

UEMS **TIMES**

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EVOLVING WITH CARE



UEMS CORPORATE GOOD

**COLLABORATION WITH
APSN FOR AN INCLUSIVE
WORKPLACE**

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UEMS Times is published biannually by
UEMS Solutions Pte Ltd
No 12 Ang Mo Kio St 64
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UEMS

UEMS SOLUTIONS PTE LTD

A Brand New Year 2021 with New Aspirations After an Unprecedented Year

A BRAND NEW 2021

We started a brand-new year in 2021 with the stabilisation of the Covid-19 situation after a raging Covid-19 pandemic year. At the start of the year, we embraced the newly announced Phase 3 of re-opening. That was probably the best time for all of us after experiencing the dynamics and biggest challenges of the pandemic year. All of us had enjoyed that wonderful period for a couple of months where activities resumed to almost normal in the community.

Amid the calm, there was a sudden Covid-19 resurgence towards the end of April 2021 and it was followed shortly by the announcement of Phase 2 (Heightened Alert) which took effect from 16 May 2021. When the resurgence happened or even before that, I am glad that all of you had responded so naturally and had successfully managed the unanticipated situation. This was due to the invaluable experience you gained in the last pandemic year where you had gone through much. This time round, it seemed much easier to manage. You knew exactly what to do and what to expect and some of you did beyond what was expected. This resurgence has indeed put everyone to another test once again. I am also glad that we have transited to Phase 3 (Heightened Alert) shortly after. I would like to take this opportunity to thank you for your strong commitment and enormous support for responding and managing the situation so well, despite all the existing challenges and even new challenges which become tougher by the day. You fought hard with valour once again, without any hesitation or doubt. Thank you, UEMS team!

BE PREPARED FOR THE WORST BUT HOPE FOR THE BEST

As always, we must always stay focused and be prepared for the worst but hope for the best. This is the motto that we have been living with throughout these years. It is through this that we are always prepared, no matter what lies ahead of us. It is also adopting this positive mindset that we are always able to overcome the many challenges that come our way. With this positive mindset, all things are made possible, including preparing for the worst at all times and anticipating the worst of times.

As we continue to live and work in the Covid-19 era, with many existing and new challenges faced from time to time, I would like to urge everyone to continue to be prepared for the worst situation that may happen. Only then can we overcome these challenges. At the same time, it is not all gloomy as we hope for the best that things will turn out our way.

"As always, we must always stay focused and be prepared for the worst but hope for the best."

STAYING NIMBLE AND AGILE

As we operate in this ever-changing business and environment, more so in this Covid-19 era, we must continue to stay nimble and agile and be adaptable to the environment. These are no longer new mindsets for us to adopt but have since become the necessities in today's context. There is a need to continue to stay as flexible as possible at all times and have the ability to respond positively when the situation calls for it. Only then will we be able to survive the complexities in this very fast-changing world.

WE ARE DOING GOOD!

Since the year started, we have collaborated with the Association for Persons with Special Needs (APSN). This is a new initiative where we embarked on special inclusive programmes that provide training and employment opportunities for a special group of people. We have also partnered with New Hope Community Services and are working with them towards achieving the common objective of creating an even more inclusive workforce. We have also launched our own UEMS "Happiest Employee of the Month Award" programme where it aims to identify the "3 happiest" employees in our company on a monthly basis. This is a very simple and yet exciting programme for all of us to cheer and look forward to every month. Everyone wishes to be one of the happiest employees for the month. Finally, the employee wellness programmes that have been rolled out have certainly become a new norm during this Covid-19 era and we have recognised their importance. We will continue to place a strong emphasis on our employees' health and well-being.

We are taking steps forward to build trust and affiliation with empathetic and socially responsible initiatives at UEMS. Certainly, you can look forward to more of such programmes.

CONTINUING WITH OUR GROWTH STORY

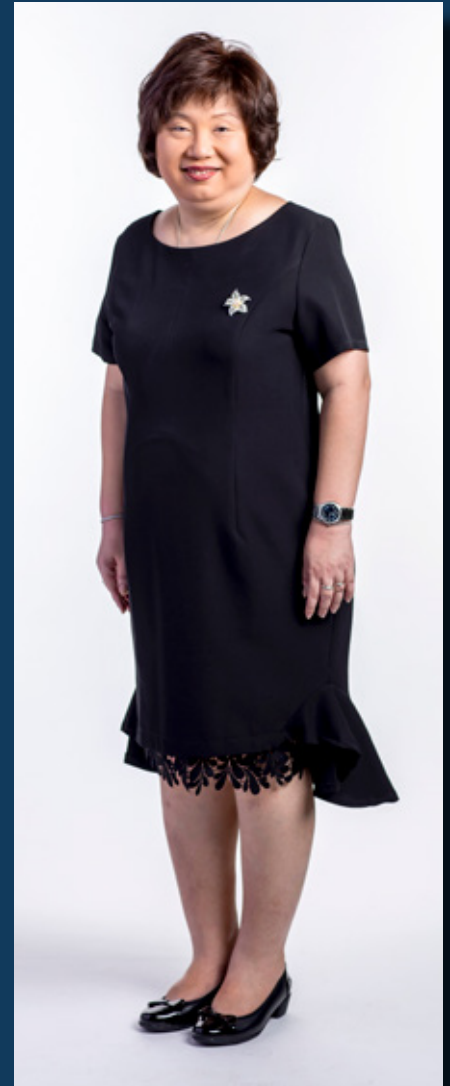
In this Covid-era, we continue to charge ahead as if we are not in Covid-19 era. I am happy to share that

we are currently at our all-time high. This success is made possible because of all of you. I am heartened that we are continuing with our growth story. At the beginning of the year, we started our housekeeping services in Sengkang General Hospital and in Q1 of 2021, we started portering services in Sengkang General Hospital & Sengkang Community Hospital. We also commenced on the kitchen stewarding and pantry services at Jurong Health Campus in the same quarter. In the non-healthcare sector, we successfully re-secured and retained the new integrated facilities management contract and continued our partnership with the Singapore Examination and Assessment Board. I would like to express my heartfelt appreciation to all who had successfully mobilised these new projects, despite the very difficult labour market condition. I am especially thankful to our clients who have provided us with their very strong support in making this seamless transition for us during this period. Mobilisation of any new project in this challenging and unpredictable period is very difficult, I must say, but collectively, all of us have made it!

YOUR CAREER MATTERS TO US

At UEMS, there will always be abundant opportunities for you to grow your career. We are indeed a very fast-growing company with tremendous potential and unlimited opportunities. Growth has been continuous at a fast pace. As the preferred employer, we want to grow your career in tandem with our business growth. As long you have the potential and are able to demonstrate your capabilities by delivering the desired results, you can be assured of advancement in your career with us. It is the company's focus to upgrade every deserving staff to the next level as we want to maximise your potential as much as possible.

On this note, I would like to congratulate all staff who have been promoted in 2021. Congratulations on your well-deserved promotion! You truly deserve it and your hard work has paid off. You have worked



hard, achieved the results and proven that you can do even more. Please continue with the great work and value-add in your new capacity and make positive contributions to the company. I hope that with this promotion, it will spur you on and motivate you to do even greater heights.

