

UEMS TIMES

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OUR NEW NORM



CUSTOMER SUCCESS STORIES

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AH KITCHEN
STEWARDSHIP**

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UEMS NEW NORM

**EMBRACING THE
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2020 SPECIAL EDITION**

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No 12 Ang Mo Kio St 64
Blk B, #03A-11,
UE Bizhub Central
Singapore 569088

UEMS

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Twenty-Twenty A Year to Remember for a Lifetime

LOOKING BACK TWENTY-TWENTY

Reflecting on 2020, it has certainly been a once-in-a-lifetime experience and an unprecedented one for all of us as we went through the intense Covid-19 period. Though it was an extremely demanding year, I am happy to have gone through these very tough and challenging times together with all of you. Above all, I am greatly honoured and humbled to have such a strong and supportive team to ride through this extraordinary crisis. This enormous crisis came like a tsunami, or should I say, it was worse than a tsunami, as it came without any warning. Throughout the past year, we had to subject ourselves to continuous tests, along with the unlimited restrictions and constraints to overcome all challenges arising from the pandemic, in particularly the Malaysia's Movement Control Order and the Singapore's Circuit Breaker. However, we were fearless and fought hard with valour to overcome this. It is heartening to know that all emerged well for us. I am also glad to see more of you in person now! It had been a continued journey of working under the new normal, overcoming challenges, having to adapt to the fast-changing situation and being proactive in anticipating these changes in order to survive and emerge stronger.

The situation improved as we moved into the second half of 2020. This led to Phase 1 and Phase 2 of re-opening and most recently, Phase 3 of re-opening. We need to ensure that everyone continues to stay safe as we embark on our work routines and outside work. Most importantly, there is a need for us to continue to stay vigilant and never let our guard down, despite the better situation.

NEW MILESTONES

Despite the difficult times in 2020, we reached new milestones. This includes the mobilisation of Sengkang General Hospital (housekeeping). The

mobilisation team, including the key site staff and staff from the head office's support services, had put in tremendous efforts and contributions in ensuring a successful mobilisation. As a team, you did not give up when you were faced with adversity. Instead, you persevered and did whatever you could to meet our mobilisation objective. Besides this, we had also mobilised other new contracts very successfully during this period under challenging conditions as well. This is commendable!

One of the great achievements is the very successful ISO audits that you have gone through despite a very busy year. For the very first time in UEMS history, remote surveillance audits for our ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 22301:2012 and ISO 27001:2013 management system were conducted and completed. We never knew these were possible. Through the relentless and tireless efforts of all staff from the support services at the head office and the cooperation of our site teams, the remote audit was an astounding success and we passed all these audits!

In addition, very few would want to embark on any new ISO certification under such challenging times. However, we have relentlessly strove for a new management system to be benchmarked against industry standard. Early 2020, we challenged ourselves to acquire the new ISO certification – ISO 41001:2018. This is a new and important certification for the expansion of the Facilities Management (FM) business. Despite the Covid-19 pandemic, we did not defer this goal but continued to pursue the goal which was set. After going through the audits, I am glad to announce that we are now certified with ISO 41001:2018 for our Integrated Facilities Management (IFM) service. This means that our IFM business has gone through a stringent assessment of our FM processes, assuring our clients that we have operated and aligned to the best-in-class standards. We also had our Health &

"Above all, I am greatly honoured and humbled to have such a strong and supportive team to ride through this extraordinary crisis."

Wellness Week to commemorate the importance of staying healthy and safe as well as to take care of our well-being during this time.

Amid many challenges, I am glad to announce that for the sixth year running, we have successfully renewed and achieved the National Environment Agency (NEA) Enhanced Clean Mark Accreditation Scheme (Gold) Award for another year. We are honoured to be one of the 25 companies or 1.6% of all cleaning companies to have achieved this Award. With the achievement of this Award, it is an endorsement of our journey in offering the highest standards and professionalism in the delivery of our housekeeping services in the facilities that we serve.

As part of a progressive employer where we place emphasis on staff development and value staff development, we have launched our inaugural Management Associate programme with the aim of attracting and grooming new young talents into the company. These are also part of our people management's initiatives in facilitating our growth journey. Besides this, we have also kicked off our Emerging Leaders' Programme to groom potential internal talents. As in past years, we also recognised and honoured our 5-year, 10-year, 15-year and 20-year long-serving staff through long-service awards. Your loyalty and dedication to the company will certainly be a great inspiration for other colleagues.

As part of our corporate social responsibility, we participated in the SG Cares Giving Week, an initiative that was rolled out in Singapore and organised by National Volunteer Philanthropy Centre (NVPC) in early December 2020.

We participated in this campaign by organising an internal fund-raising activity called 'UEMS Giving Tree'. Your generosity has certainly gone a long way to help and make a significant impact to the lives of the less unfortunate. In conjunction with this, our staff also shared their giving stories, as part of the recognition and appreciation to Covid-19 unsung heroes. UEMS was also nominated for the President's Volunteerism & Philanthropy Awards (PVPA) 2020 Special Edition: Our Finest Hour in the City of Good. This nomination is a testament of how you have rallied together amidst these trying times. Congratulations to all good men and women in UEMS!

We concluded the year by having our first ever virtual UEMS Dinner & Dance 2020. Though this experience was a new one under the new normal, it was certainly a memorable and unforgettable experience for all. We also took the opportunity to celebrate together all the successes and achievements for the year.

UEMS WARRIORS & FRONT-LINERS - I AM GRATEFUL

2020 is indeed an extraordinary year for all of us. It is also a year of all-time high for the UEMS business. Collectively, we have achieved so much, which is beyond the imagination of anyone. No words can ever express how I feel. I am deeply touched by all that you have done throughout this whole journey, some of whom have not seen your families and loved ones for almost a year. I would like to express my greatest gratitude for your tremendous efforts and contributions throughout this year. We would not be where we are today without all of you. You have made personal sacrifices, provided your unwavering support and unwavering commitment and coupled

with your "let's-do-it" mindset, we have overcome all odds, despite the very challenging conditions. I am grateful to one and all from the bottom of my heart!

APPRECIATION TO OUR CUSTOMERS - THANK YOU FOR THE SUPPORT

We pride ourselves to deliver the highest service level to all our customers in all the facilities where we provide our services. As we start the new year - 2021, I would like to take this opportunity to thank you for your support rendered and confidence that you have placed in us. It is through this support and confidence that we continue to value-add, reflect and push ourselves to provide you with better service. For areas where we have fallen short of, we will certainly strive for further improvement as improvement is always a continuous process. The journey never stops. Thank you for your support!

BRAND NEW YEAR - TWENTY TWENTY-ONE

As we start the brand-new year - 2021, it is a fresh beginning where we have new aspirations, new objectives and new plans. 2021 is certainly another exciting year as we continue to live in the Covid-19 world under the new normal. I look forward to working with each and every one of you. Let's all continue with our growth journey and propel UEMS to even greater heights. I look forward to many more successes and achievements in the years ahead!

May I take this opportunity to wish you and your families a very Happy and Successful New Year in 2021!

TAN CHEH TIAN (MS)
Chief Operating Officer, UEMS Group
General Manager, UEMS Singapore

"It is also a year of all-time high for the UEMS business. Collectively, we have achieved so much, which is beyond the imagination of anyone. No words can ever express how I feel. I am deeply touched by all that you have done throughout this whole journey, some of whom have not seen your families and loved ones for almost a year."

The Management of UEMS Wishes all Staff and Customers a Very Happy and Prosperous Lunar New Year. May the Lunar Year of the Metal Ox Bring You Great Success, Abundance, Fortune and Great Health!



Customer Success Stories

Brand New Service - AH Kitchen Stewarding

BY STEVEN CHEW



On 1 August 2020, UEMS officially commenced the Kitchen Stewarding services at Alexandra Hospital. From 27 July 2020, our Team Leader, Chakshu led a team of Stewards who were working on 2 different shifts. They were deployed on-site to perform job shadowing from the incumbent's employees. Each day starts as early as 6am and the Stewards quickly learnt the preparation work required before

sending out the meals. They also set protocols on pushing out the food trolleys to the wards for breakfast, lunch, afternoon tea and dinner within five days.

Once the meals reached the wards, our Stewards will alert the Health Attendants and they will need to ensure that the food trolleys are plugged in to keep the food warm. Upon returning to the kitchen, the

team will start to do dishwashing, cleaning of the microwave oven, sanitising the working tables, sweeping and mopping the floor, clearing of food waste and cutlery packing for the next meal. After that, it will be time to collect the food trolleys from the wards after each patient's mealtime and to bring them back to the kitchen. Soiled crockery will also be cleared and packed into trays to be sent out for washing. All food trolleys will be cleaned, sanitised and will need to be on standby for the next meal. This whole process will be repeated again for the next meal.

At the end of the day, thorough cleaning will be carried out at the Food Services office and kitchen. By 9pm, the Security Department will be contacted to lock up the premises. We are proud to have a wonderful team of Stewards who are always ready to go the extra mile to serve our Alexandra Hospital client.

