. We have also launched a platform on Facebook where employees can post photos of colleagues caught practicing safety at work.

We had embarked on more Corporate Social Responsibility (CSR) event by visiting Pearl's Hill Nursing Home and celebrating the birthdays for the residents as well as playing bingo games with them. Pearl's Hill Nursing Home is also a nursing home where we are currently providing soft services to. We were happy and contented to see the joys and smiles from the residents. I am sure all of us had also enjoyed this meaningful session with them. Thank you for taking time to participate in these CSR programmes, apart from doing your routine works.

Kudos to all staff who had received their Long Service Awards – 5-years, 10-years, 15-years and 20-years. Your long-term commitment, dedication and loyalty are indeed exemplary. As we celebrated and commemorated this very joyous and significant milestone with you, it has reminded us to stay resilient and persevere in all that we do and continue with this

journey ahead for as long as possible.

As part of our expansion plans, we have also enlarged our Management team, with several new faces who had joined us. Concurrently, we have also upgraded or promoted some of our existing key staff to take up higher responsibilities. This expansion is critical as it aims to cater to our growth plans ahead. It is my great pleasure to welcome the new key staff once again into my team & UEMS family and I am very excited to work with the enlarged team in continuing our journey of growth. The journey ahead is envisaged to be even more exciting with many more new opportunities locally and regionally.

As we are at the start of 2018, I would like to urge all, as individuals to give your very best in whatever you do, adopt a positive mindset, be adaptive, work together as a team to achieve positive outcomes and support your colleagues whenever required. The journey ahead promises to be even more interesting and exciting for all of us, as much as it had been over the past few years. I certainly look forward to continue working with every one of you and hope for your continued support in the New Year.

In this dynamic business environment, I also wish to remind all that we must continue to be adaptive to the changes of the future economy. Please continue to work hard, work fast and work smart and never be complacent, because the market condition is fast changing. Hence, we need to be even more nimble. I have shared this evergreen time and again. We must 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. We need to continue to be innovative, productive and creative. Productivity continues to be of very top priority and is key in ensuring business and operationally sustainability.

Last but not least and most importantly, as always, to all our Valued Clients, your support means the world to us. Our staff, including our team at the respective facilities are delighted to work with you to ensure that the facilities are well maintained and the services which we are rendering translate to positive users' experience. We are fully appreciative of those compliments which you have written to commend on our staff. Thank you for your continued support and for the confidence that you have placed in us. I would like to assure you that my team and I treasure this confidence and will not take this for granted. At UEMS, we work tirelessly as one team with a common objective – to provide best-in-class service to our Clients. Our philosophy has always focused on our belief that Clients should get the best outcomes from us. Therefore, we endeavour to provide services which are of value to our Clients. As we continue to forge a stronger partnership together, we fully recognize that your support and the continued trust that you place

in us is a very key factor of our success. You are at the heart of all we do and we will continue to work tirelessly towards ensuring that our services rendered meet and exceed your expectations.

## “SERVICE EXCELLENCE IS THE WORD.”

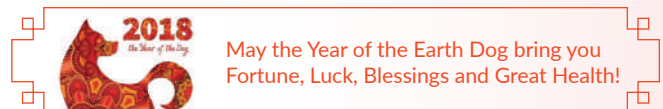
*-Tan Cheh Tian-*

In this bumper edition, I would like to advise all staff to continue delivering quality service to our Clients as this is one key reason why we are here. For services which may require improvements, let's embrace them positively. Borrowing a famous quote from Bill Gates, “Your most unhappy customers is your greatest source of learning”. This is so true! I would also say, “It is important to have very unhappy customers at any one time because it eliminates complacency, as this is an enabler in pushing for even better service experience.” After all, we are in the business of creating positive Clients' experience and thus, it is important to create an extremely client-focused culture which should never be overlooked, as long as we are in the business of providing services. As we embark on this journey together, we will also roll out new programmes and initiatives, as part of our continued service excellence journey. To conclude, service excellence is the word.



Tan Cheh Tian (Ms)  
General Manager  
UEMS Singapore

**The Management Wishes  
all Staff and Clients  
a Very Happy and  
Prosperous Lunar New Year.**



May the Year of the Earth Dog bring you  
Fortune, Luck, Blessings and Great Health!

# HEALTHCARE SUPPLIER AWARDS 2017



## UEMS SINGAPORE

clinched a grand total of

### 6 Awards

(4 Outstanding Prizes, 2 Merit Prizes)  
in all three categories

1. Productivity Award
2. Innovation Award
3. Continuous Improvement Award

at the Healthcare Supplier Awards Ceremony (HSA) 2017, which was organised by the National Healthcare Group in collaboration with National University Hospital, Health Promotion Board and Agency for Integrated Care on 31 October 2017.



The HSA 2017 aims to encourage more strategic win-win initiatives between the suppliers and the participating healthcare institutions, leading to enhanced patient care and safety, reduced operational risk, and improved operational efficiency and productivity.