QUALITY SERVICE IS OUR LIFELINE

I would like to reiterate that as we provide the diversified range of services in all facilities, whether in the healthcare or non-healthcare space in both the public and private sectors, it is imperative to uphold our service delivery in the facilities that we serve. When we are doing well, we will continue to think of what else can we embark on to ensure service sustainability. However, if we are not doing well, there is a need for us to think of possible solutions to

"...we must continue to stay nimble and agile and be adaptable to the environment. These are no longer new mindsets for us to adopt but have since become the necessities in today's context."

overcome the service imperfections in that facility. We need to have that way of thinking because it is probably the only reason that our clients have engaged our services because they believe that we always provide quality service. Therefore, please continue to do your utmost best in delivering quality service in these facilities. This may include implementing continuous new innovations, new alternative ways to do certain tasks to be more productive, reviewing the workflows to be more efficient and effective, value-adding in your works, making more and happier clients and end-users with positive feedback or simply timeliness in whatever you do.

I AM GRATEFUL

The recent re-surgence in Covid-19 cases has shown how each and every one of you is so crucial. Collectively, as a team, we responded and some went beyond the call of duty to just make it work. Without all of you,

we would not have been able to manage well especially during the recent Covid-19 Phase 2 (Heightened Alert) period. I would like to express my grateful thanks to all of you for the strong dedication and support, as well as the sacrifices you have made throughout this period in meeting the expectations of our clients and end-users. You have clearly shown your capabilities through your timely and invaluable actions. Thank you for the strong camaraderie by working as a collective team and ensuring that the objectives of our clients and end-users are met in the facilities. I am truly grateful! I am proud of you and you have made UEMS proud. Please continue to place safety as your priority no matter where you are. Stay safe, work safely and continue to be vigilant in all that you do. Please adhere to all prevailing safe management measures.

MY APPRECIATION TO OUR CUSTOMERS

To our customers, this is probably the only reason why we are here.

We would like to thank you for your unwavering support and the trust and confidence that you have placed on us all these years. During this very difficult Covid-19 era, these have become even more significant for us as we continue to face new challenges. Some of these challenges are beyond our control. We thank you for your kind understanding and patience. It is critical that we continue to work together. As in any strategic partnership, we would like to assure you that at UEMS, we will continue to work with you to deliver quality services in the facilities because this has always been our belief. Please continue to stay safe till we meet face-to-face again, when the situation permits!

TAN CHEH TIAN (Ms)

Chief Operating Officer, UEMS Group & General Manager, UEMS Singapore

Let's Continue to Press On and Do It One More Time

Dear all staff,

15 May 2021

You have done fantastic works battling with valour against Covid-19 last year. This experience that we have all gone through only seems yesterday and is something for all of us to remember for a lifetime. It is unfortunate that we will have to undergo such experience all over again. Like the saying goes, expect the unexpected. Since late-April 2021, you have been working tirelessly once again in coping with the current Covid-19 situation. As this is not the first time for all of us, I am very confident that from the past experience gained, we will do even better this time round to overcome the current Covid-19 situation together. For those who did not have any experience as others did, we will take you through this crisis together, as long as you have a positive attitude and strong commitment.

During this Phase 2 (Heightened Alert) period, we are certainly in a better position due to our prior experience gained having gone through the Covid-19 situation last year. However, we are facing new challenges as we are now operating in a very different business environment with new evolving challenges and the fast-changing environment on daily basis. Nevertheless, as a team, we use our ingenious solutioning as we have always done to overcome any challenges. I hope that you are still coping well and I am sure you are. As always, let's be prepared for the worst and hope for the best!

Safety is of utmost importance. Let's continue to remain very vigilant and stay on the highest alert and never be complacent. Please continue to adhere to the prevailing protocols, procedures and processes very stringently and adapt to any changes from time to time, wherever and whenever you are.

I would like to take this opportunity to extend my heartiest and greatest appreciation to all of you for your strong commitment and dedication in providing the services across all facilities and supporting the operations. You never thought of giving up during this crisis but are determined to fight through this crisis together all over again. Your undying passion to overcome this crisis together makes a great difference to UEMS. I am also very heartened to have such a great team in providing quality services to our customers, end-users, occupiers and tenants, despite the very difficult condition today. Please keep up with these great works and continue to live up to UEMS' name. Kudos to all of you! My greatest appreciation to all UEMS staff. Thank you very much and let's continue to press on and do it one more time. We are one UEMS! Take care and stay safe!

Warmest Regards,

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

UEMS

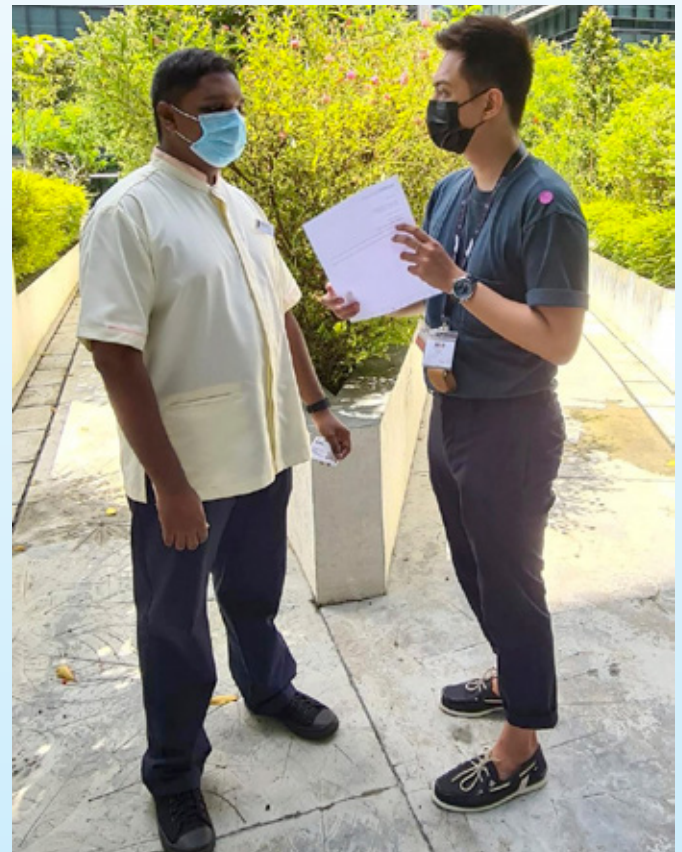
UEMS Corporate Good

Collaboration with APSN for an Inclusive Workplace at Yishun Community Hospital (YCH)

BY SUSAN LEE



Saktheeswaran S/O Mathialaku's confirmation letter handed out by Ms Susan Lee, Senior Manager (Housekeeping)



Saktheesh with APSN Job Coach Wilson Saw

Saktheeswaran S/O Mathialaku, fondly known as Saktheesh by many of his colleagues, is an Environment Service Associate.

Saktheesh is an alumnus of the Association for Persons with Special Needs (APSN), a social service agency that provides education and training for the special needs community. Since his graduation from APSN, Saktheesh's employment opportunities were greatly affected by the Covid-19 pandemic as many companies were forced to restructure and redesign jobs. Despite the challenging circumstances, Saktheesh has been keeping his head high by maintaining a positive outlook that one-day, things will only get better for everyone.

Since December 2020, UEMS has been working closely with APSN to roll out training and employment programmes for sustained efforts to champion

inclusion and diversity at the workplace. Saktheesh is trained as a frontline defender against Covid-19 at Yishun Community Hospital (YCH). Daily, he is being assigned specific tasks to ensure and keep the environment clean and safe for all of us.

UEMS works closely with APSN's job coaches to provide job support for Saktheesh. Communication is kept open where both parties work jointly to help Saktheesh succeed in embarking on this journey. The inclusive and diversified workplace culture at Yishun Community Hospital has also motivated him to excel at work.