Compliments for our Housekeepers

BY GRACE KHOR



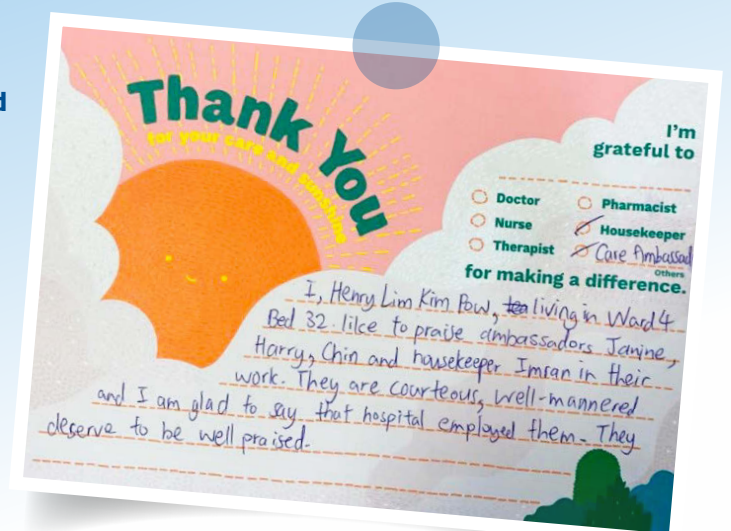
From: Ward 2 Bed 4 patient
To: HA – Muhammad Syukri Bin Masehood

Thank you to Syukri who always assisted my mom on her request promptly and with a cheerful smile on her face.



From: Ward 4 Bed 32 Patient
To: HA – Muhammad Imran

They are courteous, well-mannered and I am glad to say that the hospital has employed them. They deserve to be well praised for their good service.



Handing Over of Treasury Building to the Next Managing Agent

BY ANGELA TEO

What is Success? Success is defined as the accomplishment of an aim or purpose.

In this context, we are the Managing Agent and we have successfully completed our task in completing the full six-year contract term in managing The Treasury. This journey has never been easy but we completed it.

In such a challenging and fast pace environment as a Managing Agent, we need to be equipped with not only problem-solving skills, good technical knowledge but establishing good rapport and support between our own colleagues and our prestigious client.

Throughout the six-year contract period, umpteenth urgent requests/feedbacks which require immediate attention had to be dealt with. There were numerous ad-hoc system breakdowns during this pandemic period, and this, by and large, has been a real challenge for all to deal with and solve the unprecedented crisis.

To overcome these crises, it took Teamwork.

One Man's Weakness Is Another Man's Strength!

Well, it is easier said than done; perseverance and good teamwork are always the key to success. We would like to thank our client once again for giving us a chance to serve them as their Managing Agent of the Treasury Building.

Thank You Note from Yishun Health Campus

2020 has been a tough and dynamic year with Covid-19 pandemic outbreak. The healthcare system was put to test to ensure the availability of essential services and also to tackle with the pandemic. Workload was increased by many folds, together with cleaning regime and frequency. The situation was further exacerbated by the Movement Control Order (MCO) in Malaysia. Amidst the challenging situation, UEMS has demonstrated their resiliency and commitment to support the hospital. We are very grateful for the partnership. Thank you UEMS!

From Jolia Low, Ms
Asst Director, OSS
Yishun Health Campus

Working as One Family – Appreciation from Customer

BY GRACE KHOR

Despite a hectic work schedule, our Alexandra Hospital customers have always shown their gratitude and care towards us through various thoughtful gestures such as whipping up a wide smile, saying thank you and through written acknowledgements.

The customers constantly showered their appreciation on our team when they did their job well. This, in turn, has motivated our team to strive for better outcomes in our service delivery.

All our hospital staff who walked through together with us to battle Covid-19 have been given a badge as an encouragement and recognition of their courage.

The Alexandra Hospital management team organised meetings to engage and connect with the Malaysian staff who were affected by the Malaysia Movement Control Order (MCO). The hospital also provided free lunch and dinner for our affected staff. This has in turn shown us their care and support towards the affected staff.

UEMS staff who worked under "COVID ZONE" have been given the same treatment as the hospital's main staff. The nurse in-charge always showed extra care to the housekeepers to ensure they have sufficient rest. They also ensured that our UEMS staff were comfortable wearing their full personal protective equipment during their long working hours.

The Alexandra hospital has treated our team as ONE Family. We would like to say a big thank you to all the corporations, schools, groups, and individuals who have sent us food and encouraging notes. This has helped to fill the staff's stomach and warm their hearts. We appreciate every kind thought we received and this serves as a fuel to keep us going and never give up.

UEMS New Norm

Going Digital in Procurement

BY JESLIND WONG



The core function of procurement team in any organisation involves many thorough steps of processing, meeting the corporate policies and compliances as well as bridging timely deliveries of goods and services at the most competitive rates. It is essential to be always equipped with an innovative and user-friendly tool to help us better perform the sourcing, supply and inventory management as well as suppliers' invoicing matching. With the enhancements introduced into our existing ERP procurement software where the purchase requisition workflow and inventory management have been automated and rolled out progressively since early 2020, our procurement operating model has transformed into a digitalization process. This has also helped us to progress towards a higher level of procurement process with agility in the data management, analysis and a more efficient platform in communication and order approvals.

The Covid-19 pandemic and the Circuit Breaker from April 2020 have limited the movement, social interactions and communication

channels amongst the colleagues, clients, suppliers/service providers as well as the external supply chain partners. During the Work-From-Home arrangement, we have shifted to a remote and paperless working environment while still maintaining our efficiency and productivity levels. Without any compromise to the limited resources, the team (Procurement, Logistics & Warehouse and Technical support) have made good full good use of group WhatsApp mobile messaging, emails or video-calls such as Teams or Google Meet. This has helped to keep our supply chain operations and preventive maintenances running smoothly and fulfilling our sites' requests promptly and efficiently.

Procurement Team has also automated the Purchase Requisition (PR) submission from all sites into e-PRs where all new requests will be created and processed via ERP, with the verifications and approvals completed via the system online. Thereafter, the same methodologies are applied to the order processing. E-Sourcing and negotiation are conducted electronically as well.

Another enhancement in ERP introduced is the electronics Daily Inventory Management where the daily receiving and issuance of goods are being diligently updated by the site administrator. This ensures our inventory level can be monitored online anytime by the Contract Managers and exercise better control on the stock status and we can do our replenishment effectively. This will also remove the past practices of updating in the physical stock cards where data archiving and referencing of past data are updated via Cloud storage. Hence, this has helped us to create a paperless environment which is environmental friendly.

Adobe Sign is another cloud based platform where it replaces paper and ink signature processes with fully automated electronic signature workflows when human physical interfaces and social distancing measures are to observed. With the adoption of the innovations and technologies, UEMS continues to stay abreast with the technology advances while maintaining our corporate social responsibilities.

Ren Ci Community Hospital's Contract Renewal

BY STEVEN CHEW



UEMS has been serving Ren Ci Community Hospital for the past three years and we are proud to have our housekeeping contract renewed for another two years from 1 January 2021 with an option of extending for another two years. The journey over the past 3 years has been very enriching for our UEMS site team led by Supervisor Marri.

The renewal is testimony to the quality service that UEMS provides to our valued client. We would like to thank Ren Ci Community Hospital for giving us the

opportunity to continue to serve the Hospital and we look forward to forge an even stronger partnership in the years to come.

On 26 November 2020, we had our Happy Staff Happy Customer event at the Multi-Purpose Hall attended by senior management staff from both sides, namely Ren Ci CEO Mr Joe Hau, Ren Ci COO Mr Albert Hong, Chief Operating Officer (UEMS Group) and General Manager (UEMS SG) Ms Tan Cheh Tian and UEMS DGM Ms Josephine Wong. This event also marked the renewed partnership in the years ahead.

Entering the New Normal in Tan Tock Seng Hospital

BY SHELTON DONG-AS

The world as we are in now will never be the same again. The Covid-19 pandemic is changing so many aspects of our day-to-day life for the good or the foreseeable future – from the way we work, study, socialise and travel. Along with these changes and disruptions brought upon by the pandemic, comes unique opportunities to re-evaluate personal and work routines.

At Tan Tock Seng Hospital (TTSH) and the National Centre for Infectious Diseases (NCID), staff policies, work processes, safety protocols and measures are continuously being reviewed and enhanced to ensure the safety of our patients and healthcare personnel.

Research has suggested that it takes 30 to 66 days to make or break a habit, incidentally or coincidentally. This can be said so for our team who have been working tirelessly at TTSH and

NCID since the onset of Covid-19. Although they were faced with many challenges, embracing the new norm of working at TTSH and NCID such as staggered meal breaks, dining alone, MC surveillance, swab test protocols, training and rollcall regulations; to name a few, this has got our team to develop good working habits. Our porters and health attendants have since been exhibiting vigilant observance of safe distancing at work, diligent compliance with

policies and Infection Control protocols; and kind consideration to other health personnel with the regulated use of facilities. Seeing how our UEMS staff and healthcare professionals work together as a team at TTSH and NCID attests to the camaraderie and bonds forged during these tough times. Kudos to the team for all the hard work!

As we enter phase 3 of Safe Reopening, let us all stay prudent and vigilant.



Our New Norm: Celebrating National Day 2020 and Happy Staff and Happy Customer

BY CHOOI YUE THYE

It has been a full eight long months since the first Covid-19 outbreak struck. The entire world, including all of us here in Singapore had to adapt and change to the new way of life and work. New rules, restrictions and regulations were implemented that have become the New Norm.

At Alexandra Hospital, the Portering team has adapted to the New Norm as well.

