

UEMS

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Times

OUR People Our Most Treasured Assets

We had continued our journey filled with many exciting activities over the past months, having the end in mind of providing quality service levels to our clients for the whole array of services that we offer, including integrated facilities management, environmental management, portering and specialized services. We had also celebrated many new successes and learnt much as we come together and work together as a team for a common vision.

In this Special Edition of The UEMS Times, I am pleased to announce that the Silver Award under the Enhanced Clean Mark Accreditation Scheme was issued to UE Managed Solutions Singapore Pte. Ltd. (UEMS) Singapore in April 2014 by the National Environment Agency (NEA). The award is a testament of our commitment in providing quality services to all our clients. Having proper human resource and training structures and systems in place, we are committed to push for greater productivity through mechanisation, automation and redesigning of work processes, in line with the objective of optimising manpower in our cleaning and housekeeping business.

Most recently in May 2014, we had also obtained the Cleaning Business Licence from the NEA, well ahead of the deadline given to all cleaning companies in Singapore to be licensed before 1 September 2014 under the cleaning licensing regime.

I would like to thank all Valued Clients for their support to UEMS Singapore all these years. You are the reason for us to be here. We are committed to do even better for you in the years ahead. And most importantly, my greatest appreciation to all staff whom have been working hard and contributing to our success in delivering quality services to our clients. This would not have been possible without your strong commitment and passion at work and I am very proud of you. Cheers!

Tan Cheh Tian (Ms)
General Manager

A Double for UEMS! By Paul Lee

We have received a double, NEA Clean Mark Silver accreditation in April 2014 and Cleaning Business Licence in May 2014.

The Clean Mark Silver recognizes companies that deliver high standards of cleaning through the training of workers, use of equipment to improve work processes and fair employment practices.

The Cleaning Business Licence is a new legislation which requires companies that provide cleaning services to be licensed with effect from 1 September 2014. Companies who apply for the licence will have to train at least 50% of their staff in 1 WSQ Environmental Cleaning module approved by the Singapore Workforce Development Agency (WDA), provide written employment contract and pay

according to the Progressive Wage Model for the cleaning industry.

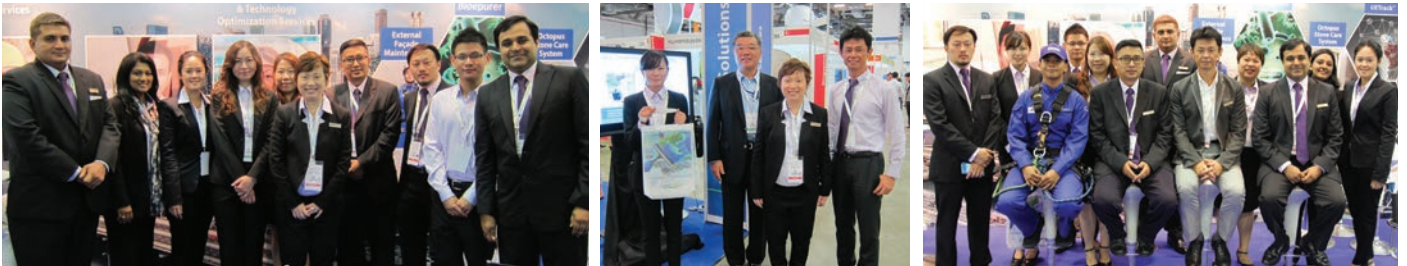
The cleaning accreditation and licence is a testimony of the great efforts which we have put into to enhance the skills of our employees through continuous training and automation to improve work processes so as to enhance work effectiveness and efficiency. UEMS is one of the few cleaning companies which has a training academy and dedicated trainers in Singapore. As for automation, some of our recent initiatives are UETrack™ Housekeeping Performance Based System and UETrack™ – Portering system which help us improve staff productivity.

In UEMS, we always believe in continuous training of staff and improvements in our work processes.



CleanMet Asia 2014

By Pauline Lee



UEMS Group is proud to be one of the exhibitors in the CleanMET Asia 2014. The 3-day exhibition was held from 2 June 2014 to 4 June 2014 at Sands Expo and Convention Center, Marina Bay Sands.

CleanMET Asia is the region's premium exhibition to launch, showcase and introduce the latest innovative equipment and technologies in cleaning management and solely focused on cleaning management and environmental technology in Asia.

Among various latest technologies, UEMS Singapore is proud to showcase *UETrack™* system and *Bioepurer* disinfection system.

We are also honoured to have our clients and visitors visiting our booth, including our clients travelling all the way from Taiwan. A big thank you for the strong support.

Kudos to the organizing committee for making this exhibition a successful one!



NEW Partnerships

UEMS has secured the First Integrated Facilities Management Contract

NATIONAL DESIGN CENTRE By Fredrick Wong

UEMS successfully won the bid to manage the fully integrated facilities management for the National Design Centre (NDC), located at 111 Middle Road.

NDC was officially opened on 12 March 2014 by Mr Tharman Shanmugaratnam, Deputy Prime Minister and Minister for Finance.

NDC is the nexus of design and business where designers and businesses congregate to exchange ideas, conduct business, use its facilities and obtain assistance from the national agency for design. Centrally located in the arts, cultural, learning and entertainment district in Bras Basah-Bugis area, it is well placed to invite public to learn about design through its exhibitions and programmes.

The National Design Centre team is currently led by Fredrick Wong, Head of Business Development (FM & Specialised Services). The 5-year contract, which commenced on 1 December 2013, covers the provision and management of the full spectrum of facilities management and maintenance at the National Design Centre. The services provided are

managing agent, building maintenance, maintenance of mechanical and electrical systems, maintenance of security systems, horticulture maintenance, pest control services, cleaning services and waste management, security services and audio visual system maintenance.