UEMS' relentless drive in embarking on quality and productivity initiatives and implementing them successfully at the affiliated healthcare facilities over the past few years {i.e. Khoo Teck Puat Hospital (KTPH), NUH (Medical Centre), Tan Tock Seng Hospital (TTSH), Yishun Community Hospital (YCH) } has been recognised by the healthcare industry (see below Table).

*by Tan Cheh Tian*



Award Category	Title of Project	Award
Productivity	Enhancing Spot Cleaning Productivity via I-Mop Machine at KTPH	Outstanding
Productivity	UETrack™ Toilet Demand Inspection System – Pioneering Restroom Cleaning on Demand at NUH (Medical Centre)	Outstanding
Innovation	UETrack™ Housekeeping Performance-Based System Module – Strengthening Inter-Departmental Collaboration at NUH (Medical Centre)	Outstanding
Continuous Improvement	Enhancing UETrack™ Portering System for Smart Assignment of Jobs at TTSH	Outstanding
Continuous Improvement	Improving the Quality of Housekeeping via UETrack™ Housekeeping Performance-Based System Inspection Module at YCH	Merit
Continuous Improvement	KAIVAC – Professionalizing Restroom Cleaning at NUH (Medical Centre)	Merit

### Innovation Award



### Productivity Award



### Continuous Improvement Award



For more information please see <https://www.gpo.nhg.com.sg/suppliersaward/awards2017.html>

# UEMS SINGAPORE'S PORTERING SERVICE FEATURED IN THE MEDIA

With the drive towards innovation and technology in the Singapore healthcare industry, UEMS Singapore has moved in tandem with this trend and successfully partnered local hospitals to leverage on technology and automation for productivity gains and operational efficiency. Our workforce has also been adaptable in the effective adoption of technology, and reaped the benefits in the form of streamlined work processes and reduction of manual effort.

One area that we have demonstrated our commitment to innovation and continuous improvement is our Portering Service, which was recognised for its successful use of technology and automation in the local media on 6 and 7 December 2017.

## Porters with trackers: Quicker service for Tan Tock Seng Hospital patients (BeritaHarian)

<http://www.beritaharian.sg/setempat/khidmat-lebih-pantas-bagi-pesakit-dittsh>



On 6 December 2017, Berita Harian featured the Healthcare Supplier Awards 2017 Continuous Improvement Awardee, "Enhancing UETrack™ Portering System for Smart Assignment of Jobs" project.

This front page exclusive story, showcased the UETrack™ Portering system, a paging and tracking App developed by UEMS Singapore and Tan Tock Seng Hospital (TTSH). The system assigns tasks to the 78 porters at TTSH via text messages to deploy them from wherever they are. Previously, the porters were deployed via telephone calls from the wards or offices.

Porter Sa'adiyah Jurainee was quoted saying that the new system has minimised unnecessary porter

movement. Since the system was launched last year, productivity has increased by about 10 percent.

## Porters featured during Finance Minister's visit to Changi General Hospital (StraitsTimes, Today, Channel News Asia, News on Channel 5)



Autonomous delivery robot (HOSPI) delivers medication, specimens, case notes etc. within the hospital

Automated trolley mover which is ergonomically friendly and able to be pushed lightly and easily



During Finance Minister Heng Swee Keat's visit to Changi General Hospital on 6 December 2017, our porters were featured in local newspapers Straits Times, Today, as well as on Channel News Asia and Channel 5 News.

Mr Heng commented on the importance of using technology to boost productivity and reengineering processes for improvement in the healthcare value chain, and noted how the hospital has enhanced the skills of their workers while improving their operations as a result of this.

For instance, robot porters deliver patients' case notes or fragile items to recipients at Changi General Hospital's main building and integrated building round the clock. Our porters also shared with the Minister the benefits of using robots and motorised movers in their work activity to increase productivity.

### References:

1. Straits Times: <http://www.straitstimes.com/singapore/health/govt-spending-onhealthcare-to-rise-sharply-in-next-3-5-years-heng-swee-keat>
2. Straits Times: <http://www.straitstimes.com/politics/spending-on-healthcare-expected-torise-sharply>
3. Today: <http://www.todayonline.com/singapore/govt-spending-healthcare-set-go-3-5-years-heng>

# WORK PLAN 2018



UEMS Group and the Management Staff  
from UEM Edgenta



The annual Work Plan for UEMS Group was held in Bangkok on 14 and 15 November 2017. There were around 80 participants comprising of Management staff and key employees from the three subsidiaries, namely

**UEMS Singapore,**  
**UEMS Malaysia and**  
**UEMS Taiwan.**

We were also very happy to have the Management staff from UEM Edgenta joining us at the Work Plan.





## Sharing Session

The Work Plan provides a very good platform for the 3 countries to align on the corporate objectives and strategies for the coming year as well as take stock of our performance in the current year. The 2-day event was jam-packed with more than 30 sharings and presentations from key management and staff from the 3 countries.





Of course, we also took the opportunity to enjoy the shopping and sumptuous food in Bangkok. After the closing of the Work Plan on the second night, it was time for the team to let down their hairs and bond with each other. The team went for a special dinner on a cruise ship and it was really fun with the good food, beautiful night scenes and the songs and dancing which were actively participated by everyone in the team.