We had to adhere to rules like temperature taking and social distancing, which makes it really difficult and challenging for us to conduct any gatherings to celebrate festivals and monthly occasions like HSHC (Happy Staff, Happy Customer).

To show our appreciation for our porters' hard work and dedication in coming to work daily to provide the best service for the hospital in battling Covid-19, the Management Team decorated the Portering office to celebrate this year's National Day cum HSHC. We even prepared a National Day Goodie Pack for all of them. The porters' spirits were uplifted and they were appreciative



of the care and concern shown to them during these trying times.

Our porters were also delighted to be presented with NTUC vouchers, courtesy of Union (BATU) and the Shangri-La Group, as a token of appreciation to frontline workers across all hospitals.



Embracing the New Normal at National University Hospital

BY WEI NENG AND CLARIS

The Covid-19 pandemic came as an alarming shock to all of us in the year 2020. It has caused many countries' economy to crash and continue to disrupt businesses and the daily lives of practically every human being across the globe. As we stay united and embrace the "new normal", the last couple of months have proven to be very challenging especially for all frontline workers.

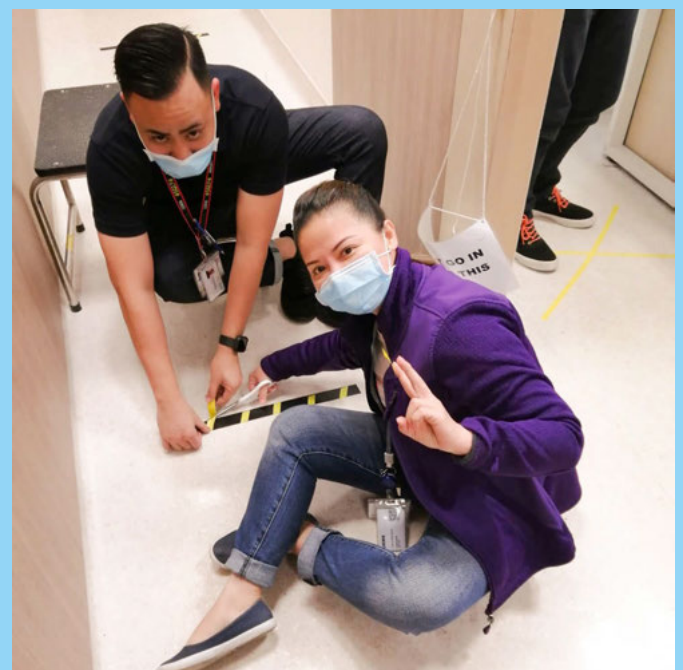
Since Phase 2 started, companies have been trying to adapt to the "new norm" where everyone living in Singapore is required to scan in and out of places they visited using the safe entry application. We are required to wear a mask once we step out of the comfort of our homes or we will be slapped with a hefty \$300 fine by the government.

Being humans, sometimes we tend to subconsciously drop one's guard against the deadly virus in the name of convenience. Hence, being in the healthcare industry, we need to take extra care to ensure negligence does not happen. As we are in the heart of the healthcare industry, it is of utmost importance for the team in NUH to continue to ensure that all our staff are safe and well protected as we continue to render our services in the hospital. We always



emphasise with utmost importance when it comes to the health and safety of our team, our patients and the general public. After a hard day's work, our common goal is to go back to our families safe and sound. With our end goal in mind, we have implemented various control measures to ensure the highest standard of compliance and personal hygiene are met. We implemented measure such as demarcating the office, having a regular wipe down of office equipment and high touch areas, taking temperatures twice a day to ensure we are dedicated to the well-being of our employees.

Together with the National University Hospital (NUH) and with the continuous generous contributions from Samaritans, we managed to keep the spirits high in our team and the fire burning throughout these difficult times. Although the road ahead is tough and winding, we believe that we will be able to ride through this arduous journey as a team and emerge as strong fighters in this whole pandemic.



Success is an Accumulation of Token Efforts

BY WENDY TAN

“Today, in our Covid-19 society, your smile or my smile in public is no longer palpable or, meaningful as it used to be. Conversely, the pandemic has dramatically changed the plateau of our facial appearance in public and, as much as possible, conceals our smile behind the mask in such a way that only the eyes can delightfully see and speak.”

We are in the midst of a highly teachable moment. There is no doubt that this pandemic period and the experiences will stick in our minds for the rest of our lifetime.

In spite of Covid-19, Khoo Teck Puat Hospital (KTPH UET) continues to strive towards motivating the team and cultivating a strong fighting

spirit alongside our customers to ensure we can overcome the tough times and treat each other day well during this new norm. Together, we share the exhaustion, happiness and encourage one another to look forward to a better day with engaging activities to keep us going strong.

Our daily lives have evolved with never-ending work procedures, instructions and regulations which has to be disseminated quickly to the team to ensure that we comply and adopt safe practices such as safe distancing, trace together app as well as safe entry. The safe practice has unknowingly become second nature for us.



When you are not able to control what is happening, we can always challenge ourselves to control the way we respond to what is happening around us. That is where the sublime power is.



BY CHOOI YUE THYE

Celebrating Ramadan and Hari Raya with External Facade Maintenance Team

BY SHIDAH NORHADI



The world we knew before the Covid-19 pandemic is gone. It is up to us to face it. The crisis has displaced almost every country in the entire world leaving distress and pandemonium. What remains is the act of kindness that plays a huge importance in our daily lives.

Under the Malaysian Movement Control Order (MCO), hundreds of our UEMS colleagues were stranded here in Singapore and they left their families behind for months. It was a tough and challenging decision for some of them as they have never stayed apart from their families despite working in Singapore for almost 10 years. Despite this situation, our External Facade Maintenance

team members continued to lend a helping hand and we also tried to reach out to our fellow team members so that they felt as close to home as possible.

During this 2020 Hari Raya period, we decided to cheer our friends and liven up the atmosphere by preparing warm home-cooked meals for "Break Fast during Ramadhan" and also on the morning of "Hari Raya Eiduladha" for our EFM team members who were away from their family during this Hari Raya festival.

Intermittently, during the Fasting month of Ramadhan, we also sent over daily snacks and some additional clothing as a source of

comfort while they were living in Singapore.

Even though we were able to be there and celebrate together with them, we successfully brought smiles to their faces when these surprise meals were delivered. This I am sure would have reminded them of home and their beloved families. I am proud to say that the External Facade Maintenance Team stands united and we are not just about productivity and efficiency but most importantly we treasure our members like family too.

As the saying goes, **Leave No Man Behind.**

Lessons Learnt

Everyone has a Critical Role: Akin to a Mechanical Watch

BY TAN HAN KIAT



UEMS. The mechanical system under this dial is the true inner working of UEMS. Our staff, from Senior Management to middle management, support functions and ground-level employees are delivering our services through established standard operating procedures, workflows as well as leveraging on technology. This is similar to the jewels, gears and coil springs of a mechanical watch. If everyone plays our part, focus on best outcome and quality, then as a company, we will be able to deliver to our core values of Unity in strength, Engaging, Master of our Trade and Service excellence. Delivering the best service to our customers is contingent upon the seamless integration of the entire system which depends on the sum of all the parts as each person plays a critical role.

Since young, I have been fascinated by mechanical watches. I am just amazed by how the different jewels, gears and coil springs work seamlessly together. No part is too big or too small. All the parts form an integrated system and each

part has an important role to play which is to deliver the ultimate goal to tell TIME. If one part fails or is faulty, the accuracy is lost or the watch does not work at all.

The dial of the watch is akin to the face which fronts our company

Our Covid-19 Journey of Reflection

BY GRACE KHOR

At UEMS, we cherish every employee's effort and self-sacrifice during the pandemic.

If you maintain the cleanliness of hospitals for a living, nothing is different during Covid-19. At the same time, everything feels different. The integral role of housekeeping during the coronavirus pandemic, particularly heightened disinfection, sanitisation and other Infection Control Measures are always at the top of our minds in the hospitals. Now, it is more critical than ever.

All staff also have to reassure their families and put them at ease about the safety precautions taken in the hospital in their fight against Covid-19.

Every effort counts. We made it happen as a team. A BIG THANK YOU to all employees, you are the best.



Sustainability Initiatives

SG Cares Giving Week Fund



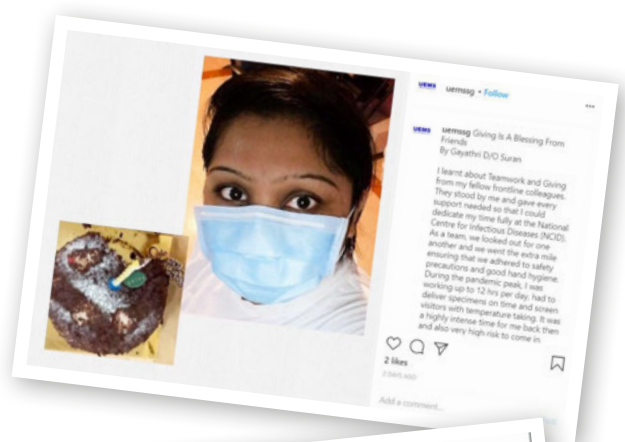
SG Cares Giving Week at UEMS

BY KATHY PILLAY

UEMS participated in the SG Cares Giving Week Campaign that is organised by National Volunteer & Philanthropy Centre in December 2020. We started a campaign called UEMS Giving Tree / Giving Week Fund in support of a noble cause and this in turn enabled us to raise funds for the smaller charities in Singapore. This initiative was started to advocate for better services and programmes for the marginalised communities within Singapore.