NEW CLEANING CONTRACT AT THE VERGE By Pauline Lee

UEMS has been awarded the Managing Agent contract for The Verge since July 2013. We are happy and honoured to have also secured the Cleaning contract for the Mall in April 2014.

The Verge, formerly known as Tekka Mall, is a modern shopping mall located at Serangoon Road and was opened in 2003. The mall consists of main building and Chill @ The Verge which are linked by a bridge, has undergone a revamp and was refurbished in 2009.

Renewed Partnerships

UE PROPERTIES By Wong Sioe Fa

As part of UE subsidiary company, UEMS has served several UE properties namely - UE Square, Rochester Retail & Residential Common Area, UE BizHub East and its headquarter property, UE BizHub CENTRAL for the environmental services.

Through fair bidding exercise conducted by UE property management division, the environmental services for UE properties have been renewed for 2014. Kudos to our dedicated team who have been working hard in serving the properties.



UE Square

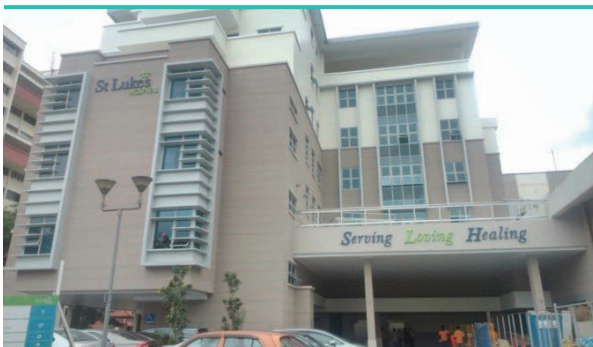
Rochester Retail and Residential Property



UE BizHub CENTRAL



UE BizHub EAST



ST LUKE'S HOSPITAL

By Darren Tok & Wong Sioe Fa

UEMS is re-appointed for Facilities Management (FM) service from October 2013 to September 2015 at St Luke's Hospital (SLH). The scope of FM services provided include building maintenance, M&E services and fire safety management.

Having served the hospital for over 2 decades, our Housekeeping service has also been renewed for the period from October 2013 to September 2014.

St Luke's Hospital was opened in early 1990s and is the first elderly care hospital in Bukit Batok. The new main building, Blk A was officially opened by Mr Gan Kim Yong, Minister for Health on 25 March 2014. With the new building, there are a total of 10 wards with 233 beds. The new building comprises of 7 storeys which includes Pharmacy office, Patient wards, Admin Offices, Day Rehab Centre and Chapel. Currently, the rest of the existing hospital blocks are still undergoing renovation stages by phases.



Our dedicated FM & Housekeeping team with SLH Assistant Director, Mr Daryl Tan (back row, 2nd from left)

Renewed Partnerships

TAN TOCK SENG HOSPITAL By Vincent Ooi

UEMS has successfully clinched the new 3-year *UETrack™* – Portering contract at Tan Tock Seng Hospital (TTSH), the second largest acute care general hospital with over 1,500 beds. Since 2004, UEMS has been providing portering service at TTSH. During the course of our services in the past decade, UEMS has been working with the hospital very closely and supporting them on several notable projects, including tackling the H1N1 outbreak in 2009 and Pneumatic Tube upgrading.



This renewal of *UETrack™* – Portering contract marks an important milestone for UEMS as it is a testimonial of our quality service provided at TTSH throughout the years. Moving forward, the UEMS team will continue to work closely with TTSH in the delivery of quality portering service, along with the implementation of productivity initiatives under the current challenging labour market conditions.

Kudos to the UEMS Team who had made the extraordinary efforts and put in their fullest commitment in delivering quality portering service with the aim of achieving excellent patient care and safety at TTSH.

NUH Medical Centre By Sylvester Han

GRAND OPENING



The much anticipated Grand Opening of National University Hospital's new 19-storey Medical Centre has taken place on 21 April 2014. The Guest of Honour for the Medical Centre Opening ceremony was Mr Gan Kim Yong, Minister for Health.

NUH's new 19-storey Medical Centre aims to provide patients greater convenience by offering specialist outpatient and clinical support services under one roof.

With an inaugural event such as this marked on the calendar, the housekeeping department has put in enormous efforts in providing second to none immaculate housekeeping service.

The efforts and commitment in working together tirelessly over the past many weeks to prepare for the Grand Opening demonstrate great teamwork. We would also like to thank all from HQ who had supported in this major milestone.

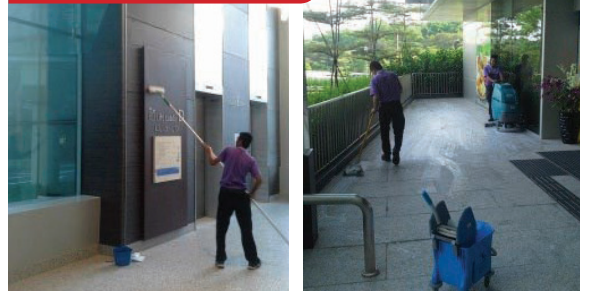
The Grand Opening at NUH Medical Centre was a great success that we at UEMS are all proud of!

Preparation Phase:



Our External Facade Maintenance Team at work.

Execution Phase:



The dedication and hard work of the whole housekeeping team were commendable.



Evolution and Journey at By Steven Chew KK Women's and Children's Hospital

History of 23 Years



UEMS started as a service partner at KK Women's and Children's Hospital (KKH) since 1991 under the name of UMC ServiceMaster at the old hospital site (currently occupied by LTA) which is just across the road from the current hospital building.