# NEW PARTNERSHIPS

GovTech, Maritime and Port Authority of Singapore,  
MND Complex, WeWork



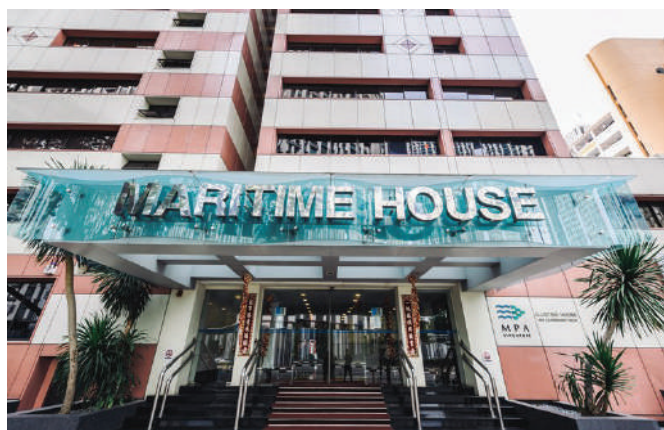
UEMS is delighted to ink the inaugural contract for Integrated Facilities Management (IFM) with Government Technology Agency (GovTech).

With the contract commencing on 1 July 2017, the team has been working tirelessly and putting in their utmost effort to ensure a smooth and seamless transition.

UEMS looks forward to more landmark wins to add to its extensive list of clients and most importantly, continue to provide quality IFM services to our valued clients.

## Government Technology Agency

*by Theresa Shi*



## Maritime and Port Authority of Singapore

UEMS has won the Integrated Facilities Management (IFM) contract in managing islandwide properties owned by Maritime & Port Authority of Singapore (MPA). There are 22 sites, including Piers, Operation Centres and Offices.

As part of the IFM contract, UEMS is also responsible to manage Maritime House, a service apartment for sea-farers which operates 24 hours, along with money-changing service.

The contract commenced in July 2017. The team is led by 2 experienced Facilities Managers, supported by a team of Technical and Administrative Executives. The team will do our utmost to prove that UEMS is a force to be reckoned with in the FM industry.



*by Lee Tak Keong*

UEMS has been awarded the contract to provide Managing Agent, Cleaning and Pest Control Services for Ministry of National Development Complex and Centre for Livable Cities at URA Centre.

Mobilization which include handing and taking over from the existing incumbent, familiarization with site activities, setting up management office and forming partnership with sub-contractors, commenced immediately upon receiving confirmation of the award.

We are glad to be entrusted by Ministry of National Development to manage the ministry building and look forward to provide unrivalled management services to our valued client.



*by Wilfred Lee*

## Ministry of National Development Complex



## WeWork



UEMS successfully won the bid to provide housekeeping services for WeWork, an American company which provides shared workspaces, technology startup subculture communities, and services for entrepreneurs, freelancers, startups, small businesses and large enterprises.

The three-storey high complex will have its cleaning and pantry services fully managed by UEMS with effect from December 2017.

Kudos to the support and operation team for the great efforts mobilizing the new project within short timeline. The team will certainly strive to serve our best in this new partnership with our Client at WeWork.

*by Junice Lee*

# RENEWAL PARTNERSHIPS

Senja Cashew Community Club,  
The Treasury, Parliament House



## Senja Cashew Community Club

*“All the flowers of tomorrow are the seeds which we sow today”*

UEMS is delighted to be awarded the renewal of optional period for Senja Cashew Community Club. The efforts and good works contributed by the site team and the good working rapport with the Constituency Office and CCMC are important factors leading to the successful renewal of the Managing Agent contract at Senja Cashew CC.

*by Lee Tak Keong*

## Parliament House

*“We must maximise our potentials and continue to deepen our skills sets in order to deliver quality services to our valued client.”*

*Muhamad Faizul, Building Manager  
at Parliament House*



We are happy to share the successful renewal of the Managing Agent contract for Parliament House. This is a testament of the quality services rendered and the team is committed to work closely and continue to maintain a good working partnership with our Client.



## The Treasury

UEMS is proud to be awarded the optional years for the Managing Agent contract at The Treasury. The renewal of the contract is an acknowledgement of our quality services to the Client. The team, lead by Mark Johnathan, Building Manager, is motivated to work harder and to forge stronger partnership in the years to come.

# HAPPY STAFF HAPPY CUSTOMER

## Happy Staff Happy Customer (HSHC) events held at various facilities in the second half of 2017.

The HSHC programme has been a great platform for our UEMS staff and clients to get together and enjoy the good time. Vouchers, certificates and awards are also given out to our good performing staff during the events as tokens of appreciation and recognition of their hard works and efforts.



## Year End Celebration

Changi General Hospital



Year End Celebration at CGH UETrack™- Portering was organized on 30 December 2017 in appreciation of the hard work put in by the team. We are honoured to invite Ms Tan Cheh Tian, General Manager, Ms Josephine Wong, Director of Operations and Ms Cindy Ng, Director (Human Resource) to grace the event.