To spearhead this initiative, we created awareness by showcasing SG Cares Giving Week through our social media platforms such as Facebook and LinkedIn so the word and buzz reach a larger audience. In addition, we also sent out a detailed writeup with information to all UEMS colleagues via an electronic direct mailer EDM with steps and procedures on participation and the programme mechanism.

The programme gained the spotlight as we showcased a few memorable stories of staff's generosity and kindness. These were also shared on our social media pages and received various likes and comments. At UEMS, our giving starts from the hearts. We are pleased to spread the awareness of this companywide CSR initiative via our internal and external platforms.



Thoughts from the Leaders

Adaptability and Resilience under the New Normal

BY JOSEPHINE WONG

Adapting to the new normal under Covid-19 is not an overnight affair. As a company, we have experienced seemingly insurmountable challenges during the peak of Covid-19 in March and April 2020.

Now that the dust has settled in Singapore, we are re-calibrating to a different mode of operations within UEMS. Heightened safety measures and vigilance have been integrated into our everyday work areas. In all our healthcare facilities, we are still strictly adhering to temperature taking and reporting, health declarations and safe distancing measures.

New regulations have been mandated along the way, such as the requirement for all new hires to be swabbed before starting work at the healthcare sites. Our foreign workers who can enter Singapore now need to serve Stay Home Notice (SHN) and clear their swab test before they can be deployed to the hospitals. Our manpower sources are also constrained by the Covid-19 situation in the country of origin of the foreign workers.

Our HQ and Operations teams have been confronted by the need to be agile, adaptable and resilient in responding to these changes and new requirements. We have been challenged to find new solutions and constantly adapt to new developments. This pandemic has truly tested our ability to be constructive in



managing various hurdles, thrive amidst adversity and convert challenges into opportunities. This period has also required all individuals and departments within UEMS to work more closely

together and collaborate more effectively because when we pool our abilities together, we will emerge stronger during this crisis.

"Now that the dust has settled in Singapore, we are re-calibrating to a different mode of operations within UEMS. Heightened safety measures and vigilance have been integrated into our everyday work areas."

Work from Home

BY TERESA CHAI



UEMS Work from Home situation officially commenced from 27 March 2020 when we were informed that the company was taking a proactive action to combat Covid-19. Hearing the news from Management was simply a thunderbolt to me. It was the first time that we commenced this new manner of work arrangement and what an experience it was for me. I was wondering how to survive at home. Oh my God!

Within minutes we started making plans to create a make-shift office for home. In view of that we brought our essential items such as laptop and stationery to our residence so that work would be seamless with minimal interruptions.

The mammoth task awaited us from the very first week of work from home. It was very tough due to the need to adapt to a new way of working. We had no access to a scanner, printer, fax machine and felt isolated from the rest of our colleagues. Productivity dipped because of our new challenges and need to relearn new ways of adapting to these changes. It seemed that we were putting in longer hours than in comparison to the previous scenario. We felt alone, out of touch and inexperienced to handle the new norm. Perhaps, this hard and painful methods forced us to leverage technology and available resources to overcome these challenges.

For the function of scanning documents, we used Genius Scan. For virtual meetings, we tapped upon Zoom & Google Meet. As for the delivery of documents, we utilised Grab Delivery. For the signing of documents, we subscribed to Adobe and DocuSign. All these software tools performed miraculous results and enabled us to achieve our outcomes. I had never used them before but using them now became a norm now thanks to the creators who developed these innovative systems. If not for their foresight and digital innovations, we would not have been able to cope and would still be struggling. Towards the end of our Phase 2 circuit breaker period, I was settled and adjusted somewhat happily to a cosy work from home setting.

Problem Solving and Leadership among the Managers of Today

BY WILFRED LEE

In every workplace, there is at least one leader. Site Managers have to command respect by demonstrating that they are the heads of their teams. Otherwise, their workplaces can suffer from disorganisation, poor communication and a lack of direction.

To be a successful manager, we need to demonstrate leadership ability. A manager must be self-motivated, organised, trustworthy, empathetic and optimistic. A true leader has a clear vision of where they want the maintenance team to go and they set a positive example that encourages others to follow. Great leaders get things done by inspiring and empowering others to do great work for them. They foster motivation by giving subordinates autonomy to do the job, creating a supportive environment, and recognising when the job is done well.

One of a manager's most important responsibilities is to solve problems. Our ground operation success depends on managerial problem-solvers. Issues come in all sizes. Managers who have the ability to systematically think through the facts, diagnose the situation, and find an accurate and workable solution will help the business thrive and prosper.

Effective problem-solvers can guide teams towards achieving goals by eliminating frustration, confusion, and misunderstanding before they become unmanageable. Managers on the ground constantly watch for signals, symptoms, and signs of problems. Once the best solution has been identified, a good manager develops a solid implementation plan. This plan should include steps that will be taken to move forward, as well as contingency plans that will help the manager handle potential roadblocks.

The managerial problem-solving process is a never-ending cycle of planning, doing, checking, and acting, while also monitoring the situation and the outcomes. As needed, managers make adjustments to their plans to continue to move towards the solution that will lead them to better business results.

Lastly, every accomplishment starts with the decision to try.

Make Your Mark with Training

The World has Changed, so must We

BY SHANE SEAH THIAM PEI, VIVEK ANAND SINGH AND NURSYAHIDAH BINTE MOHD SHOKRI



For many years, training in healthcare has always been traditionally strict, practical and dull. We always seek interesting ways to engage our learners. One way is to make sure we use more pictorial training slides to capture their attention, the other is to pose questions to learners to keep them on their toes.

This year, the Covid-19 pandemic has rapidly changed how we live, work and learn. With safe-distancing regulations imposed, trainers were unable to meet a large number of trainees for training and assessment. We could only work around a small number of trainees per session so we needed to keep the lesson and assessment interesting. We knew we had to search for other ways and methods to keep our learners attentive. We took this opportunity, making use of modern technology to engage better with our learners. We wanted our theoretical assessments to be more captivating to learners so we decided to explore training game application “Kahoot” for a solution. “Kahoot” is a game learning platform which is widely used in schools and organisations. With

this platform, training recaps and assessments can be fulfilled with fun! Within minutes, we are able to create a fun and interactive quiz for our learners. Questions would be projected from a computer and trainees would use their mobile phones to answer the quiz.

For a start, we conducted theory assessment trials using “Kahoot” in Changi General Hospital (CGH HSK), Tan Tock Seng Hospital (TTSH UET) and Singapore General Hospital (SGH VMS). Expectedly, we had mixed reactions. We had to deal with a handful of difficulties faced by our elderly learners as they were not as tech-savvy as we expected. Some did not possess a smartphone; some had a hard time understanding the questions and not all had a stable internet connection. The younger ones enjoyed the fresh idea, and urged us to have more theoretical assessments using “Kahoot” instead of the “boring” written quizzes or “face to face Q & A” sessions. It was encouraging to see their exuberance. We could see a vast change in participation and competitiveness level amongst learners and this spurred us in