The team joined KKH in moving to the current hospital building in 1997, located at 100 Bukit Timah Road, and we continue to serve and grow with the hospital till now. The staff strength in our housekeeping team has grown from 65 to the present strength of more than 200 staff.

From 1998, we started providing External Facade Maintenance service and Health Attendant Portering service at Delivery Suite to the hospital.

Over the past 23 years of service at KKH, we have embarked on various new cleaning technologies and systems to improve productivity, efficiency and staff welfare in order to meet the increasing expectations from internal and external customers of the hospital.

The following cleaning technologies and systems were introduced:

YEAR

- 1991 *Roto machine for floor cleaning and hi-jet machine for compound and car park cleaning*
- 1997 *Ride-on scrubber and walk-behind auto scrubber for corridor and car park cleaning and road sweeper for external compound cleaning*

- 2000 *Mega mop, KKH was the first hospital in Singapore to start applying this cleaning technology from America*
- 2006 *Advanced Cleaning Technology (ACT) janitorial cart system which is much easier to use by older workers*
- 2007 *Kaivac high-pressure machine for public toilet cleaning*
- 2010 *Steam cleaning machine for patient area toilet and OT cleaning*
- 2011 *3-in-1 Roto wash machine for carpet, hard floor and escalator cleaning*
- 2011 *Sparrow ride-on sweeper for internal corridor cleaning*
- 2012 *Toilet's Instant Feedback System for faster toilet cleaning response*
- 2012 *Ionator for surface cleaning as a disinfectant*
- 2012 *2-in-1 Sanivap disinfectant steam machine for patient area toilet cleaning*
- 2012 *T3 walk-behind scrubber for corridor and car park cleaning*
- 2014 *T12 ride-on scrubber for corridor and car park cleaning*

UEMS will continue to foster close partnership with KKH by providing the highest standard of service in supporting its Vision and Mission.

Safety & Health

SAFETY Site Visit By Salmah Samion

Leaders have a pivotal role to play in developing and committing to a health and safety culture within their business. A strong, visible management commitment is crucial for good health and safety performance. Senior leaders must be seen as actively interested and committed, and need to show that health and safety is important by how they act in addition to what they say.

To show their strong commitment towards safety, Mr Jackson Yap, Group MD and CEO for United Engineers Ltd, Mr Chan Cheow Hong, CEO for UEMS Group and Ms Tan Cheh Tian, General Manager for UEMS Singapore conducted a safety tour to the External Facade Maintenance Team (EFM) at Khoo Teck Puat Hospital (KTPH) on 27 September 2013.

The visit was hosted by Mohamed Firdaus, Account Manager (EFM) and supported by Salmah Samion, Senior Manager (Quality & Training).

Firdaus commenced the tour by giving an overview of the EFM Operations and the various modes of working at height when performing external facade cleaning.

He highlighted that majority of the service buyers get service providers to adopt rope access system when performing external facade cleaning as compared to using suspended scaffolds, mobile tower scaffolds, mobile elevated work platforms and other modes. The main reasons are due to ease of deployment, versatility, adaptability, minimal damages to facade surface and cost. However, performing rope access has its major potential risks. In order to ensure the safety of the High Rise Specialists, UEMS has adopted



Watching the EFM team performing external facade cleaning



A team of High Rise Specialists cleaning external facade at Khoo Teck Puat Hospital 8th floor.

stringent safety measures to ensure compliance to the WAH and Rope Access Safety regulations and requirements at all times.

A short video was shown during the presentation on the actual cleaning process recorded earlier. The Senior Management were later given a tour around KTPH vicinity to see the High Rise Specialists at work.

The Annual UE Regional OSH Workplan meeting was held at the Hatten Hotel in Malacca, Malaysia from 18 to 19 November 2013. Head of Business Units and Management Representatives (MRs) from various business subsidiaries meet annually to map out the OSH action plans and setting the objectives and targets for 2014.

In addition, new strategies for workplace safety and health were formulated through discussions and feedbacks from the various business units.

Several Senior Managers from the corporate office were also invited to be part of the workgroup to show their commitment towards workplace safety and health.

6th Regional OSH Workplan Meeting 2013 By Salmah Samion



A group photo for remembrance after the workshop.

Case studies on incidents and accidents occurred in 2013 were presented by the MRs from Singapore, Malaysia and China. It was an informative sharing session for the MRs throughout the 2 days meeting.

Fire Safety and Security Day By Mohd Musa



Tenants participating in the use of fire extinguishers.



Group photo with Mohd Musa, Senior Account Manager, James Lee, Property Executive and the Committee.

Our Managing Agent (MA) Team work closely with the Housing & Development Board (HDB), The Tenant Association, Singapore Civil Defence Force (SCDF) and Bedok Police Station in organizing the Fire Safety and Security Day for all the 500 Tenants at Shimei East Kitchen and Gourmet East Kitchen. The event was held on 13 March 2014 from 12pm to 5pm.

Booths were set up by SCDF and Police in the Exhibition Area to educate all tenants on the importance of keeping their premises fire safe and secured.

In conjunction with the event, a Fire Drill cum SCDF rescue demonstration was held for tenants to participate. SCDF Officers from the nearby Changi Fire Station demonstrated their skills in rescuing fire casualties and putting off a fire.

All tenants were reminded on the importance of keeping their work area fire safe.

They were given a demonstration on how to use the Fire Extinguishers by officers from SCDF.

The event ended with many tenants thanking the committee for their excellent efforts.