**KTPH** have been promoting healthy living by encouraging staff to choose healthier diet and regular exercise. Team UEMS at KTPH participated in the annual Fitness Challenge event on 6 September 2017 where they were motivated to exercise together in a variety of physical tests, such as sit-and-reach, push-ups, sit-ups and 1.6km brisk walk.



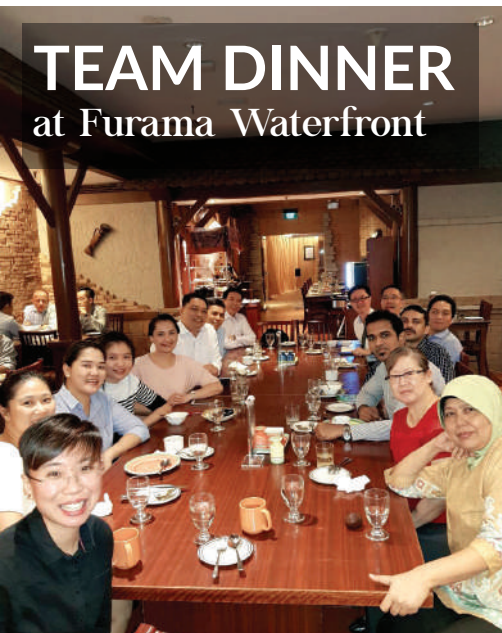
## Annual Fitness Challenge



## Get-together Session Khoo Teck Puat Hospital

## Man Fut Tong Nursing Home





# Year End Gathering

Yishun Community Hospital



Anchali

*Best Grooming Award*



Jaskaran

*Best Trolley Award*

*Honesty Award*



Airon



Alan



Jesi







BBQ NIGHT



ZUMBA Fitness

# NUH Medical Centre



# Get-together Session

NUH Medical Centre



## Honesty Award



Chong Yoke Chin    Chelvarani    Mageswari

- i CHONG YOKE CHIN**  
She found and returned a Samsung Galaxy Note 3
- ii CHELVARANI**  
She found and returned a Samsung mobile phone
- iii MAGESWARI**  
She found and returned a LG mobile phone



# SKH@AH Housekeeping & Portering Team

organized a joint-event to celebrate Christmas and to usher in the new year. It was also a good opportunity to extend the appreciations to all the staff who have worked hard throughout the year.



# Portering Team





## Tan Tock Seng Hospital



# National Design Centre

Good leaders who create a healthy, caring and supportive work environment will help cultivate an excellent corporate culture. This will in turn lead to happy staff and overall happy customers.

*by Nurul Aini*



# CORPORATE SOCIAL RESPONSIBILITY

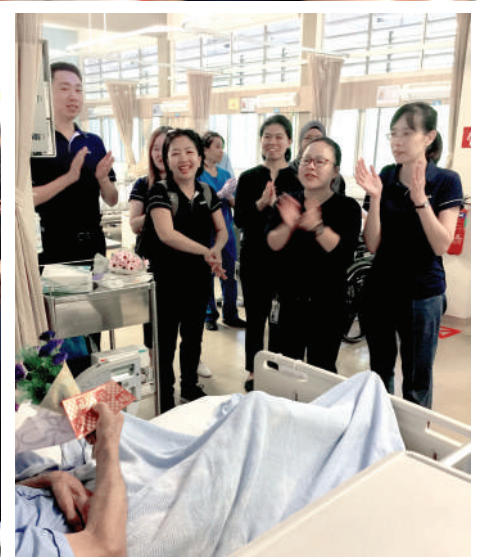
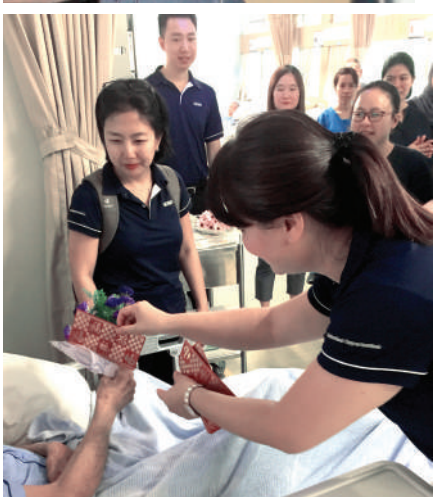
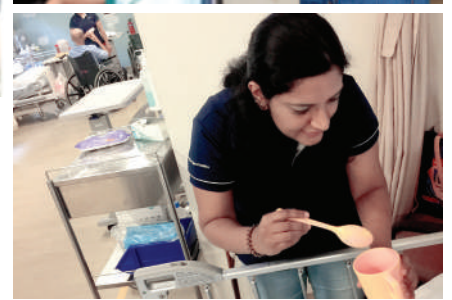
UEMS visited Pearl's Hill Care Home on 6 October 2017 as part of the Company's commitment to Corporate Social Responsibility (CSR), and to bring joy and laughters to the residents of the home.

A group of UEMS staff participated in the event which include providing refreshments as well as conducting games and activities for the residents. It was a sweet surprise for the residents when we started the visit by going to the wards to celebrate the birthday individually for each of the 11 residents whose birthdays fall in October.