When asked about his aspirations, Saktheesh hopes that one day, he can travel the world and give speeches to inspire young adults like himself to aim high and succeed in life.

Open Door Of Blessings At Yishun Health Campus (YHC)

BY SUSAN LEE

Yishun Health Campus (YHC) management firmly believes in creating an inclusive workplace culture where everyone is treated as part of the big family to serve the community regardless of whether one is a hospital staff, service provider or vendor. It is such an inclusive culture that the UEMS team is able to integrate and blend in well under the same roof and work towards YHC's mission of "providing good quality, affordable and hassle-free healthcare with science, love and wisdom".

YHC has been rendering great support to the UEMS team not only in terms of partnership; but also been participating eagerly in our UEMS monthly traditional celebrations - *Happy Staff Happy Customer (HSHC)* event. HSHC is an occasion where our front-liners, management staff and clients come together to celebrate and extend appreciation to our staff; so as to continuously engage and motivate them. Due to the current Covid-19 situation and keeping in mind safe distancing measures, bento sets are given out and awards presented to deserving staff in recognition of their excellent performance, grooming standards, attendance and honesty.

The strong forged relationship will not be possible without the unwavering support and understanding from both the Environmental Service and Portering Team, led by Ms. Jolia Low, Asst. Director of Operational

Support Services. We are able to engage them constantly through open communication, hence, enabling their trust and confidence when delivering our services.

UEMS will continue to strive towards service excellence and further strengthen this collaborative partnership.

With the ongoing Covid-19 pandemic that has changed all our lives almost instantaneously, the UEMS team continues to brave through the storm and fight fiercely alongside the YHC team.



COO, Ms Yen Tan, distributing bento set to staff



YHC & UEMS Management during HSHC event



COO, Ms Yen Tan, showing appreciation to UEMS team

Riding High: Our Special Voices

BY STEPHEN SHI



Muhammad Izzuan bin Isran

Muhammad Izzuan bin Isran, a typical looking 30-year-old housekeeper, is a former student of the Association for Persons with Special Needs (APSN) Delta Senior School. Izzuan joined UEMS as an apprentice in 2012 after his graduation and thereafter was offered permanent employment with UEMS based on his good job skills assessment from his supervisor and job coach.

During his 9 years of working with us, Izzuan is hardworking and very independent. Besides his usual core duty as a housekeeper, he is also part of the JCI audit project team. His ability to follow instructions and eagerness to learn has definitely helped him to pick up skills within a short time.

With his good performance record, Izzuan was given the opportunity to be posted to HPB to continue his housekeeping duty. In HPB, he continues to do his job well and with his sunny and helpful disposition, he is well-liked by many staff.

Lim Ming Hui

Lim Ming Hui is 28 years old and has been a housekeeper at UEMS. He has been attached to the KKH worksite since 2013.

UEMS was his first job since he graduated from APSN Tanglin Delta Senior School. Though he is a quiet person, he is hardworking and pays great attention to details. He has been performing consistently well and it is his work attitude that has clinched him the 'Best Service Partner of the Zone in 2014' for his outstanding work performance. One of Ming Hui's strengths lies in his in-depth knowledge of "7 steps of hand hygiene". He has done exceedingly well during all of the hand hygiene audits over the years. Our KKH team has witnessed Ming Hui's excellent work progress and as such, we have delegated more responsibilities to him in the areas of cleaning at the carpark compound.

The hospital staff who drive to work and park their cars within the carpark often see him regularly and never fail to extend to Ming Hui their warm greetings on a daily basis. This contributes to Ming Hui's sense of belonging at KKH.



Paving the Way

SHAIK IBRAHIM



How long have you been at UEMS?

2 years 2 months

What do you like in your current work?

My colleagues are friendly and always helpful. I find the job manageable and I really like the environment.

Were there any difficulties/fears you faced when you first started work?

Yes! Before I started work, I was so afraid that my superiors would be fierce and difficult to talk to.

Are there any colleagues/supervisor who helped you overcome the difficulties?

My supervisor, Marri, has been helping me when I face difficulties at work and he guides me patiently every time.

Are there any colleagues/supervisor that you like and look up to? Why?

My supervisor, Marri. He is my idol and I hope one day, I can be like him. He is always caring for others.

What are you most proud of in your job?

When I am complimented for a job done well by my supervisor and customers.

Most people think of me as

Shy, quiet and a good listener

What do you like to do in your free time? Hobbies?

Watching YouTube and TV programmes. Now, I am attending weekly English enrichment classes.

Do you think you have become confident after working at UEMS?

Of course, Yes! I used to be shy and do not like to talk to people much. However, after joining UEMS, daily, I am learning to talk to people more confidently and am able to express myself to them.

What advice do you want to give to other colleagues to do well at UEMS?

Always be a team player and learn from other team members.

New Project Wins and Success

Jurong Health Campus (JHC) Kitchen Stewarding and Pantry Services Contract

BY ZHANG QIANG



It is our great honour to have won the new contract with Jurong Health Campus (JHC) where we provide Kitchen Stewarding and Pantry Services. Alongside Alexandra Hospital, this new win adds to our track record of another term contract for Kitchen and Pantry Support services to our Healthcare customers.

Under this contract, we provide services to both Ng Teng Fong General Hospital and Jurong Community Hospital (both of which are under Jurong Health Campus), supporting their meals delivery for patients. This is our first service provision to JHC under a term contract.

In totality, UEMS now has established at least one term contract with each acute public hospital in Singapore for the provision of support services - Kitchen/Pantry Support Services, Housekeeping Services, Portering Services, Health Attendant Services, and Visitor Management Services. This further boosts our presence in the healthcare sector and strengthens our long-term service partnerships with hospitals.

Excellent Service at Asian Civilisation Museum

BY THERESA SHI

UEMS IFM team is proud to share that we have been recognised by various stakeholders at Asian Civilisation Museum (ACM) for service excellence.

As a key landmark in Singapore, ACM needs to portray its best image to the public consistently. The team has been working assiduously to achieve the high cleaning standards of the museum. Recently, the team has been commended for their excellent attitude and performance in upkeeping the cleanliness and tidiness of the museum.

The compliments received truly confirms our commitment to our clients for providing quality service and we will certainly aim to exceed our clients' expectations at all times.

Well done, team!



Singapore Youth Flying Club Contract Renewal

BY FOO SU YUN



UEMS has been providing Integrated Facilities Management services to Singapore Youth Flying Club (SYFC) for the past three years and we are delighted to be awarded the new contract term for another three years commencing from 1 December 2020 with an option to extend for another three years.

The successful renewal is a testimonial to the quality services that UEMS has been providing and we are thankful to be entrusted by SYFC to manage their facilities operations. With the leadership of the Facilities Manager, Paul Lim, we are committed to strive towards excellence in service delivery and aim to exceed client's expectations at all times.

We will certainly put in our best effort and we look forward to forging an even stronger long-term partnership with SYFC in the years ahead.

Keeping the Ground Safe and Sanitised as Always

BY THERESA SHI



The Covid-19 pandemic has emphasised the need for a clean and safe environment by various stakeholders' in Cognita Early Learning Village. As a service provider, we understand their needs and put our best forward to ensure all grounds are cleaned and sanitised to their requested standards and more.

As such, we are recognised and commended for providing excellent service in maintaining these



areas. The recognition boosted the team's confidence in continuing to strive towards providing first-rate housekeeping services to our clients.

The housekeeping team believes the best service comes straight from the heart!