wanting to have them progress in their learning

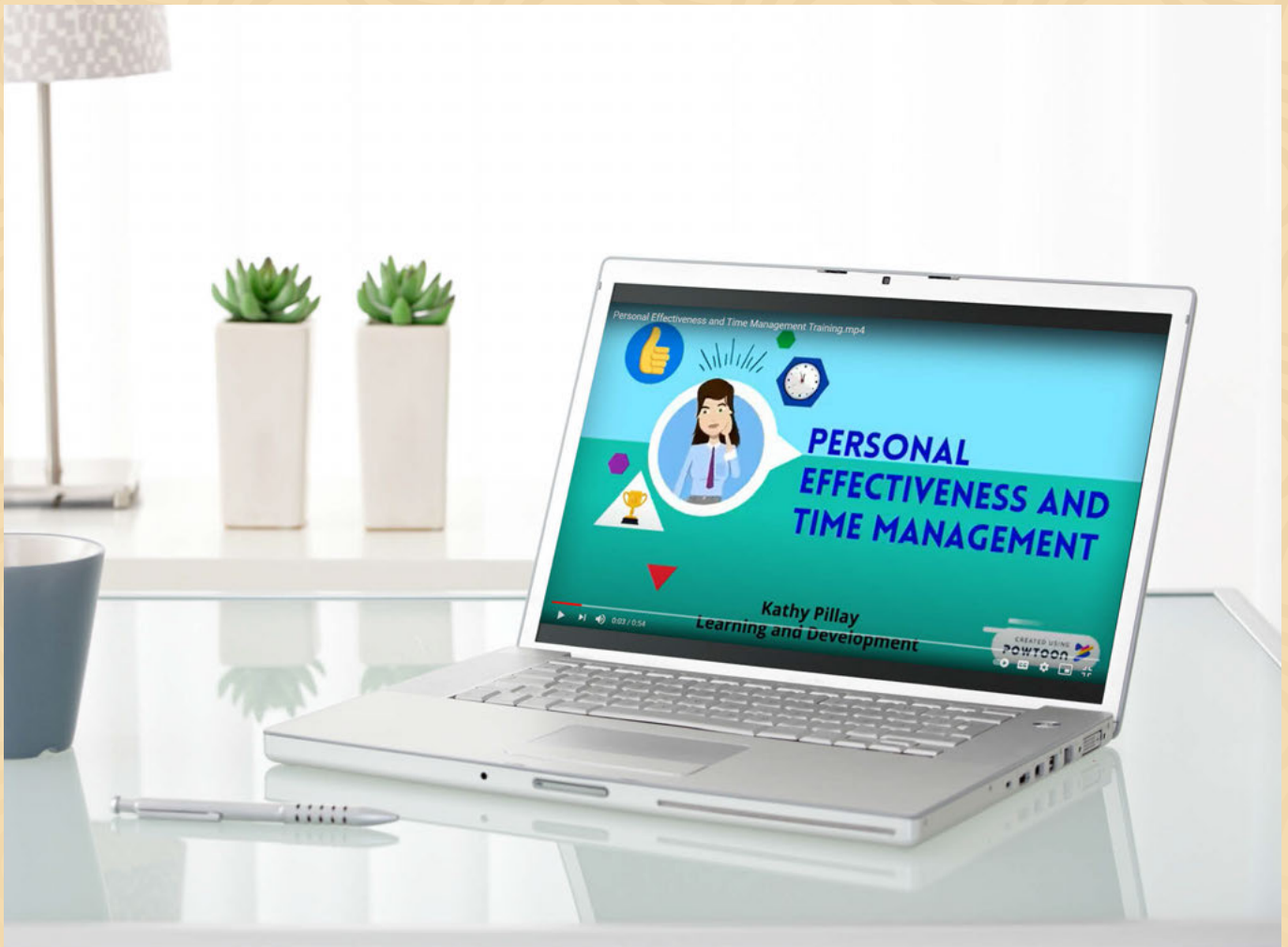
Covid-19 pushes all trainers to seek alternative, more creative methods to engage their learners. As the world faces a new norm, trainers took up the challenge and started injecting some fun and instilled collaborative learning. Online game-based learning and assessment is a new norm for us to follow. Through games, learners are able to develop their skills continuously and also have fun doing it. Nothing beats having joy and learning at the same time. Happy staff, happy customers!

Game-based learning is transitioning into every age group. Some learners may encounter challenges due to limitations in IT skills while others may ace and enjoy the interactive session. As trainers, it is our duty to ensure that our participants' learning needs are tailored within their bandwidth to ensure optimal performance. Trainers are able to perform constant monitoring through these interactive sessions. Those who score at every question show understanding towards the lesson while the rest may need extra attention to boost their learning capabilities. Constructive feedback on learners' performance can be given immediately too. I'm sure in coming years, online learning would be an essential tool for the healthcare industry.

During these hard times, let's all work together to achieve training effectiveness and help our trainees reach greater heights!

Activity Based to Business Partnering

BY KATHY PILLAY



As UEMS embarks on the new normal, the learning and development function in the company needed to get creative in how virtual trainings are being conducted during this pandemic. E-training videos on 'Personal Effectiveness and Time Management' and 'Team bonding and Team Work Skills' were sent to non-operative staff in August and in October. These 2 training topics were curated to support and minimise the key issues usually inherent within teams. Personal Effectiveness is a valuable skill to adopt for both personal and work life. As busy as we are, to enhance our productivity at work, we need to be able to manage our time and

resources in order to achieve our goals. Part of being efficient also involves staying the course and being able to minimise distractions in order to achieve our daily tasks and outcomes. The training further provided tips for balancing work and personal commitments for today's rapidly changing work context.

Good Teambonding and Team-work Skills are especially important in order to sustain harmony and produce results especially now that the pandemic is brought to a control. There are new structured policies and procedures in place. To manage these changes, the Team bonding and Team Work

Skills Training served as a good reminder to all that every member is an essential contributor to the team. By understanding their roles based on personality, you will be able to respect their differences and tap their potential. The training enabled supervisors to better manage their teams, understand in-depth the issues faced and help resolve the team related problems. There was an action plan booklet that accompanied the training. This acted as a summary of all the salient points covered within the training. Trainees were able to use it as a reinforcement tool to measure their understanding and to list their goals for their departments.

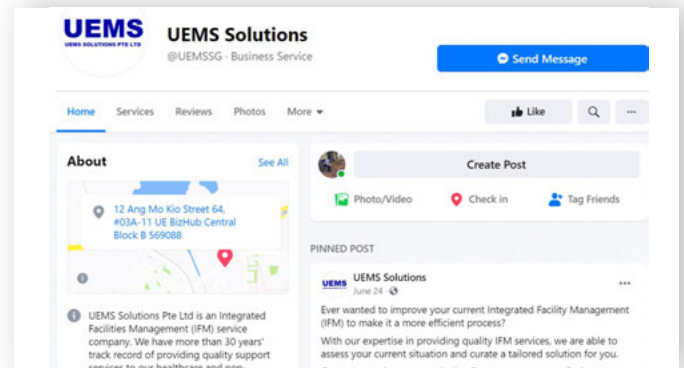
Our UEMS Voices

Enhance Brand Awareness and Market Exposure

BY ZHANG QIANG

Brand awareness and market exposure play an important role in boosting corporate marketing and securing to win new sales. Therefore, UEMS has embarked on a new journey towards enhancing its brand awareness and market exposure. The journey consists of a series of marketing initiatives, one of which is certainly about leveraging upon social media.

Undoubtedly, social media has become one of the most effective marketing platforms. As part of the marketing initiatives, UEMS has successfully created its corporate accounts and pages on the most prominent social media, including Facebook, Instagram and LinkedIn. We are regularly posting on the platforms with interesting, engaging and useful contents to keep our followers engaged and attract more audience. The contents generally include an introduction of the company and its service offerings, the company's big events, activities and successes, staff's achievements and activities, compliments and awards, etc. With these platforms, not just our staff and existing clients can receive the latest updates about UEMS, potential clients are also able to

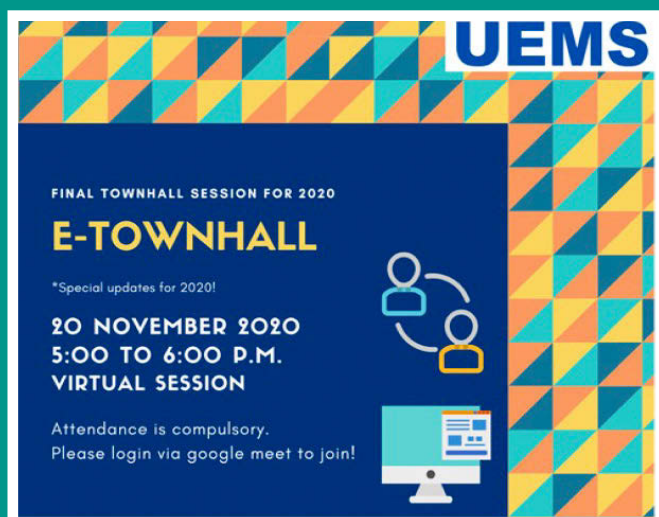


get to know us and reach out to us for any assistance they may need from us.

Besides social media, our marketing initiatives include other activities, such as designing and standardising email signature, revamping corporate brochure and website, email marketing campaigns, etc. We will continue with these efforts and incorporate new ideas to further enhance our brand awareness and market exposure.

Final E-Townhall 2020

BY KATHY PILLAY



The final E-Townhall was scheduled on 20 November (Friday) at 5:00pm and was a great way of wrapping up the achievements for 2020. Senior leaders also provided some insights into the company-wide improvements that were rolled out and identified improvements that will be implemented in 2021. 80 employees attended the

session and were blessed to be receiving these crucial updates.

The session started with a welcome address by Ms Tan Cheh Tian, Chief Operating Officer (UEMS Group) and General Manager (UEMS SG), Deputy General Manager, Josephine Wong followed suit by sharing more of the healthcare business and innovative e-learning and webinars under the training department that will be rolled out in series come 2021. Director of Facilities, Wilfred Lee, shed light on some of the new facility management "playground" or rather new contracts that will be acquired soon. Chief Technology Officer, Srinidhi Gopalakrishna provided interesting updates of our UETrack™ software suite 2020. Colleagues were given a glimpse of how IoT sensors were being used in facility management in today's times. Our final presenter Teresa Chai, Deputy Director, Finance gave a detailed snapshot of the financial performance of the company.

The Q&A segment went live via a platform called 'Participoll' and this garnered a lukewarm response from the audience.

UEMS First-Ever Virtual Dinner & Dance 2020

BY GEANNIE TAY



Dinner & Dance is the time of the year where everyone in the organisation come together to celebrate the fruits of their labour.

This year marks my first D&D with UEMS and my maiden experience of a large-scale event via a virtual platform. Due to the current safe distancing measures and the order of maintaining small social gatherings, we had extremely limited resources and were unable to plan the event in a grandiose manner. The event had to be organised and carried out rather modestly via an innovative virtual platform called 'Zoom'.

Even though we were communicating through a screen and unable to gather physically, we were still able to bond strongly through the specially crafted programmes. To make it exciting, the committee put forward a mask-making contest where all of us showcased our creativity in designing our unique masks. Apart from that, some of our talented staff

also enthusiastically participated in the 'UEMS Got Talent' contest. The performances certainly lived up to every one's expectations. Though it was pre-recorded, the energy level was relatively high and

everyone had fun watching and voting for the best team performance. Our heartiest congratulations go to all the teams and certainly to Champion KKH Housekeeping Team.