The event was a joyous one as we could see happy smiles on the residents' faces when they won the Bingo games prizes and they also enjoyed the refreshments specially prepared for them.

We will continue to organize more CSR activities and encourage more active participation from our staff to make a difference together to a worthy cause.





# UEMS HEALTH & SAFETY WEEK 2017

Following the success of our first independent H&S Day in 2016, UEMS held another highly successful H&S Week with the theme “Prevent all injuries. Go home safe and healthy.” on 9 to 13 October 2017 to raise awareness on the value of workplace safety. A week-long series of activities were designed to engage, stimulate and encourage staff’s participation while fostering safety culture in the workplace. The event kicked-off with the signing of the Safety Pledge by employees.

*by Diana Rose*



UEMS demonstrated its commitment to workplace safety by signing our company’s safety pledge that essentially put safety first and pledge to never take shortcuts at the expense of safety. The pledge was led by our CEO, Mr Chan Cheow Hong and GM, Ms Tan Cheh Tian.

**SAFETY**

# pledge

I understand that maintaining safe environment in our workplace is everyone’s responsibility, including mine. When I observe unsafe conditions or behaviours during my daily routines, I will take action and report it.

I promise to never take shortcuts at the expense of safety, and pledge to make our workplace a safe place for all.

## Staff Engagement

# H&S EDUCATION Health Talk



## “Healing your Body the Natural Way”

was conducted by Dr Aras of Natural Healings. A free spinal check followed the talk where staff were advised of their spinal health.



# Social Media



We launched a H&S Week Facebook page for this event. With the hashtag #safetyties, staff posted their reasons for being safe and photos of staff caught being safe to showcase good practices at the sites.

monday



# Computer Welcome Screen

on H&S and Environmental Tips

Impactful posters and valuable pop-up messages on health, safety and environmental tips greeted our staff daily through their computer's welcome screen.

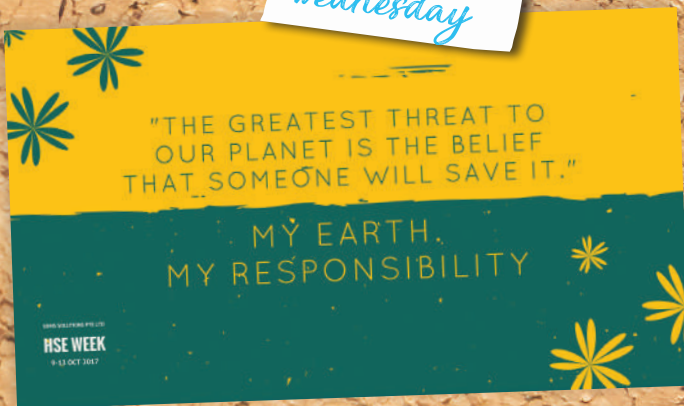
tuesday



thursday



wednesday



friday






# 7 EASY EXERCISES


Try these exercises twice a week to build up your strength, balance and flexibility.

**Warm-Up**




**1. Stationary March with Arm Swing/Seated March**

**Strength Exercises**




**2. Sit to Stand**




**3. Standing Hip Extension**

**Balance Exercises**




**4. Side Leg Raise**




**5. Single Leg Stand**

**Flexibility Exercise**



**6. Triceps Stretch**



**7. Standing Quadriceps Stretch**

## 3R

Reduce Reuse Recycle  
Care For Our Environment

**WHY PRACTISE THE 3Rs?**

- Protect the environment
- Conserve limited resources
- Save energy
- Reduce space needed for waste disposal facilities

**WHAT CAN BE RECYCLED?**

- PAPERS
- GLASS CONTAINERS
- METAL CANS
- PLASTICS

**STEPS TO RECYCLING**

- Put aside a bin at home/workplace/school to collect paper, plastics, metal, glass for recycling.
- Empty recyclable containers of content. Rinse them if necessary. Place them into the bin.
- Deposit the recyclables into the recycling chutes or recycling bins. Leave nothing outside.
- Do not put any food and liquid waste, tissue, ceramics, porcelain, light bulbs or batteries into the recycling bin. Do not leave furniture or bulky items beside the recycling bin.

**WHAT HAPPENS AFTER COLLECTION?**

Recyclables are deposited into the commingled recycling bin.

Collection by a recycling truck which goes to a Material Recovery Facility.

Mixed waste is sorted into paper, plastic, metal and glass at a Material Recovery Facility.

Each type of waste is packed into a bundle and sent to a recycling plant.

New products are made.

www.nea.gov.sg/3R Printed on Recycled Paper

# HEALTH & SAFETY Environment Posters

Themed posters were circulated to our various sites and facilities that were subsequently shared to their staff during roll calls, tool box meetings and for display on their notice boards

## "I CAN PREVENT FALLS."



Keep work areas free of spills  
You can prevent injuries at work. LOOK out for danger. THINK of how you can protect yourself. DO your work safely. To find out more on how you can prevent falls, visit [wsh.gov.sg](http://wsh.gov.sg)

**TARGET ZERO FALLS**





## DON'T LEAVE IT TO LUCK

TAKE CONTROL OF YOUR SAFETY & WELL-BEING  
THE CHOICE IS IN YOUR HANDS



## Your Lifestyle Habits

CAN AFFECT THE WAY YOU WORK AND LIVE



Paper is having increasing problems because of its excessive printing, but has difficulty breaking through the hazardous waste search is all due to work. Exposure to such toxins from some printing of work.