FIRE DRILL @ UE BizHub CENTRAL

Tenants at UE BizHub Central participated in the fire drill exercise.



Fire Drill - INSEAD

By Generose Nonato



Fire drill exercise conducted by INSEAD Operations & Campus Services (OCS) to educate everyone at INSEAD on the correct evacuation procedures when a real fire occurs or during other emergency situations. Staff were also being taught the use of fire extinguisher.



This is an important practice for the team as everyone plays a part in handling emergency situations. It is also a good opportunity to inculcate safety culture and awareness at workplace.

Fire Drill - INSEAD

Joint Exercise with By Generose Nonato
Alexandra Fire Station



All members of INSEAD team participated in the fire drill conducted by a joint exercise between INSEAD OCS and team from Alexandra Fire Station at INSEAD campus.

The scenario during the fire drill was an electrical fire in the Auditorium where 2 casualties were evacuated.



Civil Emergency Exercise

@Tan Tock Seng Hospital By Vincent Ooi



Our UETrack™ – Portering team participated in Tan Tock Seng Hospital Civil Emergency Exercise which was held on 22 March 2014, as part of the transport team.

The civil emergency exercise tests the hospital readiness in response to any civil emergency incident. Our role is to ensure that patient are transferred out from Emergency Department at TTSH to prevent congestion should a mass casualty number be expected to arrive.

Behavioural Safety Briefing

@ KK Women's and Children's Hospital By Karyn Cheng



Behavioural Safety Briefings conducted for our housekeeping team at KKH auditorium and in classroom setup.

The aim of the briefing is to train housekeepers on the correct use of working tools when carrying out their respective duties, to identify unsafe behaviours at workplace and reinforce work place safety practices to the team.

QR Code Implementation for NUH *UETrack*[™] – Portering

By Srinidhi Gopalakrishna



Great news! *UETrack*[™] – Portering now uses QR Code to track all the jobs done by Porters at NUH.

After the successful implementation of QR Code for SmartAssign porters, UEMS has now extended its service to record jobs done by all types of porters within the hospital. With an improved SmartAssign[™] program,

the Portering team at NUH has established a new service benchmark for its service to the Customer.

Apart from improving communication with porters, QR Code allows more accurate capture of time when porters arrive and leave the locations. This transforms to better allocation of jobs to the right resources in improving the quality.

Congratulations to the team at NUH for adopting technology to improve productivity of their staff.

QR Code Training for NUH *UETrack*[™] – Portering

By Mohamed Musa

In January 2014, *UETrack*[™] – Portering @ NUH started training for all the Porters when it implemented the new QR Code Application. This application is installed in Samsung smartphones for them to respond and complete each task by scanning the QR code in designated locations within NUH hospital.

UEMS Management gave out NTUC vouchers to staff as a token of appreciation for their effort and willingness to adapt to changes at the workplace. This is in response to the first batch of staff who have shown enthusiasm and positively embarked on the training journey besides using the new applications in their daily work.

“These group of staff serve as good role models for the rest to follow. In today’s working environment whereby there are more emphasis towards productivity, adapting to new technology is important. I want to thank all of them for their great effort. Besides the staff, the executives, controllers and the trainers with their never give up attitude have made this possible”, said Mohamed Musa, Senior Account Manager who is in charge of the department.

TRAINING Carpet Shampooing In-House Training

By Generose Nonato

In-House Training conducted by Generose Nonato, Assistant Manager (HSK) to the housekeepers at INSEAD on carpet cleaning methods.



Through the training, the team learnt the correct work procedures of carpet cleaning method by use of rotary pad, duplex carpet machine and most importantly, safe postures while doing carpet shampooing cleaning. They also learnt how to vanish different kind of common stains in seconds by carpet spot cleaning.



UETrack[™] – HPBS @ Alexandra Hospital

By Srinidhi Gopalakrishna

As part of the continuous improvement initiative, *UETrack*[™] – Housekeeping Performance Based System (HPBS) was implemented in Alexandra Hospital early this year. The project involves creating work schedules for the whole hospital including project works & equipment required. The system then records deployment of staff through SmartAssign on daily basis.

UETrack[™] – HPBS has assisted in optimising the resource usage of housekeeping staff while also automating the process of inspection. A supervisor can now scan QR Codes at the location to accurately conduct inspection & measure the quality performance of different locations.

UETrack[™] – HPBS also has a robust reporting mechanism to enable customers to have easy access to the daily inspection ratings.

UEMS Management Retreat – January 2014

By Wong Sioe Fa

UEMS Singapore for the first time in history organized a management overseas retreat trip in Hong Kong for the key Management team from 9 January to 12 January 2014. The retreat was extended by our Senior Management for the year of positive business growth.

A total of 12 key personnel including of our Senior Management team Mr Chan Cheow Hong, CEO for UEMS Group and Mr Yoshihiro Nishimura, COO for UEMS Group, Mr Chang Chiew Kient, Board of Director for UEMS group and Ms Tan Cheh Tian, GM for UEMS Singapore and Head of Division from Environmental Services, Business Development, IT, Procurement, Human Resource, Training and Development & Finance were present for the annual work plan presentation.



We enjoyed the freshest seafood as well as experienced seeing live sea creatures



It was a breathtaking view from Victoria peak



We believe in work hard and play hard.

11 January 2014 was a day packed with team bonding activities.

WORKPLAN SESSION 2013 in Taiwan – TAIPEI

By Fredrick Wong

UEMS Singapore, Malaysia and Taiwan participated in the Workplan Session 2013 held in Taiwan. The session, jointly attended by staff from the 3 countries and its Senior Management team was held in Taipei on 8 November 2013 & 9 November 2013. Present were the respective General Managers, Business Development Managers, Operation Managers and Finance Managers from the 3 countries. The group shared its success in attaining some of the high-profile projects and outline the challenges and action plans for the next work year.