On that same note, we revealed all our Mask Design contestants' masterpiece and the winning votes that were garnered on Facebook. Good news is in addition to the Top 20 winners, all other contestants were awarded consolation prizes for their effort and hard work.

Additionally, interactive magic show by Asia's Top ventriloquist Shawn C and Stefano as well as games 'Emoji', 'Pictionary', 'The Price is Right' that were lined up for all to watch and participate.

Of course, one of the main highlights of the evening was the much-awaited LUCKY DRAW!!! All thanks to our kind sponsors and management for the generous contribution. Congratulations to all the lucky winners!

Last but not least, kudos to the D&D committee members who have spent the time to organise and make it an eventful and memorable one.

Long Service Award 2020

BY KATHY PILLAY

UEMS is pleased to share that more than 100 employees received the Long Service Award for their 5, 10, 15 and 20 year service for 2020. The Long Service Awards were presented to employees in recognition for their valued contributions and dedicated service to UEMS.

Congratulations to all Long Service Recipients!





UEMS Singapore Focus 2021

BY KATHY PILLAY

The much-awaited UEMS Singapore Focus 2021 session was held on 2nd and 3rd November 2020. It was a jam-packed programme that was uniquely hosted on Google Meet consisting of a wide array of speakers from key departments and functions. Ms Tan Cheh Tian, Chief Operating Officer (UEMS Group) and General Manager (UEMS SG) gave an opening address. Business Transformation, Strategic Focus and new 2021 initiatives were key topics that were presented with much zest by the leaders. These developments enabled the audience to anticipate and prepare themselves for the new year and

the expectations and detailed plans in 2021 for the Singapore business. It also promoted a spirit of camaraderie among the UEMS colleagues as they shared their best practices at the virtual session. The first day comprised of sharings by HQ senior management and management staff. What a productive sharing it was!

The first day session started at 8.30 a.m and ended just before 5 p.m in the evening.

On the second day, site leaders from respective healthcare and non-healthcare functions gave their

rendition of performance sharing and site's recommended projects for 2021. By the end of the second day, UEMS colleagues had a clear vision and expectations of what awaited them come 2021.

By the end of the second day sharing, colleagues were exhausted but aligned to the common purpose of staying true to the call of our business and customers. We certainly are looking forward to the next year's plans and activities.

Alexandra Hospital Happy Staff Happy Customer (HSHC)

BY GRACE KHOR

Covid-19 caused numerous inconvenience, however, we made continuous effort to ensure that our Happy Staff Happy Customer programme was on-going under safe distancing measures and the new norm.

A simple token presented to the staff made a difference to them. It inspired and kept their spirits going. The motivation was a powerful boost that enabled them to overcome obstacles and cope with the new advisories and regulations to complete their daily work tasks.

This time frame proved an excellent period for us to show our appreciation to all the staff who have been responsible for offering quality service and proved to be role models for their teammates.





Our Heroes at the Covid Wards of Sengkang General Hospital

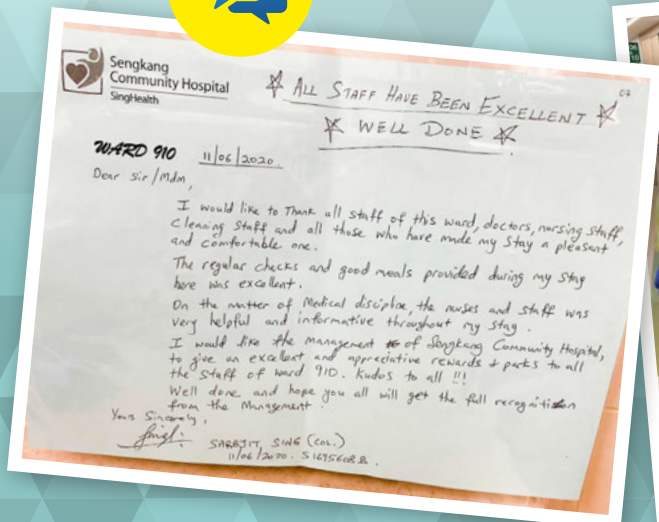
BY WONG SIOE FA

Before the official housekeeping service commenced, Environmental Services Client notified us to prepare the vacant wards in late April 2020 in preparation for Covid-19 patients' admission. Since the UEMS team commenced housekeeping services at the Community Hospital and Medical Centre officially on 1 May 2020, some of our Housekeepers were identified to be deployed at the Community Hospital Covid wards.

Among the identified housekeepers, few initially objected to being deployed at the Covid wards due to anxiety and fear of being infected. Psychologically, we needed to assure the staff of their safety through reminders of complying with the established protocols and SOP. Before the deployment, the identified Housekeepers and Supervisors were briefed on the workflow protocols between red zone and non-red zone areas, Personal Protective Equipment (PPE) Protocols, waste disposal flow and Infectious linen clearing procedures for compliance by the Infection Control Nurse. The housekeepers were required to

report their daily duties and off duties directly to the assigned wards, take their own temperature twice daily and change their uniform to don the ward's scrub outfit prior to commencing the daily housekeeping duties, take a shower and change back when they report off duty. Duty meals were provided directly to the ward for the staff to eat in the ward's pantry. Overall, when they were deployed to the Covid-19 wards from May to June, their movements were strictly restricted.

Working in the Covid-19 wards was certainly a new experience and a high risk for the staff. As their supervisors, we needed to take care of their emotional and physical well-being to ensure that they continue to stay healthy and motivated. At the end of their assignment, it certainly is meaningful when the patients acknowledge the care and hard work by writing an appreciation note. We are thankful to the team and have accorded them with recognition and award. They are the unsung Heroes of UEMS. Kudos to the team!



In the Spotlight

President's Volunteerism and Philanthropy Awards (PVPA) 2020 Special Edition

BY KATHY PILLAY

The Covid-19 pandemic has been turbulent and trying but it also brought out the best in many Singaporeans.

The President's Volunteerism and Philanthropy Awards is the pinnacle award to recognise individuals, organisations and leaders of good that have achieved excellence in giving, and represents the highest honour for giving to the community. The PVPA Special Edition 2020 – Our Finest Hour in the City of Good celebrates the everyday heroes who have given their best for others by going beyond the call of duty to uplift those in need as Singapore confronts one of its most trying periods since Independence in 1965.

There were more than 200 nominations and it is with much pride that UEMS was one of the 'valiant stars' that was nominated and conferred the President's Volunteerism and Philanthropy Awards (PVPA) 2020 Special Edition.

It is indeed a special gift as it is a testament to our valour and indefatigable spirit during Covid-19 which in turn has been recognised by the community, our customer and most importantly the Republic of Singapore.

Congratulations UEMS! One for all and all for one. You make us proud!



Certification of Appreciation

The President of the Republic of Singapore wishes to convey our nation's gratitude and appreciation to

UEMS Solutions Pte Ltd

for your selfless efforts during the COVID-19 pandemic which have contributed towards the finest hour in the City of Good.

May you continue to inspire others to build a Singapore that cares.

A handwritten signature in black ink, which appears to be "Halimah".

MDM HALIMAH YACOB

President of the
Republic of Singapore

16 October 2020

PRESIDENT'S
VOLUNTEERISM &
PHILANTHROPY
awards
SPECIAL EDITION 2020



Singapore Art Museum – NEW WIN

BY THERESA SHI



UEMS is proud to share we are awarded the inaugural contract for Integrated Facilities Management (IFM) with the Singapore Art Museum (SAM).

With the contract commencing on 1st October 2020, the team has been putting in its utmost effort to ensure a smooth transition and proper maintenance at the 2 work sites located within the heart of Singapore's arts and culture district.

We are glad to have been given the chance to maintain the Singapore Art Museum during the major revamp period. Some of the key services include Cleaning, Security, Landscape, Pest control, Instrument monitoring, etc.

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.

The Journey as a Progressive Employer

BY KATHY PILLAY & KARYN CHENG

UEMS participated in the Work-Life (Covid-19) project during October and November 2020. A group of 35 staff were selected to participate in this project on a staggered-work arrangement.

The flexible yet robust work schedule has been adopted to allow staff to commence work in accordance with their needs. This initiative demonstrated UEMS as a progressive employer for adopting the flexible work arrangement (FWA) and we are extending the FWA to a larger group of employees on requests.

UEMS being a progressive employer, is also keen to participate as one of the early adopters of implementing a higher Retirement Age and Re-employment Age ahead of time, as



well as to allow them to undertake part-time work arrangements during the re-employment phase.

The above participation enabled us to craft pertinent policies in line with the government's progressive

movement. In essence, we are moving towards a just and fair employment practice by valuing the skillsets and experience of our older seniors who have a wealth of tacit knowledge to share with fellow colleagues.

Provision of Cleaning Services for BlueSG Vehicles – NEW WIN

BY FOO SU YUN

UEMS is delighted to be awarded the new contract for the provision of housekeeping services for BlueSG vehicles, which commenced in September 2020. This is a first-time experience for us in mobilising and providing our services in the transportation sector.

While most of us are getting a good night's sleep, the housekeeping team works diligently throughout the night to ensure the vehicles are cleaned and disinfected thoroughly before the vehicle users collect and use the cars the following morning. It is certainly no easy feat, as the mobile housekeeping team moves around various locations all over Singapore, cleaning almost one thousand vehicles a month.