Be safer and healthier. Start your working habits.

HOW YOU WORK IS HOW YOU LIVE

For more information, visit [www.wsh.gov.sg/total4h](http://www.wsh.gov.sg/total4h)


# HEALTH & SAFETY Week Skit Competition

Changi General Hospital | Sengkang Health | Yishun Community Hospital





# Fire Safety Practical Training

Changi General Hospital

The Portering team at Changi General Hospital participated in the Fire Safety Practical Training where they learn to use fire extinguishers and water hose reel to fight fire. The training was conducted by Mr Mohamed Sidiqie Bin Mohd Aiks, Fire Safety Manager at Changi General Hospital.





The successful ISO surveillance audit held on 30 October to 3 November 2017 by Certification International Singapore on four ISO standards proves UEMS' robust and mature ISO management system.

With the valuable efforts of our site teams at Sengkang@Alexandra Hospital both Housekeeping and Portering, Buddha Tooth Relic Museum and HDB Sin Ming Autocare as well as the enthused HQ Support teams - led by our Management Representative, Cindy Ng and supervised by GM, Ms Tan Cheh Tian, UEMS had exceeded and passed the conscientious assessment of our various external auditors.

Having maintained our ISO certification for ISO 9001:2015, ISO 14001:2015, ISO 22301:2012 and OHSAS 18001:2007 on our second year validates our continued commitment to deliver exceptional customer service.

*by Diana Rose*



## Another SUCCESSFUL ISO AUDIT Accomplished



# LONG SERVICE AWARD



22 December 2017 was a special day for 77 of our staff. It was the day that the Company honoured and recognised their loyalty and long service with the Company. The Long Service Award is presented to employees who have completed 5, 10, 15 and 20 years of service with the Company. The number of staff receiving their Long Service Award has been increasing year-over-year. In year 2015 when we first started the Long Service Award presentation, we have 55 employees receiving their awards and in Year 2016, we have 74 employees completing their 5th, 10th, 15th and 20th year of service.



In his opening speech, our CEO, Mr Chan Cheow Hong, congratulated all recipients and got their commitments to continue working with the company for the next many years to come and especially to work towards receiving their next long service award.

All recipients received limited edition pure silver or gold coins of varying weightage based on their length of service.

Recipients, their supervisors and managers were invited to a sumptuous buffet after the presentation ceremony. The event was well received by all employees as they have enjoyed the good food and opportunities to interact and catch-up with their fellow colleagues.



20  
years



15  
years



10  
years



5  
years





# Congratulations



# Colour Fiesta

## DINNER & DANCE 2017

### PAN PACIFIC SINGAPORE

UEMS Annual Dinner & Dance was held on 28 December 2017 at the Pan Pacific Hotel with more than 300 UEMS staff attending the event. In tune with the theme of “Colour Fiesta”, many of them came dressed in colourful finery.

Cocktail reception, pre-dinner activities and mobile photo booth with props were set up and we can see our staff actively going around participating in all the activities, especially the photo booth. The dinner commenced after the heartening opening speech by Ms Tan Cheh Tian, General Manager and the presentation of a token of appreciation to Mr Chan Cheow Hong, CEO, for his leadership in bringing the Company to greater heights.



Opening Speech by GM, Ms Tan



Throughout the evening, the engaging emcee, stage games and performance kept everyone entertained in the ballroom. Being a very vibrant and fun-loving organisation, our staff participated very actively in all the activities. The 2 finalists in our Health & Safety Skit competitions, namely Changi General Hospital (Portering) and Sengkang @ Alexandra Hospital (Housekeeping) were invited to perform their skit so that the audience can judge and select the winner. Congratulations to the Portering team from Changi General Hospital for emerging as the Winner in the 2017 UEMS H&S Skit competition.

What is a Diner & Dance without lucky draw prizes. This year, more than 160 prizes were given out to the lucky winners. Overall it was an enjoyable fun-filled event with endless laughers!







Pre-dinner  
ACTIVITIES



# Games and Performance



# WINNERS OF THE BEST DRESSED AWARD



dressed in

# Colourful FINERY





# Congratulations to OUR LUCKY DRAW WINNERS!



CGH



CHAMPION

SKH



1st RUNNER UP

YCH



2nd RUNNER UP

## HEALTH & SAFETY SKIT COMPETITION ON STAGE



# NEW FACES

Welcoming our new colleagues who came on board from July to December 2017



**Abbas Bin Mohamed Noor**  
Senior Technician



**Ahmad Rauf**  
Technician



**Aidah**  
Administrative Assistant



**Andimulia**  
Technician



**Ashwinlda**  
Executive  
(Housekeeping)



**Azard Bastiean**  
Technical Executive



**Bai Wenjie**  
Accounts Officer



**Benson Ong**  
Technician



**Bryant Ang**  
Assistant Manager  
(Facilities Management)



**Brian Chia**  
Pier Operator



**Danny Lee**  
Key Account Manager  
(Environmental Services)



**Cao Zhiyuan**  
Property Executive



**Chan Kum Wah**  
Property Executive



**Christopher Tan**  
Financial Controller



**Chua Ley Leng**  
Tea Lady



**Farhi**  
Property Executive



**Daphne Cheong**  
Administrative Executive



**Dave Pang**  
Operations Executive



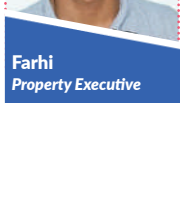
**Elango Senthil Manikandan**  
Technical Officer