Award of MOH Holdings Office Cleaning Service

BY THERESA SHI

UEMS is proud to be awarded the inaugural contract for the cleaning service of MOH Holdings (MOHH) office located at HarbourFront Centre.

With the contract commencement on 16 March 2021, the team put in their best efforts to ensure a smooth transition for the takeover of the existing site which spanned over 3 levels of office space.

UEMS is honoured to be given the opportunity to work with the Singapore health sector by providing commercial cleaning services. We look forward to many more landmark wins to add to our extensive list of clients.

The commercial housekeeping team has pledged to continue to strive in providing quality cleaning services to all our esteem clients.

Thoughts from the Leaders

Employee Engagement Across All Levels: Respect Is Key!

BY JOSEPHINE WONG



It is an understatement to say that our business is people-centred. Whether it is at the facility or HQ, the fabric of human interaction is manifold and prevalent across all levels of staff. Over the years, we have rolled out several programmes to engage staff, such as the Happy Staff, Happy Customer celebrations, Site Management Operative Engagement through regular focus groups and other feedback channels.

At our facilities, we have a good proportion of local operatives who report to foreign supervisors, particularly for our housekeeping accounts. These locals are primarily more senior in age relative to the foreign supervisors. In other instances, operatives and supervisors speak different languages that could pose a challenge in daily communication. However, our staff have used various translation apps to overcome this to a certain extent. Sometimes, these cultural sensitivities could lead to friction in the working relationship. In

spite of these differences, what is most important is to treat one another with respect. This is expressed in the tone of voice, choice of words and non-verbal communication, which we have to be extremely mindful of when relating to others.

While we continue to recognise our ground staff through lunches, snacks, gift vouchers and certificates of appreciation, the importance of day-to-day engagement in terms of how we communicate with them and address their concerns is more critical. It can even be the smallest act of greeting operatives by their names, accompanied with a smile, or asking how they are getting on and truly listening to them when they surface problems. These little things do matter and go a long way, as they make our staff feel valued and appreciated. This would inevitably lead to greater staff motivation, job satisfaction and an overall more connected and cohesive working environment.

Practice to Beat the Best

BY WILFRED LEE

Success is usually found in a pile of mistakes.

We face obstacles, stumbling over stones while heading towards our aim. Frustrations arise when we fail. But why do we not give it another shot? The fact is, most of us make a decision to give up when the going is hard but on the other hand, there are thousands of reasons for us to try again.

Integrity is doing the right things when no one is watching; it is another key essential to the path of success to beat the best – in us. Bearing in mind, there is no shortcut in achieving our goals.

Let us all be positive and discard all the negative thoughts. We learn from our mistakes and we persevere. Practice beating the best by focusing on our destination which is fundamental to achieve growth and success.



Go Beyond With Professional Conversion Programme

BY TERESA CHAI

Since January 2021, UEMS has been working with Chartered Institute of Management Accountants (CIMA) Singapore and Workforce Singapore (WSG) for the rollout of the Professional Conversion Programme for Mid-career PMETs (Professionals, Managers, Executives and Technicians)

Professional Conversion Programmes (PCPs) are career conversion programmes for mid-career PMETs (Professionals, Managers, Executives and Technicians), to undergo skills conversion and move into new occupations or sectors that have good prospects and opportunities for progression.

UEMS is excited to embark on this programme to attract new entrants and to facilitate suitable professionals within the company.



“I am glad that I have the opportunity to join UEMS under this programme. UEMS is currently growing rapidly and I am excited to be part of this process. Other than theory-based accounting modules, CIMA course covers the emphasis of using information technologies to enhance business performance. I am happy that I am able to keep myself updated with new-age technology trends. Thank you, UEMS for getting me on board!”

Swee Tai Seng, PCP/MA candidate

Integrated Facilities Management Contract – Prevailing Trend in Facilities Management Sourcing

BY KATE TONG

Outsourced Facilities Management services in Singapore has become well-established over the last decade. However, in the recent 2 years we have witnessed companies finding ways to cut cost and optimise resources due to fears of recession, rising manpower cost and the aftermath of Covid-19.

From clients' point of view, under this unforeseen economic weather, the 'know-hows' to optimise FM expenditure and at the same time enhancing building users' experience and upkeep buildings' performance have risen to become of utmost importance. Dealing with too many contractors and processes would easily drain clients' resources and defer them from focusing on their core business. Today, Integrated Facilities Management (IFM) contract model, has penetrated the market and is fast becoming an emerging trend in Singapore.

Positioning as a truly Integrated Facilities Management company, UEMS has been offering IFM services to various clients such as JTC Corporation, Maritime & Port Authority (MPA), Singapore Examinations and Assessment Board (SEAB), National Design Centre (NDC), National Heritage Board (NHB), Buddha Tooth Relic Temple, among others. These services include overall facilities management, faults reporting management, housekeeping service, pest control, landscape maintenance, security service, M&E maintenance etc. Besides working with various partners for these services, UEMS is able to provide in-house housekeeping services; riding on over 30 years of experience in this trade. Clean Mark Gold accreditation by the National Environment Agency for the past 6 years is our



Disclaimer: Pictures were taken during pre-Covid period

hallmark and the endorsement of our company's high-quality service. An integrated approach to facilities management has also become easier with our Technology - Smart FM offerings such as IoT sensors, robotic cleaning solutions and temperature screening devices among others. The benefits of the Integrated Facilities Management contract model are appealing and shall become more prevalent in the years to come. UEMS has been and will always strive to be a strategic partner of choice for organisations in today's new business landscape.

Team Spotlights



Juliana Chew, I-Lin, Executive (Procurement) Procurement Department

What do you like most about your role?

Being able to work closely with various stakeholders and having the opportunity to contribute to the team to monitor, review and promote cost-cutting initiatives for the company.

How would you describe your day within your team?

It is certainly a fast-paced working environment at UEMS. We are striving to meet deadlines and operational needs and while working we are supporting teammates in their daily tasks and resolving difficulties.

What 3 words would you use to describe your team?

Teamwork, Understanding, Close knitted

What challenges did the team face in 2021? How did team members overcome them?

Following the government's advisory and the Company's direction to work from home during the earlier phase of Covid-19, the team worked together to set up common databases for information sharing. The team stayed connected and updated virtually by having regular team meetings.

Moreover, getting the right supplies delivered on time amidst the pandemic by following up closely with vendors and working together to formulate the best approach.

Any memorable moments you had in your team?

Yes, a memorable experience for me was the first-ever virtual Dinner & Dance event that we had at UEMS on 18 December 2020. It was indeed fun and exciting and the event will certainly be worth remembering in years to come.

What advice would you like to give to the rest of our colleagues?

To think out of the box for solutions to any situation and be open and daring to participate in any new initiatives for the company.

What is on your wish list for your department for the next 1 year?

I would like us to work towards a paperless environment and adopt an environment friendly 'greener' approach to current work processes.

If there is one thing about my department, other colleagues don't know... it is about our

A team that stays and works even closer during challenges. Our preserving spirit is one that I proudly and will always enjoy within the Procurement Team.



Robin Ho Wing Yew, System Administrator Technology Services Department

What do you like most about your role?

As a Technical Support Expert, I am able to interact with people from different departments and from all levels of work within the company. I believe that communication is paramount in being able to understand and to be understood. This is important for an effective and productive workplace.

How would you describe your day within your team?