We are very excited to embark on this new partnership and we look forward to providing our best quality services to our valued clients.



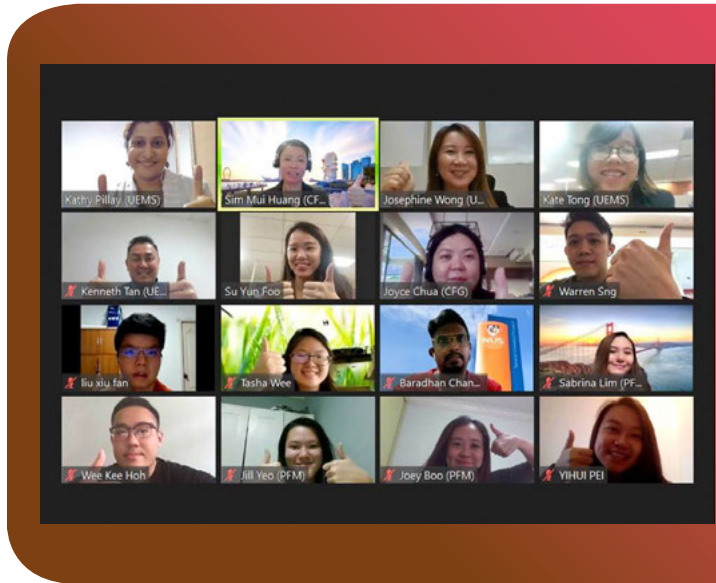
Our Budding Young Talents

BY KATHY PILLAY

SGUNITED TRAINEESHIP

SGUnited Traineeships Programme provides fresh graduates from the Institute of Technical Education (ITE), Polytechnics, Universities and other private educational institutions traineeship opportunities lasting up to 12 months. The programme allows trainees to gain valuable industry experience while receiving a co-funded training allowance by the Government and participating host organisations for the duration of the SGUnited Traineeship Programme.

In line with the SGUnited Traineeship programme launch, UEMS participated in a virtual career fair organised by NUS on 1 September 2020. It was a highly successful event with up to 40 students from National University of Singapore, the School of Design and Environment who participated! Students went on Zoom and interacted with UEMS Senior leaders to learn about career opportunities available at UEMS. Senior Management handed out valuable tips on essential skills and attitude needed to thrive and stay relevant



in today's global context. During the Q&A segment, insights were provided on how to future proof their career paths to carve out a niche in both the Healthcare and Non-Healthcare sectors.

UEMS colleagues Kate Tong and Foo Su Yun (NUS Alumni) connected superbly well with all students. Having been in their shoes, they shared their positive work experiences and personal journey at UEMS. Their nuggets of wisdom prepared students for what was ahead and sparked their passion for working with us.

In October and November, UEMS welcomed on board 7 new Management Associates (fresh graduates) from institutions such as James Cook University, Singapore Institute of Management, Kaplan and Building Construction Academy. 5 undergraduates took up the position of Healthcare Management Associates and 2 others were hired as Facility Management Associates. It was a thrilling moment for the young budding talents as they underwent a structured developed plan to pick up new skill sets that are relevant for their job and immersed themselves in the company's culture.

To give the budding talents a warm and friendly start, a Welcome Tea Session was organised for the 7 Management Associates. This special event was graced by our Chief Operating Officer (UEMS Group) and General Manager (UEMS SG) Ms Tan Cheh Tian, and Senior Leaders, Ms Josephine Wong (Deputy General Manager) and Wilfred Lee (Facilities Management) on 23 November 2020. The event enabled the new Management Associates to touch base with our Senior Leaders and learn more about the company's business and their career progression within the company. We wish all our aspiring Young Talents good luck in their career!

UEMS

JOIN US AS MANAGEMENT ASSOCIATES!

There are a few professions where you can touch the lives of others and make a difference in them. If you are passionate about helping people and making a difference in their lives, working in healthcare and facility management will be the right choice as there is never a dull moment.

You could be working behind the scenes to keep a building facility or healthcare facility running smoothly.

Call us to find out more!

For more information, please contact
 Kathy Pillay (9382 2667) or
 kathy.pillay@uemsgroup.com,
 Visit www.uemsgroup.com

UEMS

DEAR MANAGEMENT ASSOCIATES,
YOU ARE CORDIALLY INVITED TO:

*Welcome Tea Session with
Ms Tan Cheh Tian*

*Chief Operating Officer (UEMS Group)
General Manager (UEMS Solutions Pte Ltd)*

And Senior Leaders

23 November, 2020 | 3:00 - 4:00 pm | UEMS H.Q.

Have a Cuppa with UEMS Senior Leaders!



ITE WORK-STUDY DIPLOMA

Institute of Technical Education (ITE) Work-Study Diploma is a 2.5 year programme which provides ITE graduates to join companies as full-time employees while undergoing a work and train stint at companies. They will learn on-the-job being mentored by supervisors at the workplace and will undergo a structured courses at ITE. This enables trainees to link the classroom training with the authentic hands-on training at the workplace. This programme benefits organisations that are looking at developing the next pipeline of talents and enable them to create the next level of talent pool as it will be so for UEMS workforce.

On 8 December 2020, our Chief Operating Officer (UEMS Group) and General Manager (UEMS SG) Ms Tan Cheh Tian, embarked on a formal signing-in ceremony to commence the Work-Study Diploma in Supply Chain and Logistics Programme in collaboration with ITE. With that, UEMS will be welcoming Portering Specialists who will commence and take on pivotal duties within the portering duties. We eagerly anticipate their arrival!

SUPER HERO – Arumugam A/L Subramaniam

BY GRACE KHOR



Arumugam has been working at UEMS since 2007. He is a hardworking and a highly dedicated staff who loves his work and passionate about making a difference in others' life.

Despite being away from his hometown Malaysia and his family, he coped emotionally well and rose far and above the changes by beaming his winning smile and adopting the extra-mile service principle, and that of which is certainly about going completely out of his way to engage and connect with colleagues. He is highly positive and his exuberance always creates uplifting moments for everyone. He played an important role in ensuring that colleagues' doubts and concerns are alleviated and their welfare is taken care off. In the hearts and minds of UEMS colleagues at Alexandra Hospital, he is our Super Hero!



Appointment of Term Contract for End-To-End Services to the Proposed Swab Facilities

BY LEE TAK KEONG

The year 2020 – an unforgettable year. We experienced what pandemic is and how much damage it has caused – jobs loss, businesses closed, retrenchment, wages cut. We also came to know what is work from home, circuit breaker, DORSCON Orange, sourcing for masks and sanitisers, etc. In early months, we have seen confirmed cases soar by the hundreds locally and even thousands overseas. We saw how our frontline warriors worked effortlessly to care for the patients and the Singapore Government came out with Temporary Relief Fund, Covid 19 Support Grant and The Courage Fund to help fellow Singaporeans during this difficult time.

WITHIN CRISIS, ARE THE SEEDS OF OPPORTUNITY

An opportunity arises during a crisis. Tapping on the opportunity to grow and venture out into the unknown and brave through the challenges ahead, UEMS has done it again. UEMS has tapped on the opportunity to provide swab facilities as a turnkey contractor to the Health Promotion Board (HPB). This is a new business for UEMS to expand into swab facilities management. The job scopes require us to be ready to mobilise logistic, tentage and provide other critical services within days of activation to set up swab facilities in dormitories, which include preparing the quotation, linking up with venue owners and HPB representatives to resolve any site constraints and ensuring the swab facilities are set up in time for the swab operations to carry out.

This new-win is indeed a challenging project as the keyword is “turnkey”. We will have to resolve any site issues, constraints, unforeseen situation to ensure smooth operations all within short lead time.



Health & Safety

UEMS Celebrates Health & Wellness Week Amidst Covid-19

BY DIANA M. DONG AS



In support of the government's call for safe distancing measures and deferment of social gatherings to counter Covid-19, this year's Health & Wellness Week was held online from 14-18 September 2020. The week-long virtual celebration with the theme "Take Time to Care of your safety and health at work" renewed our commitment to building a strong workplace safety, health and wellness mindset.

The event coincided with the culmination of the Intervention programme of our Total Workplace Safety and Health (TWSH). The programme commenced with a webinar on health coaching. Distance did not deter us from getting psychically active through virtual sessions of Yoga, Zumba dance and healthy cooking demo that were held during the week.

And finally, the Health & Wellness Week ended with the recognition of the sites and individuals who have stood out exceptionally on their safety performance. Incentives were given to all our appointed Safe Management Officers (SMO) who diligently perform their duties to ensure that the safety management measures are being followed. With the launching of our new safety app – UETrack™-HSSE, Alexandra Hospital housekeeping team has been awarded the top contributor, Singapore Health Polyclinics housekeeping team for the site with the most closed safety observations and Mr Andrew Chong for submitting the most impactful observation. The safety app is one of the initiatives of the company to empower staff to proactively take responsibility for one another's safety at the site.



ISO Management System Audits in the Covid Era

BY DIANA M. DONG AS



The threat of Covid-19 to companies has sparked new ways to conduct business operations. UEMS has never allowed the pandemic to stop us from pursuing continuous improvement of its ISO management systems

UEMS PASSES THE 1ST SURVEILLANCE AUDIT

On 17 November 2020, UEMS concluded its 4-day remote surveillance audits with SOCOTEC for its ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 22301:2012 and ISO 27001:2013 management system. Instead of our normal routine visit with our auditors, our processes were virtually inspected using online collaboration platforms through video and teleconferencing, screen and file sharing to verify our conformance with the standards.