**Emily Goi**  
Manager, Contracts &  
Project Consultancy



**Jacky Lim**  
Assistant Manager  
(Facilities Mgmt)



**Jacqueline Soh**  
Senior Manager  
(Training)



**Hazirah Binte Saini**  
Administrative Executive



**Hazman**  
Technician



**Imraan Bin Agos**  
Technician (Audio Visual)



**Joavonne Tang**  
Project Manager



**Josephine Wong**  
Director of Operations



**Javier Ng**  
Assistant Manager  
(Facilities Mgmt)



**Jennifer Wang**  
Executive  
(Housekeeping)



**Joan Yau**  
Admin & Customer  
Service Officer



**Kathleen Chan**  
Senior Graphic Artist



**Juay Mary**  
Senior Customer  
Service Officer



**Juhari**  
Property Executive



**Jumahat**  
Senior Technician



**Joavonne Tang**  
Project Manager



**Kelvin Wong**  
Manager (Facilities  
Management)



**Khoo Zhen Ning**  
Facilities Executive



**Manalo Maricel Cortez**  
Executive (Housekeeping)



**Mohd Salleh**  
Technician



**Muhammad Khairil**  
Technician



**Ng Hian Huat**  
Technician



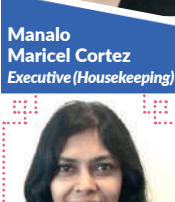
**Ong Lovely Jane**  
Admin & Customer Service Officer



**Tan Moo Hing**  
Technician



**Lee Yin Mun**  
Executive (Projects)



**Margaret Suseela**  
Customer Service Officer



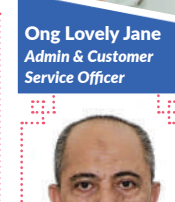
**Muhamad Faizul**  
Manager (Facilities Management)



**Muhammad Muzzammil**  
Assistant Manager (Facilities Management)



**Noor Farhani**  
Sales Coordinator



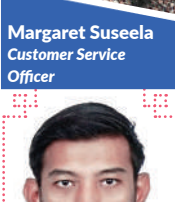
**Rahim Bin Hadi**  
Pier Operator



**Teo Heng Huat**  
Technician



**Lim Cheng Ann**  
Pier Operator



**Mark Johnathan Mohan**  
Manager (Facilities Management)



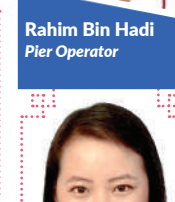
**Muhamad Fauzi**  
Property Executive



**Muhammad Nazrul Bin Lajis**  
Technician



**Noradilah**  
Assitant Manager (Facilities Management)



**S Chang Win**  
Administrative Officer



**Veerasamy Kasinathan**  
Senior Technical Executive



**Lim Kim Wah**  
Senior Customer Service Officer



**Muhammad Aizat**  
Assistant Manager (Facilities Mgmt)



**Muhammad Sufi**  
Technical Executive



**Norjulianawati**  
Property & Admin Officer



**Salleh Bin Amat**  
Technician



**Winston Tan**  
Pier Operator



**Yan Lye Peng**  
Manager (Facilities Management)



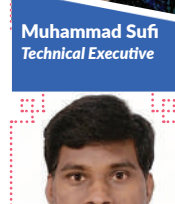
**Lionel Ee**  
Technical Executive



**Muhammad Amyrul**  
Pier Operator



**Muthukumarasamy**  
Facility Services Specialist



**Nurshahidah**  
Assistant Executive (Housekeeping)



**Samantha Choo**  
Contract Manager (Housekeeping)



**Muhammad Shahadah**  
Technical Executive



**Zulkifli Bin Sa'al**  
Service Coordinator



**Louis Ng**  
Manager (Facilities Management)



**Muhammad Shazali**  
Administrative Executive



**Nelson Low**  
Manager (UETrack™-Manager)



**Soh Ah Beng**  
Property Executive



**Muhammad Senior Technician**



**Muhammad Shazali**  
Administrative Executive



**Muhammad Shazali**  
Administrative Executive

# COMPLIMENTS AND AWARDS

received by our staff for their excellent services rendered at respective facilities. **Keep up the good work!**

## OUR PROPERTY EXECUTIVES at HDB INDUSTRIAL PROPERTIES

received testimonial from our Client for their excellent services.