I am a system administrator and my primary role is to ensure our network and servers are working excellently so that our staff are able to perform their day-to-day tasks impeccably. I am also assisting in onboarding and offboarding staff, setting up their workstations and laptops. You will sometimes see me at site offices too to set up the internet and workstations.

What 3 words would you use to describe your team?

Dynamic, Fast-paced and Adaptive

What challenges did the team face in 2021? How did team members overcome them?

I joined the company in November 2020 and at that point our team members were busy preparing for the Sengkang General and Community Hospital Portering contract. We had to ensure that the servers were secured for use with the hospital's network. Our team worked together cohesively to ensure that everything transited seamlessly by the commencement date.

Any memorable moments you had in your team?

I am a fan of cuisine and I guess a memorable moment I had was the welcoming lunch - a truly authentic Indian food in a great environment with great company. A moment where everyone had the opportunity to wind down and share their interests and life experiences over a delicious meal.

What advice would you like to give to the rest of our colleagues?

If you want the rainbow you have to bear the rain and I believe we will see the light at the end of the tunnel soon with the current Covid-19 situation.

What is on your wish list for your department for the next 1 year?

I hope to learn and grow with the Company. When the Covid-19 situation is better, I hope to organise a gathering over dinner with everyone within the department.

If there is one thing about my department, other colleagues don't know... it is about our

As IT specialists, we might often be mistaken as nerdy and reserved but hey, we too can be sporty and sociable!



Tan Chien Han, Workplace Safety & Health Lead Quality Assurance & Workplace Safety Department

What do you like most about your role?

I enjoy building good and open relationships with the site teams whereby we are able to discuss and brainstorm ways to improve the safety aspects and promote a safe environment.

How would you describe your day within your team?

To the best of my ability, I make sure my day ends with satisfaction. On a daily basis, the team assists site managers in alerting, advising and highlighting potential safety hazards before these become safety issues leading to serious incidents.

What 3 words would you use to describe your team?

Supportive, Knowledgeable and Positive

What challenges did the team face in 2021? How did team members overcome them?

The constant changes to Covid-19 regulations and advisories by the government. For each new direction or change, our team will discuss how best we can address them accordingly.

Any memorable moments you had in your team?

Namely our team bonding sessions. Secondly, I can openly talk about my concerns and seek advice on issues from my team.

What advice would you like to give to the rest of our colleagues?

Continue to stay positive in this organisation and to enjoy every moment while it lasts!

What is on your wish list for your department for the next 1 year?

To create more safety awareness to all sites.

If there is one thing about my department, other colleagues don't know... it is about our

We may look strict during our working hours, but we are by nature, friendly, outgoing and approachable.

Employee Engagement and Coffee for the Week

BY HANIF HAKDIN

Engaging employees constantly is the joint effort by the company and staff to come together and work towards a common objective. Successful engagement results in building passion and efficiency as well as a more client-focused mindset among the teams.

In CGH, our housekeepers look forward to their weekly coffee sessions on the start of the first day of the week. They are comfortable with open face-to-face communication and most staff take this opportunity to share feedback. New ideas and suggestions are always flowing during these sessions. By combining our staff's desire to be heard and UEMS's goal to drive improved performance, it is evitable that we are building steps towards a sustainable working relationship.



Vaccination Heroes at Sengkang General Hospital - Housekeeping

BY LIM KEH JUN

Amidst the pandemic, Singapore had its first Covid-19 vaccination on 21 December 2020, making it the first country in Asia to take in the vaccine developed by Pfizer and BioNTech.

At SKH Housekeeping, the first batch of staff received their first dose of Covid-19 vaccination on 6 January 2021. The team looked forward to receiving the vaccine in two doses with an interval of three weeks from the first. At every vaccination session located at Level 7 or 8 of the Medical Centre,

a representative from the UEMS Housekeeping site management team will be present to provide staff with moral support and to give encouragement.

The site management met all staff to give encouragement and assurance on the benefits of the

vaccine. Staff who were concerned about the side effects were assured when they had seen their colleagues and peers feeling well and fine after completing the required two doses of the vaccine.

We are so proud of you, vaccination heroes!

TRIAGE...



HERO...



Staff: Ouch!

Nurse: But I haven't even injected!

Staff: Nurse, let me know when you are about to inject!

Nurse: I'm done.

Mobilisation of Portering Contract at SengKang General Hospital and Sengkang Community Hospital

BY TAN WEI NENG AND TEAM

UEMS has successfully mobilised our Portering contract in Sengkang General Hospital and Sengkang Community Hospital on the 1 April 2021. But, as in every successful mobilisation, there are always different challenges the team has to tackle.

SKH Portering is the first contract that uses a new operating system to run our UETrack™ Portering platform. Armed with new Apple iPhones that promise heightened cybersecurity, we have successfully ported the system to integrate and work with the IOS platform seamlessly.

The team has been working tirelessly over the past few months, learning the processes and meeting stakeholders' requests and requirements in order to ensure a smooth and successful transaction. We are thankful to our clients at Sengkang General Hospital and Sengkang Community Hospital for trusting and supporting us throughout the mobilisation process. We are confident and will continue to work closely with the team at SengKang General Hospital and Sengkang Community Hospital to provide a safe and excellent patient care experience to the public.



Managing Phase 2 (Heightened Alert)

Measures and Initiatives During Phase 2 (Heightened Alert) at Changi General Hospital

BY IGNATIUS EDWARD

As part of efforts to strengthen our defences against Covid-19, over 7340 CGH and SACH staff, vendors and service providers on campus underwent Rostered Routine Testing. This helps to detect infections early, minimise the risk of transmission and keep everyone including our colleagues, patients, visitors and their loved ones safe. The testing is carried out on a weekly and biweekly basis based on vaccination status.

Central Express and Environmental Services took part in setting up Swab Centre @ CGH Centre For Innovation. Our porters and housekeepers have been busy assisting daily operations with the swab test sample collection and terminal cleaning.

Central Express assisted in rearranging meeting rooms and chairs as part of CGH safe management measures



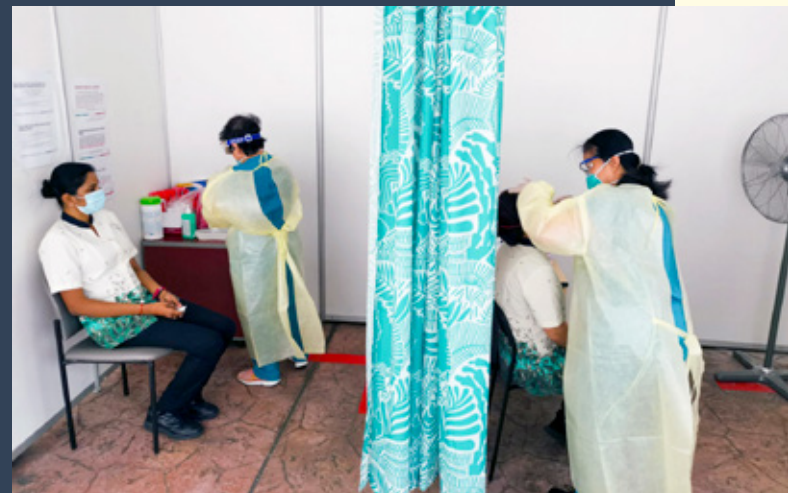
With the heightened measures following Covid-19, CGH staff have been strictly adhering with the arrangement of takeaway of meals and have not been dining at the F&B outlets within the CGH campus. This is to reduce cross-interaction with visitors and patients to minimise the risks of Covid-19 transmission. To ensure that the arrangement was seamless, Central Express assisted to turn around designated areas for staff dining within Changi General Hospital campus.