The session was started off by Mr Chan Chew Hong, CEO for UEMS Group. The objective of the session was to deliver 2014 Work Plan of the 3 countries.

UEMS Taiwan Staff Exchange Programme in Singapore

By Paul Lee

This year, we have embarked on an overseas staff exchange programme in Singapore. In this programme, overseas staff were attached for 1 to 2 weeks to study and exchange ideas with their Singapore counterpart.



Ms Lina Chen, Ms YY Chen, Ms Winnie Huang, Mr Jenny Liu, Mr Bryan Lim, Mr Yang Chien Ta and Mr Jasper Chen (from left to right)

The exchange of ideas would hopefully culminate in new initiatives being introduced later on.

During the months of March to June 2014, UEMS Taiwan staff from IT, Operations, Business Development, Quality and Safety, Finance and Human Resource visited UEMS Singapore to study the *UETrack™* – HPBS and *UETrack™* – Portering besides exchanging ideas on work practices. Visit to the sites were also conducted to better understand challenges in the implementation of these systems.

Our UEMS Taiwan currently serves over 40 hospitals, including portering services for the 2400 beds in National Taiwan University Hospital. As for UEMS Singapore, we may learn how they manage the 10 minutes turn around cleaning for the high-speed rail (HSR) in Taiwan. The staff exchange programme is a mutually beneficial one which aims to improve efficiency and productivity at work for the Company.

TEAM BUILDING

Team Building Event @ INSEAD

By Generose Nonato

Team building event organized by INSEAD Director of Operations and Campus Services, Mr James Middleditch and INSEAD Associate Director of Hospitality, Quality and Contract, Ms Ivy Tan.

The event was held in collaboration with outsourced teams to re-energize and foster the bond among the teams.

Activities of the day include brainstorming, early morning exercise, fine dining, ice breakers and presentations.

Through the event, it helped to boost team morale, reinforce the Company values and communication, and to showcase the importance of customer service.

The privilege to participate in team building event and staying in INSEAD Residence is one of the many remarkable experiences with our service partner, INSEAD.



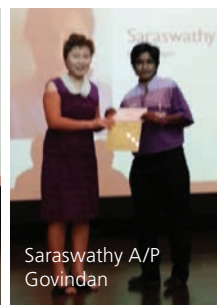
Kampong Days

By Marijoenne Julian Oliva

UEMS Housekeeping and Portering team participated in NUH Annual Environmental Services (ES) Party, hosted by NUH Environmental Services on 24 January 2014. The theme was Kampong Days – Let’s relive the good old days.

One of the highlights of the party was the Talent Time which showcased different talents coming from various departments and service providers.

Patemah Bte Sahid, Service Coordinator from UEMS UETrack™ – Portering and Dulay Reynald, Executive (HSK) from UEMS Housekeeping performed songs on stage and the latter won the competition. Congratulations!



Outstanding awards were also given out to staff for their excellent performance besides compliments from patients and ward clinics.

Prizes were given away to those who actively joined the games.



Finally, the event was capped by the committee performance wherein key personnel from kitchen, portering, housekeeping (both from Medical Centre and Main Building) showed their hidden talents when they danced to the tune of the Malay song, Rasa Sayang.

A sumptuous spread of mouth-watering noodles and cakes were also served for everyone to enjoy to culminate the ES party.

Recipients, Asiah Bte Samat, S Vasanthi, Woon Kim Tee and Arumugan Tanaletchmi receiving the awards from Ms Tan Cheh Tian, General Manager for UEMS Singapore.



KKH Family Day

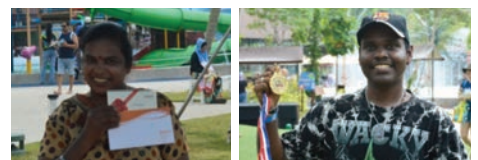
By Judesa Efono Tee

UEMS housekeeping team participated in KK Women’s and Children’s Hospital (KKH) Family Day on 1 March 2014, which was held at Sentosa Palawan Beach.

It was a great day with good weather and lots of fun participating in various games and lucky draws.



Group photo taking with KKH CEO, Prof Kenneth Kwek.



Hall of FAME

National University Hospital (UETrack™ – Portering)

By Mohamed Musa

Congratulations to our three porters who received compliments from our service partners at NUH!



HO PUI HAR MABEL

Nancy Yeo, Assistant Nursing Director, National University Hospital:

"Mabel has been a great coach; she takes pride in her work and is really on her toes. She would waste no time in calling centre porterage when there is no available job for her."

Adjunct A/Prof Lee Siu Yin, Director of Nursing, National University Hospital:

"The experience of porterage with Mabel Ho was a positive and pleasant one. She is mild mannered, pleasant and provides her service with a ready smile. She takes on a very positive approach to her role as a porter: she views it as a form of exercise and finds that the stress in her work is mainly physical."

The ward nurses acknowledge Mabel when she is there. There is good rapport between Mabel and the nurses as they have developed a very cordial working relationship."

Joann Pang, Deputy Director of Nursing, Major Operating Theatre:

"Special commendation for Ms Mabel – I have yet to meet a porter who has so much passion and pride in her job. She executes her duties with pride, the special touch and smile that she gives to the patient is just awesome. Her patience with me during the attachment is really amazing. Mabel is truly a role model, a gem in porterage... a staff that you must never let her go."