### Helmy

"You have been a responsible staff who could work self-sufficiently at all times. Please continue to keep up with the good work and we are glad to have you as part of our team for Sin Ming Industrial Estate."



### Murshid

"We are glad that you have constantly displayed a positive attitude to try resolving the site matters. Please keep up the good work and hope to have many more years of working together with you."



"a proven consistently good performer and always beyond the extra miles"

"He works well with the multicultural staff from the various APEC member countries and is respected for his promptness in taking action as well as his friendly and polite outlook."

"He adopts a very proactive approach to his work, actively recommending areas for improvement and anticipating possible maintenance and repair works."



### Desmond Tan

received compliments from MFA client

## SKH HOUSEKEEPING



"I would like to compliment the team for their prompt attention, friendly attitude and creativity to come up with a clever. Thank you for a job well done!"

**Nur Amanina Aina**

"I am writing to you to extend my compliments to **Li Zuoheng** who helps to take care of our working areas in J and K clinic. He is a very polite and always greets with a smile whenever he sees us.



"Our working areas are clean and tidy as a result of his hard work and efficiency. I appreciate his dedication and positive attitude to ensuring our work area is tidy and safe to work in."



**Feriemechele Badiang Pajo & the housekeeping team at NUH MC**

"We would like to extend our gratitude to you and your team for your immense support for our event. Truly appreciate the support extended by the housekeeping staff who was very accommodating and ensure the place was clean."

**appreciation note**

**Chong Yoke Chin** from NUH Medical Centre received compliment from a visitor for helping to find her lost handbag

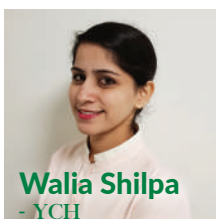


"really appreciate their effort in helping to search for my wedding ring. They had voluntarily search through the rubbish bins to locate the ring. I am listing down all the names with my thanks from the bottom of my heart. And a special thanks to Harpreet Kaur who take initiative to find it. The other staff are **Chandra, Venkatesh, Daniston and Naw Eh.**"

"Shilpa is doing a good job in maintaining the cleanliness of Education Development Office situated at YCH Tower E, Level 4"

"She is polite, proactive, diligent and hardworking"

"On some occasions, I observed that she took the initiative to clean stains on the carpet, on walls and general office space without prompting."



**Walia Shilpa**  
- YCH

**good commendations**

## HOUSEKEEPERS at KKH received compliments and invaluable positive feedbacks from the users

### Tanaletchumi

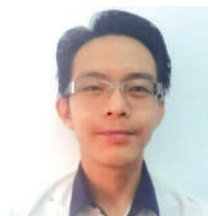
KKH - WT Level 6 Office

"Mdm Thana is a committed and dedicated worker."

"She is conscientious and cleans the place thoroughly. For example, today I noticed how super clean our 5th floor toilet was including the tiles!"



### commitment & dedication



### Mohammad Hafiy Atqa

Children's Emergency

"His act of impeccable honesty and integrity is highly commendable!"

He has found and returned a misplaced wallet.

### honesty & integrity

"prompt set-up of the temporary room in a very efficient manner and with the brightest smile to go with the service!"

"What a great service delivery! :)"

Tan Joo Meng & the housekeeping team



### great service delivery



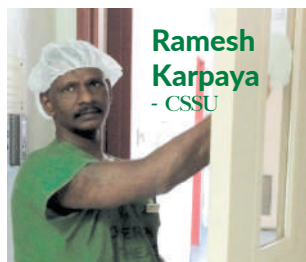
### Siti Aminah Sagumalah

- KKIVF

"I would like to that this opportunity to compliment Siti who has been covering the cleanliness of KKIVF Centre for the last 3 years. She had done a good job thus far and I am sure she

will continue to keep up to her performance. Siti is also approachable and always willing to assist the nurses."

### good work



### Ramesh Karpaya

- CSSU

"Hardworking and diligent. He will automatically finish up his duties and will also go the extra mile to ensure cleanliness of the department. Well done. Keep it up!"

### hardworking & diligent

"We were impressed when Shazana took initiative to clean the pantry just before JCI, even without us informing her. I have also noticed that she is very thorough in briefing newcomers on the housekeeping matters at WTL1 MSW Dept and does the briefing very well."

She is thorough in her work and washes the toilet very thoroughly. She knows this area very well and always ensures that all places are cleaned."

"Shazana is very friendly and does her job very well."

"She is very helpful and will always responds immediately to clean the area"



### Shazana Nazwa

Retail Pharmacy and MSW

### quality services rendered



## OUR PORTERS at CGH are commended for their excellent services rendered





**OUR PORTERS at SKH RECEIVED**  
compliments for their excellent services rendered



**OUR PORTERS and HEALTH ATTENDANTS at TTSH are well commended by the users**

# YOU! SPARKLES Awards 2017



*Congratulations*  
to the You Sparkle! 2017  
award winners!



UEMS Housekeeping and Portering teams received a total of 23 YOU SPARKLES! Awards in the Year 2017. The awards given by Sengkang Health are to recognize and honour staff and departments for their contributions to service excellence and patient care.