Measures and Initiatives During Phase 2 (Heightened Alert) at KKH

BY STEPHEN SHI

With the resurgence of the Covid-19 community cases, Singapore had implemented additional measures under Phase 2 (Heightened Alert) by further tightening restriction on movements and activities with effect from 16 May 2021 through to 13 June 2021. When news was reported on growing Covid-19 cluster at TTSH on 28 April 2021, KKH like all other restructured hospitals quickly stepped-up surveillance with several ring-fencing strategies with the aim to limit Covid-19 transmissions.

Designated Safe Management Officers (SMOs) were seen going around more often conducting spot checks on various departments to ensure all staff adhered to the Safe Management Measures (SMM). Staff names would be taken down if they are found flouting SMM and sent to their HODs. Dine in are strictly not allowed except for takeaway or order delivery to avoid unnecessary contact between staff and patients/visitors in the F&B outlets within KKH Mall. Rostered Routine Testing (RRT) had also become mandatory for all staff to be swabbed weekly and every fortnight depending on their vaccination status.



Over at ES department, we did not let our guards down either and closely adhered to Safe Management Measures as guided by SMOs. To align with our government's 3-pronged approach strategy, KKH has also expanded the vaccination capability by converting the Auditorium foyer and adjoining lecture hall into New Vaccination Centre for pregnant women and children. Let's hope that with all these measures in place and community cases controlled and lowered, Singapore is able to transit safely back to pre-Covid period.

Measures and Initiatives During Phase 2 (Heightened Alert) at KTPH Portering

BY WENDY TAN

With the Government's announcement of Singapore moving into the Phase 2 Heightened Alert to curb the spread of unlinked Covid-19 community cases from 16 May 2021 – 13 June 2021, the team in KTPH jumped to the preparation of putting the necessary measure in place.

The following initiatives and measures were implemented.

1. ESSENTIAL 2-DAY ORIENTATION VIA ZOOM FOR NEW HIRES



Collaboration with the Training team for all new hires trainings to be conducted virtually. Hence, allowing continuation of the onboarding process without disruption to the operations.

Site supervisors doubled their roles as trainers during this period to conduct mask fitting trainings due to the limited certified mask fitters on site; also extending these sessions to the YCH Housekeeping team. Efforts from the supervisors helped to strengthen the team and at the same time ensuring prompt service delivery to the clients.

2. TRAIN THE TRAINER



To minimise contact as much as possible, the team in KTPH worked closely with the internal KTPH Infection Control team to assist on-site Executives to be certified as PPE Trainer.

3. TEAM SEGREGATION

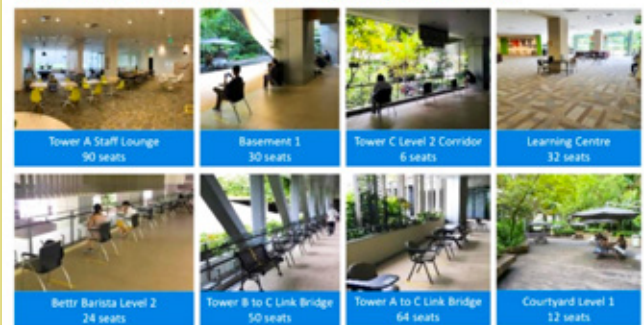
Identify Team A (Clean Team) & Team B (Special Project Team) to be stationed at different site offices.

Staff in Team B, volunteering themselves to serve the patients and knowing they are putting themselves in higher risk; handles all Covid-19 related tasks.

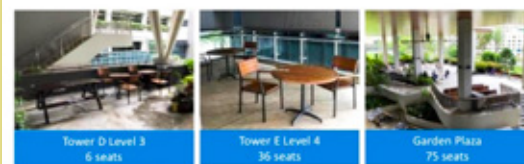
4. DESIGNATED AREAS FOR MEAL BREAKS AT YH

All staff are scheduled for staggered meal breaks at only designated meal areas to avoid unnecessary contact and mingling with co-workers.

KTPH Dine-In Areas – Total Capacity: 308 seats



YCH Dine-In Areas – Total Capacity: 117 seats



5. VACCINATIONS AND RRT (ROUTE SWAB TEST)

All YH staff will go through a compulsory weekly routine swab test, followed by either weekly or bi-weekly, depending on staff who had already completed their Covid-19 vaccination.

Staff who had missed these routine swab sessions will have to go to a private GP or Polyclinic to complete their swab tests. Results of tests will be tracked by KTPH team.

Covid-19 vaccines were made available on site from 31 May 2021 till 2 June 2021. All staff were encouraged to take the vaccines and opt for vaccination to be done at any one of the allocated community centres.

Measures and Initiatives During Phase 2 (Heightened Alert) at NUHS

BY CLARIS ORTEGA

With the number of Covid-19 cases rising steadily in Singapore, the Phase 2 Heightened Alert measures kicked in on 16 May 2021.

With the implementation of extra safety measures that were in place; especially so within the healthcare institutions across Singapore, all contracts within the NUHS cluster, namely housekeeping, portering and stewarding put in place the Business Continuity Plan (BCP).

The Business Continuity Plan (BCP) across the NUHS cluster is broken down into Staff, Operations and Contingency Planning to ensure that operations run smoothly without having our service standards compromised. Precise strategic planning is the key to ensure the safety of our staff while maintaining all high operational standards.

We believe that even the smallest detail would make a world of difference and nothing should be left to chance. To better manage the commute exposure risk of our staff, we have relooked and replanned our operations roster to ensure that disruptions are kept to a minimal.

All staff are also consistently reminded of the risks of the current pandemic situation to ensure that they are complying with the measures that are in place. We believe that constant education and reminders play a huge role in ensuring that all staff are safe. The well-being of each staff consists of both physical and mental



Ops Executive conducting Roll Call includes Safe Management briefing

aspects, hence, communication between the site management team and operative staff was intensified during this period for clarity and to further facilitate transparency and trust.

With the team unity and cohesiveness, the team at NUHS is confident of overcoming all obstacles together!

"By Failing to prepare, you are preparing to fail."
Benjamin Franklin



Staff taking their meals at Staff Club and observing safe distancing

Training Innovations

Training Innovation and e-Learning

BY SHALANIA NAIDU



To strive in today's training industry, we have incorporated digitalisation in our current training and learning systems.

With all eagerness, the training department will soon be introducing our training mascots – “Uncle Heng” and “Aunty Huat” into our new e-learning initiatives. We will join these two main characters through a learning journey from business work ethics, infection control and work safety in our workplace.

Data capturing and recording cannot be easier with the new Learning Management System (LMS) created wholly by our Technology Services Department. Accuracy of training data and records is vital in our trade of work, thus, with the newly created system, trainers are able to focus on their core expertise of conducting training. Whilst the LMS is hard at work, churning the required data and reports, the team is elated to bid farewell to paper documents and reports.

With the soon to be implemented LMS and the e-learning initiative, staff will be expecting a whole new experience of training and being trained at one's convenience behind the screen.

Team Bonding With Style

BY KATHY PILLAY

For the various departments and teams to work together, they need to know and trust each other. Their inner circle of bonding should enable them to build one another up.

At UEMS, we love to cheer others and have our peers succeed. We organised a couple of team building events with style whilst adhering to safe distancing measures so that employees were able to unwind, and connect with each other better during these informal sessions. Each session is customised so that the learning outcomes are achieved at the end of the day.