Dr. Daniel Tan, National University Hospital:

"I just finished my porterage duties today and was attached with Mabel who was a wonderful partner and it wasn't just a show as she stopped to say hello to some patients along the way whom she had done porterage earlier. One patient Mr Lim in RTC even called her an 'angel'."



FAUZELIN BTE ABDULLAH

Heidi Rafman, Deputy Director, Quality Improvement & Patient Experience, National University Hospital:

"I was impressed by Fauzelin. She is clearly very dedicated to doing her job well. She has a positive attitude (despite many challenges, delays, cancellations faced)

and is very pleasant to patients and staff, providing clear explanations to patients."

JUMINAH BTE BOYAMIN

Dennie Hsu, Director, Clinical Support Services, National University Hospital:

"I would like to thank Juminah (DDI stationed porters), for patiently guiding me and helping me to put myself in the shoes of a porter during the 2 hours attachment. They were competent and efficient."



AWARDS

Alexandra Hospital

MOH Patients Satisfaction Survey 2013 By Wong Sioe Fa

The Ministry of Health conducts Patients Satisfaction Survey annually across major healthcare institutions in Singapore. The survey includes medical services covering doctors, nurses, allied health professionals, care coordination, waiting time, facilities covering cleanliness, finding your way and maintenance.

The survey result conducted on environmental hygiene in various hospitals where UEMS serve (include Alexandra Hospital, Khoo Teck Puat Hospital, NUH Medical Centre and KK Women's and Children's Hospital) allows us to analyze, improve and benchmark our housekeeping service quality with the hospitals' expectations.

Among our housekeeping service team, is Mdm Mariama A/P Muniandy, an exceptional UEMS staff whose hard work and passion to serve earned her the "Service Ambassador" during Alexandra Hospital (AH) Service Quality Award on 14 April 2014.



Mariama A/P Muniandy receiving 'Service Ambassador' Award from AH CEO, Mr Foo Hee Jug during AH Service Quality Day cum AH celebrate "No 1 in Patient Satisfaction Survey" on 14 April 2014.

Happy Toilet of the Year in 2013



Tan Beng Giok, Senior Housekeeper
Arumugam A/L Subramaniam, Senior Executive (HSK)

Vouchers given as a token of Appreciation to our housekeeper & executive who have contributed their efforts in helping to achieve this prestigious award.

Best Housekeeper of the months in October & November 2013



Honesty Award

Kovalaraasan A/L Kalippan, Team Leader
 NTUC vouchers given to Kovalaraasan as a commendation for his honesty in returning a lost wallet containing \$345 to the security.



Group photo with some of the award winners

OUR PEOPLE



TREASUR

PEOPLE



our most VALUED ASSETS

INSEAD

Two of our housekeepers at INSEAD receiving award from INSEAD Director of Operations and Campus Services, Mr James Middleditch.

Ganesh A/L Nagappan

Ganesh A/L Nagappan, Housekeeping Team Leader was presented with "Go Extra Miles Award" in recognition of his efforts in helping to rescue INSEAD staff and participants who were trapped in the lift.

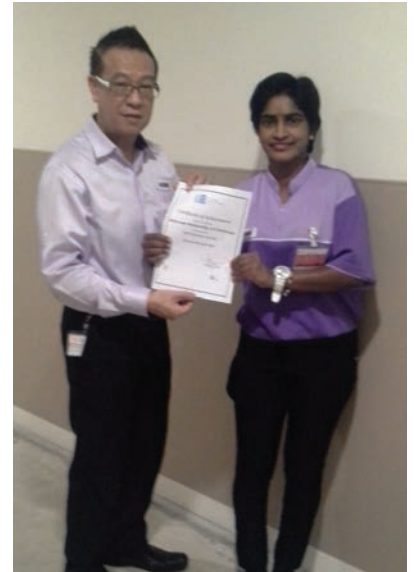


His quick response in reporting and the initiative to help is truly commendable.

NUH Medical Centre



Best Housekeeper of March 2014 (Day Shift) Nora Binti Che Ad



Best Housekeeper of March 2014 (Night Shift) Bellenage Seelawathy AP Bellenage Simeo



Lim Chai Yan

Received certificate completion of WSH course.

Certificate of Appreciation



A certificate of Appreciation presented by Metta School to UEMS for the 5-year valuable collaboration, followed by a tour around the Campus.



Honesty AWARD



Saadah, Housekeeper was commended for reporting promptly to her superior and security department when she found a lost Samsung handphone at KTPH Tower A, B1 ladies toilet.

NTUC vouchers were presented to her as a token of appreciation for her honesty.



January 2014 Best Groom (Female)
Kalairani D/O Muthukannu, Housekeeper



January 2014 Best Janitor Cart Award
Jalilah Binti Keriah, Housekeeper

Khoo Teck Puat Hospital



January 2014 Best Groom (Male)
Abdul Rashid bin Mohamed, Housekeeper

Enabling Employers Award 2014

By Paul Lee

The Enabling Employers Awards 2014 was given as a recognition to employers who support and hire persons with disabilities in Singapore. This is to support the government's effort in integrating them into the workforce as we build an inclusive Singapore.

UEMS was honoured to be a recipient of the award during awards ceremony and Gala Dinner held at Gardens by the Bay on 24 April 2014.

also read Inspiring Story



Paul Lee, VP (HR) for UEMS Group represented the Company to receive the prestigious award from Mr Tan Chuan Jin, Minister for Manpower

YEAR END 2013 GATHERING AND FEAST

By Brenda Eu

On 27 December 2013, we had our year end gathering. We started off the gathering with a Sentosa Getaway in the afternoon. Staff enjoyed the various exciting rides and games at Sentosa 4D Adventure Land. We ended the day with a sumptuous dinner at Grand Hyatt Hotel, Straits Kitchen.