Thanks to the efforts of all the support services at the head office, Technology Services department and the cooperation of our site teams from Khoo Teck Puat Hospital (KTPH) housekeeping, National University Hospital (NUH) portering and Singapore Examinations and Assessment Board (SEAB) facilities management. The very first remote audit was an astounding success!

PREPARING FOR A NEW ISO CERTIFICATION

And while many companies shy away from embarking on new initiatives during this unprecedented time, UEMS has continuously benchmarked its management system to industry standard. The goal to achieve ISO 41001:2018 -

KTPH HSK, NUH UET, SEAB & WSH TEAMS



CONGRATULATIONS

ON YOUR STELLAR PERFORMANCE
IN OUR ISO AUDITS!

Facility management system certification this year has never been put on hold. With the guidance of our Chief Operating Officer (UEMS Group) and General Manager (UEMS SG) Tan Cheh Tian and the leadership of our FM Director, Wilfred Lee, we have proceeded with the certification activities and anticipate the award of the certificate by the end of 2020.

We will get through the current Covid-19 pandemic and we will return to a semblance of operational normalcy. And by this time, our management system will be stronger than ever after having been through this period.

Technology Updates

Beyond 2020 - New Technologies that will Shape our Future

BY SRINIDHI GOPALAKRISHNA

Among many milestones that will be remembered by organisations around the world in 2020, an accelerated push to their digital transformation journey or adopting technology for their work processes would certainly have defined their new way of working. While some organisations grappled with switching to a virtual workspace or digitisation of work processes (going online), many organisations had made a rather swift transition by the middle of the year. Fortunately for UEMS, we had embraced cloud infrastructure as early as 2015 and didn't have a single day of downtime for any of our business support systems.

If one has to look at how the world will look beyond 2020, we have to look at how our customers and the industry, in general, has changed during the pandemic. Healthcare organisations for example have started to offer virtual healthcare services while focusing on newer technologies in infection control practices, use of AI and analytics in patient diagnosis and treatment. Building owners on the other hand are now looking at Smart FM to provide them with the advantage to manage their facilities better using IoT sensors and analytics from building systems. It is imperative for service providers to keep up with their digital transformation to come up with new innovative technology solutions that match the customer's growth trajectory.

Looking beyond 2020, the first thing that comes to our mind is 5G connectivity which promises a fundamental shift in the way we consume data on our mobile phones. Over the next 2 years,

we will see a higher 5G network coverage and roll out of 5G services across Asia. Many telcos have already set up labs to allow organisations to get their hands on 5G to help develop solutions in their digital transformation journey. We will see employees across the board seeking more services through a mobile app than any other digital device. Augmented reality apps will empower organisations in changing the way we hire, the way we pay them and the way we train them. Not just our employee engagement but also the customer engagement through real-time analytics of services data will be a new norm. UEMS is already working with a leading telco to research different 5G capabilities that can be adopted to its UETrack™ way of life.

Robotics and process automation has found traction in recent years like never before. With the availability of hardware (sensors, batteries, size) and connectivity to match the amount of data that can be processed for automation, the new generation of robots are here to stay. And they will be part of our workforce in the many years to come. From disinfection robots in the hospital to the security robots used by facilities, robots have found its colour and importance while also providing a better return of investments than ever before. This is a healthy sign for both building owners and the service providers who have to find the right balance of automation to manpower. UEMS is already working with different robotics providers to integrate UETrack™ into providing task inputs based on operational need.

With organisations deep diving to undergo digital transformation, the importance of IoT and its adoption to solve many operational problems have come to the fore. This is expected to continue in the next few years as well. Healthcare organisations are adopting patient monitors to analyze their treatment, organisations are using data from wearables for their staff welfare programs and building owners are using IoT sensors to hear the pulse of the facility assets and their service providers. With most connectivity and cost challenges of IoT resolved we are looking at an accelerated adoption of many sensors in our work ecosystem that will change the work processes and allow businesses to offer new service models.

All these digital techs will enable organisations to centralise the data and conduct analytics practice that would further optimise the resources while redefining the business model to take the data-driven decision from tender information to audit reports being digitalised. Analytics plays as an important platform for organisations to reinvent their quality of delivery to their customers.

UEMS has always taken pride in adopting technology to stay ahead of our peers in the industry. We are looking forward to 2021 and beyond to embrace and adopt these new-age technologies into our UETrack™ suite to empower our staff and continue to take our innovation journey to our customers.

Here's wishing you all a Very Happy New Year 2021.

UETrack™ - Roll Out across SingHealth Cluster

BY APARNA DIXIT

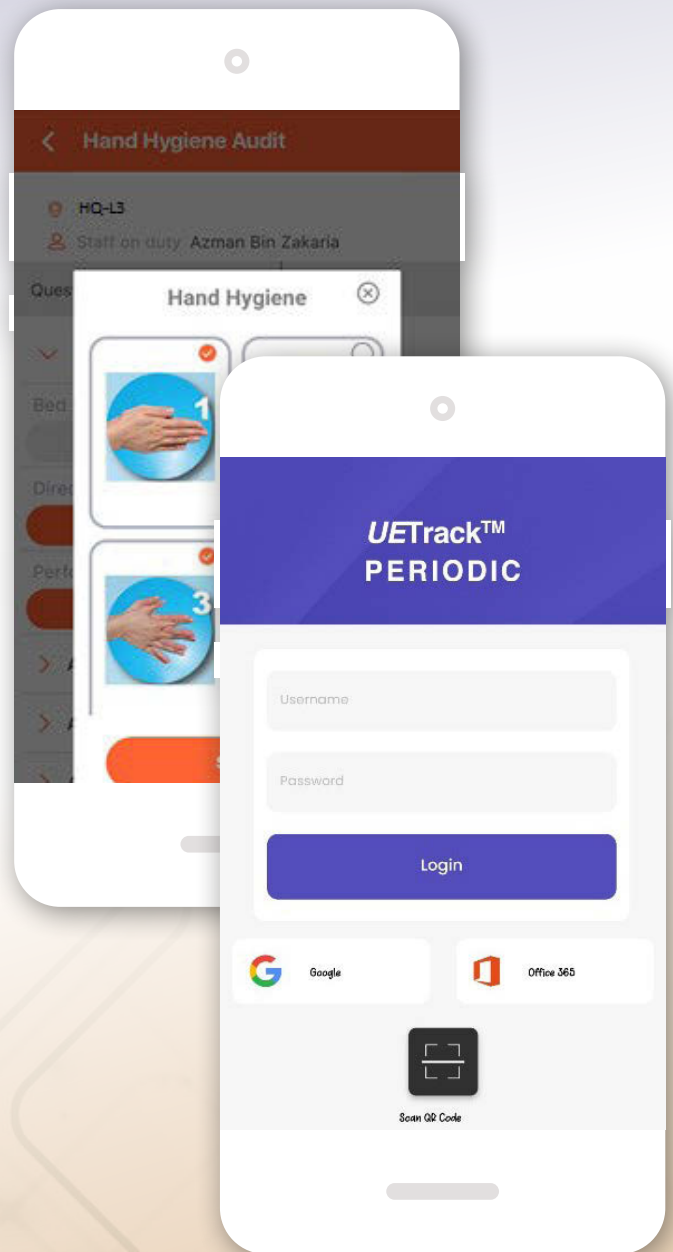
We have successfully rolled out the complete suite of UETrack™ for Housekeeping at Sengkang General Hospital. Since the start of the contract for Community Hospital (CH) and Medical Centre (MC) blocks in May 2020 followed by the expected start of General Hospital (GH) takeover from 1 January 2021, UETrack™ modules have been progressively rolled out for the housekeeping teams. We have revamped the Housekeeping web application as a single platform for all reporting including a new look mobile apps.

As part of this roll out HPBS has been upgraded to UETrack™ Housekeeping (V4) while including several new features that automate routine tasks in operations. Housekeeping teams now use multiple mobile apps for most of their daily recording of tasks while also receiving notification reminder for scheduled activities. Active alerts on mobile app ensure timely escalation and response from the team while communicating the status of different tasks to other team members.

Some of the new features in UETrack™ Housekeeping

- Follow up action in inspection with the feature to snap a picture and a signature as part of acknowledgement for closure in Inspection app.
- Picture based inspection checklist for Hand Hygiene and IPC checklist practices in the QPA app.
- Using the BioWaste app staff can now conduct scheduled Waste audits.
- The periodic app now has the feature for housekeepers to use the app to record and report project work status on a daily basis.
- A new feature called 'Foul Play' has been included in the Toilet Feedback system where the staff could mark feedback as False.
- A single platform to generate all the reports related to housekeeping systems with similar formats and auditable trail of records.

Along with these several new modules of UETrack™ has also been developed to be extended to operations teams like Pass/Key management, Incident



management and real-time dashboard with active alerts. One of the other key highlights of this rollout has been the integration of UETrack™ with RFID based Linen/Curtains system. This involved development of a new mobile app for Curtains while also designing the application keeping in mind the smooth transition of data flow into UETrack™ system without any downtime for the operations team.