Moreover, we believe that staff will be able to accomplish their tasks and make proactive team

decisions as a result of completing these purposeful mini learning sessions. These fun-filled events are conducted in 2021 and will continue to be rolled out at sites on a quarterly basis.

The attitudes are contagious and the positive company we build over hours or days will influence our outlook at work and in life.



A Lean Mindset

BY KATHY PILLAY



UEMS organised a comprehensive Lean Management Expert Training to our healthcare leaders from 20 January 2021 to 19 March 2021. The training programme was conducted by a renowned external training consultancy that journeyed with us on our Six Sigma and Lean journey.

This Lean Management Expert course was specially designed for UEMS leaders so that they are able to understand the concept of Lean Management and prepare them to implement the principles and concept at their respective worksites.

The trainer facilitated the sessions (via both virtual and classroom mode) over the span of 3 months. As it was curated to UEMS context, the rigorous curriculum involved hands-on activities, project work, class discussion and an in-class individual and group presentation.

Trainees learnt the Value Stream Mapping Lean tool that enabled them to apply it to their group projects. The group projects, though challenging, gave our colleagues an opportunity to analyse the current workflow and see if they could tackle cycle time reduction and process improvement for Housekeeping and Portering.

The final group and individual presentation was delivered successfully to the Senior Management on 19 March 2021.

Kudos to our colleagues for your Lean Expert Certification. We build our reputation with every action we take as a Leader!

Corporate Social Responsibility Initiatives

Collaboration With New Hope Community Services

BY KATHY PILLAY

New Hope Community Services invited UEMS to their Employers' Round Table Session on 31 March 2021. The event marked a new milestone for us as we collaborated with New Hope Community Services supported by the Singapore Business Federation Foundation.

This programme enables us to reach out to different vulnerable groups in employment. We look forward to this collaboration and aim to work together for our hiring needs and culturally to reach a common goal in creating a diverse and inclusive workforce at the company.

By committing to the programme, we hope to extend to individuals sustainable and progressive work that they can take on with pride and dignity. Every job deserves to be respected and every individual deserves to be given opportunities to pursue their dreams.



Look for the Magic in Every Moment

BY SHIDAH NORHADI



As we know, it has been a year since we have been adjusting to the new "norm" in conducting our daily activities ever since Covid-19 hit us.

Having new practices does not make the old ones any less unwanted. In External Facade Maintenance (EFM), we believe that everyone plays a vital role and without so, the team will never be able to run as one unit.

Chance makes us colleagues and our craziness made us friends. We never let a friend feel less than anything.

As our Malaysian colleagues have been away from their loved ones for a year, they deserve all the motivation and encouragement to feel a sense of belonging here.

Often, we engage the team during food sessions (their favourites!), ensuring our Malaysian colleagues are feeling at home at UEMS despite being miles away from their own home country.

"Do what you can, with what you have, where you are."

– Theodore Roosevelt

UEMS Chatter

Caring for Staff at Alexandra Hospital

BY GRACE KHOR

Sincere care and meaningful connections are cornerstones to successful work relationships. A happy employee will always motivate others and in turn be instrumental in creating a cordial working environment. When employees feel cared for and appreciated, that happiness will translate to better work performance and optimal outcomes.

Our team at Alexandra Hospital believes in making time to listen, understand and acknowledge the concerns of all staff. As everyone is unique, we choose to give recognition to the contribution of every staff. How do we achieve this?

Through employee engagement sessions and other feedback channels, we have extended opportunities for staff to voice out and share their concerns, opinions, and suggestions. Their responses enable management to relate to their needs and address the issues promptly which have on many occasions immeasurably improved the work culture and process flow within Alexandra Hospital.

Moreover, we have also started exploring new ways of connecting with colleagues. We have arranged individual bento sets to be delivered to staff on a monthly basis and have been conducting virtual roll calls via phone / IT devices to check on their well-being.

As their health is also on our priority list of concerns, we organised a customised Pilates workshop via an online platform for their participation in March 2021. What an endorphin booster it was for our staff! The safety and wellness programme aided in easing their

tension after a long day's work. As feedback was very positive, we will continue to roll it out as a regular event at the site.

Our team is proud to announce that these engagement sessions have resulted in positive employee retention. What is remarkable is that we were able to achieve this even during the onslaught of Covid-19 pandemic.

The Alexandra Hospital team believes that with this renewed engagement level and relentless team spirit, we will continue to be united and stand strong in this pandemic journey.



Coffee Sessions With Supervisors at SingHealth Polyclinics

BY ARULRAJ DANISTON ISRAEL



We embraced the inspiring quote from the CEO of Campbell Soup, Mr. Doug Conant: ***“To win in the marketplace...you must first win in the workplace. I’m obsessed with keeping employee engagement front and centre.”***

In today’s context, engaging with staff is like a miracle drug for any workplace to overcome challenges. By doing this right, it can have wondrous effects in an organisation.

In SHP, we believe engaging staff over a relaxed and casual environment improves mental and emotional bonding with one another. Coffee sessions with Supervisors and teams are held on a monthly basis. Staff often look forward to each session as they find support from one another. Supervisors are able to hear issues and concerns and alleviate their teams’ problems constructively, hence, fostering a positive working environment.

The team has seen lesser attrition since the start of these sessions and all agree that the environment is eventually becoming a more harmonious home to all.

“Employee engagement is the extent to which your employees feel connected to and motivated by the work that they do.”

– Doug Conant

Light, Hope & Love

BY WENDY TAN

In KTPH Portering, we adopt the Yishun Health culture by providing years of healthy life to others and work towards providing quality care with love and wisdom. The new Portering team is made up of people from all walks of life where they were trained and groomed to ensure quality service and patient safety as the top priority.

Like many others, porters are just like any employees filled with a passion for doing their daily tasks well. During the Covid-19 pandemic, these porters turned into fearless warriors as they worked alongside doctors and nurses to ensure the best patient care. The many challenges and obstacles are exhausting to them, henceforth, to motivate and encourage one another, UEMS adopts engaging activities on a weekly basis such as huddle sessions with porters on a ten minutes workout to kickstart their day on a healthy note. Other activities include focus groups on a bi-monthly basis to share daily challenges and raise concerns etc.

To boost the team's competency, we work closely with the Yishun Health Operations Support Services (OSS) team, Zan Yak, Roger Ong and Shirley Goh, on improved workflows in managing motorised trolley beds and Ferno trolleys for external transfers. Introduction of these mechanical units greatly facilitate the porters' ease of use and improvement on service quality.

In recent years, we have also introduced the "I'm New" badge for new hires to don on as a reminder to nurses



Appreciation by MOH to all healthcare heroes with \$200 worth of NTUC vouchers.



Ferno Trolley training conducted by HQ trainer at KTPH Ambulance Bay



Weekly huddle session with a warm-up exercise

and doctors to be kind and patient towards new staff. This is an initiative in collaboration with OSS Assistant Director, Jolia Low, where she suggested the vibrant design of plants and butterflies signifying the lively spirit of the culture of the hospital.

In preparation for the upcoming internal audits this year, the Portering team worked on the introduction of a new Blue Bag with the support from the Yishun Health OSS Team, to ensure patient's personal data is kept secure and aligned with our PDPA Policy.

The Portering team has recently held our Happy Staff Happy Customer (HSHC) event to appreciate the hard work and contribution of everyone. Most recently, the team received NTUC vouchers from MOH as an act of appreciation during the Covid-19 period for staying strong and fighting together.

The seeds of kindness you plant today will bloom in the hearts of those you touch forever.