YEEHAW!

The Best SHOOTERS in Desperado City certificates given to our 3 best GUNSLINGERS by Mr Yoshihiro Nishimura, COO for UEMS Group.



During the dinner, Certificate of Work Performance were also given out to staff in appreciation of their outstanding performance and contributions by Ms Tan Cheh Tian, GM, UEMS Singapore.

It was a fun filled and purposeful gathering when staff from various facilities had the chance to mingle and shared a good time together.

Happy Staff

Snap shots of events and activities for our staff.

BIRTHDAYS Celebrations!

THE VERGE



KK Women's and Children's Hospital



NUH UTrack™ – Portering



Chinese New Year Celebrations!



CNY Dinner and Lo Hei among HQ Staff



LO HEI!

A cultural activity during Chinese New Year. A symbol of abundance, prosperity and vigour for the year ahead!



Alexandra Hospital Annual Deepavali Celebration

Annual Deepavali Celebration "Festival of Light" held at AH Auditorium organised by AH Housekeeping and sponsored by UEMS was held on 5 December 2013.

The team celebrated the event with Lights Opening Ceremony by top management, followed by performance from AH Childcare Center, Indian Sari Competition, Best Couple Awards, Indian Dances and ended with Nasi Briyani Buffet Dinner.

Welcome AH CEO, Mr Foo Hee Jug and AH COO, Ms Joanne Yap to "Festival of Light"



Contestants taking part in "Best Sari" Competition



Top 3 Winners in "Best Couple" award



KK Women's & Children's Hospital Employee Team Meeting on 27 October 2013



Recipients of 10 years Long Service Award

Zaimah Binte Taru



Recipients of 5 years Long Service Award



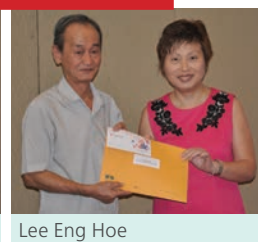
Rethinasamy Amaponnu



Ponijah Binti Ahmad



Makha Spry A/P M M Karuppan



Lee Eng Hoe



Dayang Artina Binti

Long Service Award & Training Certificates given out to staff during KKH ETM in October 2013 by Ms Tan Cheh Tian, GM



Recipients of Training Certificate



Goh Kah Eng



Muhammad Izzuan Bin Isran



Rajandran A/L Ramaya



Ismail B Muhamad



Opening speech by Ms Tan Cheh Tian, General Manager

KK Women's & Children's Hospital Employee Team Meeting cum New Year Party on 12 February 2014

By Judesa Efono Tee



KKH COO, Mr Tan Jack Thian addressing the audience

Employee Team Meeting cum New Year Party in February 2014 was filled with entertainments from the Facility Executive Team, Housekeepers, HQ staff, and special participation from Staff Nurses (Children's Tower Ward), who gracefully shared their talents with us in the KKH Auditorium.



Performance by our TALENTED STAFF



Awards

Recipients receiving awards from KKH CEO, Prof Kenneth Kwek



Best Service Partner of the Zone (Public Area) Lim Ming Hui



Best Service Partner of the Zone (Children's Tower) Nadarajah A/L Suppiah



Best Executive Award Wong Li Lian



LuckyDraw PRIZES

Some of the lucky draw winners receiving prizes from KKH COO, Mr Tan Jack Thian and KKH Director, Nursing, Ms Tan Soh Chin



ST LUKE'S HOSPITAL

Employee Team Meeting on 29 April 2014

Housekeeper, Li Shanqin and Vernal Thanapakiam were commended for their good performance and for receiving letter of appreciation from a patient's relative. Keep Up The Good Work!



Learning the importance of teamwork through fun games.



Inspiring STORY

BRYAN JAMES SEOW

By Sylvester Han

Bryan James Seow, or better known to us as Bryan Seow is a full time student with Delta Senior School. He joined us as a housekeeper at NUH Medical Centre on part-time basis in August 2013 as part of his School's training curriculum.

Initially, we were apprehensive about recruiting him into the team as the work here can be physically demanding at times. However, he proves us wrong.

Bryan may be physically challenged in certain areas but he has displayed excellent discipline overall. His punctuality at work is second to none and has never being absent from work as per schedule given to him. He showed earnest in wanting to learn and improve on his work skills. He has always volunteered in wanting to do more.



Bryan learning how to put on N95 mask under the guidance of Noor Malah, Senior Executive (Quality & Training).

He often shared with the peers his passion for sports, particular in swimming. His preference has always been the butterfly and backstroke.

Being selected as a participant to represent our nation in the 7th ASEAN Para Games 2014 has been a great honor for him. We never doubt that he will bring glory and honor to our nation. And rightly so, on 18 January 2014, Bryan won the Silver medal in the 50m Backstroke event.



Seeing Bryan on the medal podium and our State Flag make us all proud to have him in our team.



Bryan receiving his well-deserved Silver medal from MP of Tanjong Pagar during the medal presentation ceremony.

Bryan also participated in the SPH Foundation National Para-Swimming Championships on 10 May 2014 at Toa Payoh Swimming Complex, hosted by Singapore Press Holdings Foundation (SPH Foundation) and Singapore Disability Sports Council (SDSC). The championships, now into its 3rd year, is a highlight in the SDSC's annual sporting calendar. It is aimed at creating opportunities for persons with disabilities to swim at a competitive level. Over 100 para-athletes from 18 special schools, associations and clubs will compete in this championship. The participants are assigned to different categories and events based on their disabilities, and will participate in all four swim strokes, as well as the freestyle relay. Bryan once again did us proud and won Silver medal in the 100m Butterfly Individual and Gold medal in the 4 X 100m Freestyle Relay.



Bryan, Silver medalist of 100m Butterfly



Bryan (2nd from left) with his Gold medal winning team mates of the 4 X 100m Freestyle

Respect, is the key to integrate persons with disabilities into UEMS NUH Medical Centre housekeeping department. Determination and hard work are the keys of Bryan in defying all odds and limitations to set himself greater challenges and scaling seemingly insurmountable heights to stand head and shoulder above the rest.

Bryan, who won the Exemplary Employee 2014 Award in the recent Enabling Employers Network, has tapped the discipline in him to see through the challenges. Not only has he excelled in sports but he has able to carry out his duties more efficiently and has even able to understand instructions clearly.



Bryan receiving the Exemplary Employee 2014 award from Mr Chan Chun Sing, Minister for Social and Family Development.

Once again, congratulations to Bryan James for his sporting achievement and the relentless effort and hard work he has put in to ensure cleanliness at NUH Medical Centre is at its ever best.

He is a shining example for all physically challenged people. He showed us what it means to be passionate in what you are doing and do it well. I dare say, many of us with our physical abilities, may not even measured up to Bryan's determination, discipline and passion in whatsoever he does. Not only has he done the Nation proud, he has brought glory and honour to UEMS too.

We are proud to call him one of us in NUH Medical Centre.

We wish him all the best and to bring Singapore even more honour and glory in more sporting events to come in this region and beyond.

NEW Faces

Welcoming our new colleagues who came on board between October 2013 to June 2014:



Chen Loong Kio
Account Manager (EVM)



Cheng Wai Lai Karyn
Assistant Manager
(Human Resource)



De La Pena Junrey
Mendoza
Senior Technician



Eu Hui Hui Brenda
Human Resource
Executive



Ganesan Pandian
Technician I



Jin Shaotao
Executive (Housekeeping)



Kaliyappan Mugunthan
Technical Executive



Cheng Weilun Wilson
Technical Executive



Lee Wei Ta Wilfred
Building Manager



Lim Kok Hao Vincent
Accounts Officer



Marcellano Diana Rose Ferrer
Senior Quality Assurance
Executive



Melati Binti Zainal Abidin
Assistant Manager
(Housekeeping)



Mohammad Fadil
Bin Jamal
Building Supervisor



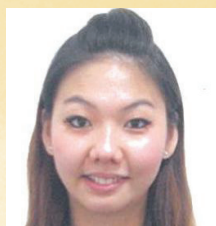
Muhammad Ridwan
Bin Ismail
Property Executive



Muhammad Hadi
Bin Md Tahir
Tradesman



Ng Beng Ling Melinda
Executive (Business
Development)



Ng Lay Ching
Property Executive



Nurhidayat Bin
Mohd Rolan
Tradesman



Onofre Sevilla Solis
Executive (Housekeeping)



Periyee Aneesh
Senior Engineer
(Technology Services)



Rasidin Bin Ismail
Executive (Housekeeping)



Tan Ye Sheng
Executive (Business
Development)



Win Pa Pa Htun
Executive (Housekeeping)



Zukifli Abdul Rashid Durai
Assistant Manager
(UETrack™ - Portering)

PROMOTIONS in Designation and Job Grade



Cheng Wai Tak Joe
Manager (Housekeeping)



Chio Hoon Nee Agnes
Confidential Secretary cum
Senior Admin Executive



Han Cheow Yuen
Sylvester
Executive (Housekeeping)



Hassan Bin Nasir
Executive (UETrack™
- Portering)



Mohammed Rani
Bin Md Yassin
Storekeeper



Ooi Kian Bin Vincent
Manager (UETrack™
- Portering)



Parasumaran
Krishnasamy
Senior Executive
(Housekeeping)



Raja Gopal A/L
Selladurai
Executive (Housekeeping)



Roziana Binti Bernie
Executive (UETrack™
- Portering)



Shamsudin Bin Subir
Technical Specialist



Sim Bee Lay Berlin
Administrative Executive



Srinidhi Gopalakrishna
Assistant Vice President
(Technology Services)



Tan Sai Kee Doreen
Accounts Supervisor



Wong Bee Bee
Manager (Housekeeping)



Wong Siow Fen
Michelle
Senior Human Resource
Executive

CONGRATULATIONS!



Tan Suk Lian Serene
Human Resource
Executive



Fang Jia Cheng
Accounts Officer

Re-Designation

Loyalty BONUS

By Michelle Wong

In April 2014, many of our dedicated long service local rank and file employees received loyalty bonus of up to 1.5 months' bonus for work done in 2013. Rank and file local employees with more than 10 years' service received 1.5 months' bonus. Other long service rank and file local employees with 5 to 10 years' of service received 1 month's bonus.

This is the second year in the Company's history that our local employees enjoyed the enhanced bonus in recognition of their loyalty to the Company, hard work and contributions in delivering quality services to our service partners.



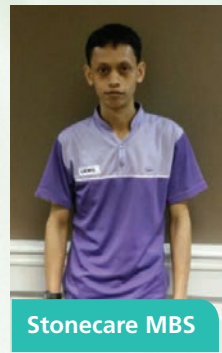
Changi General Hospital

Congratulations to all recipients and we look forward to your continued contributions and growth in the Company!

Some of the Recipients of Loyalty Bonus



KK Women's and Children's Hospital



Stonecare MBS



Cargotec



NCR



Tan Tock Seng Hospital



Alexandra Hospital



Mitsui House



Maybank



UE Square



UE BizHub East



INSEAD

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