Without a doubt, the Portering team spirit is very much alive and burning!

Start the Month With Happy Vibes

BY KATHY PILLAY



**Happiest Employee of February Award
Ms Agnes Chio**

An appreciation a day makes a change and over twelve months, that leads to actionable differences among our colleagues!

UEMS introduced a new company-wide staff engagement series called 'Happiest Employee of the Month Award' for 2021.

This is a monthly employee engagement intervention that features 'Three Happiest' Staff across all sites and departments and presents them an award in recognition of their winning attitude and nurturing spirit. UEMS was on a lookout for the '3 Ps' – 'Passion', 'Positivity' and 'Professionalism' and it did not have to scout high and low to attain the 'Gems' and efficacious outcome.

Nominations on the first month trickled in albeit rather slowly but by March, enthusiasm peaked and the response began flooding in. Infectious smiles started catching the attention of fellow colleagues and fingers were fast in sending the nominations.

The online voting platform is open to all throughout the year and perhaps it is this accessibility that

enabled colleagues to submit responses from their handheld devices, rooting for their favourite colleagues time and again.

The Happiest Employee of each month walks away with a voucher and a certificate in hand to commemorate their win. One such winner, Happiest Employee of February Award, Agnes Chio, says that waking up in the morning for work is easy when you have a group of great colleagues and a safe place to work. This, she says, is very important to her success and has spurred her to be jubilant daily. To strive, one needs to be "generous, helpful & forgiving towards colleagues, treating them like your family and adapting to changes in the work environment". Her wise words, "Never give up on whatever things you do!" is a golden tip that we can all weave within the fabric of our daily lives.

In the likes of Agnes, other happiest comrades have been contributing beyond themselves at UEMS. May their cuppa of optimism brim with everlasting joy throughout the months ahead!

UEMS Success Stories

We are pleased to announce that the following staff are promoted or re-designated in Year 2021.
Congratulations to all!

PROMOTION



**Arumugam A/L
Subramaniam**
Acting Manager
EVM



**Charlie Chong Wen
Fah**
Senior Accounts
Officer
Finance



Julius Fam Jun Yong
Recruitment Lead
Human Resource



**Jasmine Tan Chiu
Rong**
Senior Executive
Human Resource



**Jayaram Dikshith
Aparna**
Manager
Technology Services



Khoo Zhen Ning
Project Manager
FM



Lee Lai Poh
Building Manager
FM



**Liew Fong Ting @
Liv Liew**
Senior Executive
Training



Liu Lirong
Senior Executive
Training



**Mohamad Noriman
Bin Jantan**
Area Manager
FM



**Mohammed Rani
Bin Md Yassin**
Logistics Supervisor
Procurement



**Nurshahidah Binte
Norhadi**
Executive
EFM



**Parasuraman
Krishnasamy**
Manager
EVM



Shalania Naidu
Senior Executive
Training



Doreen Tan Sai Kee
Assistant Manager
Finance

RE-DESIGNATION



**Dong-as Diana
Rose Marcellano**
Head, QA & WSH
Quality Assurance &
Workplace Safety



Fairen Bin Razali
Service Coordinator
EVM



Lynn Lay Nyuk Lian
Executive
EVM

Health & Safety

Employee Wellness: From benefit to necessity

BY DIANA M. DONG-AS



How did the year 2020 change the landscape of employee wellness and what does 2021 have in store for our employee wellness?

UEMS recognises the myriad of wellness issues brought about by the pandemic and has taken steps to circumnavigate its hurdles. So how did we work towards employee wellness for a distributed workforce post-COVID? Virtual session is the key.

MINDFUL LEADERSHIP

Fuelled by the outbreak of Covid-19, employee wellness is now followed by reminders to address the escalating mental health concerns.

UEMS in collaboration with the Health Promotion Board (HPB) hosted the Wellbeing@Work: Being A Supportive Leader workshop on 4 December 2020 and 26 March 2021. This aims to equip managers, supervisors and HR personnel with skills and knowledge to support and engage staff, as well as pick up valuable self-care tips.

LET'S GET PHYSICAL

Corporate fitness is a critical piece of every effective wellness programme. In the past months, we faced the challenge of searching for a fitness that worked in the corporate space. Hence, for over several months since the pandemic

woes, we hosted online classes led by professional fitness instructors for Pilates, Yoga, Zumba and Hip-Hop dance sessions.

TAKE CONTROL OF YOUR HEALTH

The majority of us are going through our daily lives with silent risk factors that can radically alter our wellbeing at some point in our lives. So together with Healthway Medical, we organised an onsite health screening at the Head office as well as our employees work site at Alexandra Hospital on 25 February 2021 and 19 March 2021 respectively.

Let's Talk: It Doesn't Have to be *Always* Stressful at Work

BY DIANA M. DONG-AS



Even with the rampant awareness campaigns from both local and international institutions, mental health remains a silent battle. One of the factors that contributes to the craziness and internal chaos emanates from our daily life in the modern workplace.

So how can you calm the madness, get home on time and still get your work done? Well, the good news is that there is an answer.

Be effective, not busy. Focus on working smarter by safeguarding your time and making your work processes more efficient. If something is not

leading you closer to your goal for the day then it is not worth your time. Investing in healthy relationships with ourselves and others also contributes to your well-being.

The key message here is: It is normal to feel exhausted at times and all of us sit somewhere on the mental health spectrum. And as we struggle with our well-being at some point in our life, fostering positive and effective routines, learning from your past slip-ups and connecting with your family, friends and colleagues are all good road signs of life.

Technology Updates



Round Up of Technology Development in H1 – 2021

BY SRINIDHI GOPALAKRISHNA



While it is technology teams who have to take the lead role in developing a user friendly, scalable and an innovative solution that fits well into the organization, the people using the technology are the ones who define the success of it in most cases.

For example, HSSE mobile app that we launched last year has seen our staff using it very well to capture the unsafe work environments as pictures and helped other team members to learn from it.

At UEMS, we believe in staying agile and connected with other teams to collaborate on developing innovative solutions under UETrack™. This process is more inside out approach in the sense that the ideas come from people engaging our customers on a daily basis.

Robert the Bruce and his learning from the spider taught the world the need to show perseverance. At least, that's the story we are reminded of looking at the adoption of UETrack™ across different site teams today. There is a renewed energy and openness in sharing

ideas that we receive from teams using UETrack™. This is reflected in the form of quality and the quantity of data from different UETrack™ systems.

Through UETrack™ 360 programme, we have developed an integrated dashboard for all Housekeeping modules earlier this year. This has been rolled out to most of our customer's sites since early this year.

We have also developed a dashboard for our SmartFM module that reflects data from several IoT sensors and from publicly available data. We are now seeing more teams using this data to automate the workflow to create work orders and alerts.

This has allowed us to pursue our next iteration in UETrack™ Development. UEMS very own Digital Command Centre that would link up all of UETrack™ Systems to gain data insights into the service performance in each facility.

We are looking forward to sharing this.

Innovation Corner #UETrack™

BY SRINIDHI GOPALAKRISHNA

Continuing with our efforts to bring innovation through our UETrack™ programme, we are currently working on some of the latest technology that will be included as part of UETrack™ suite.

UETRACK™ - SMART TOILET

UEMS was one of the first few companies to offer toilet touchscreen panel (FMS) to record user feedback (back in 2013). Subsequently, we also added traffic counter (TDIS) to measure the number of people using the toilets to set a threshold for our housekeeper to perform touch up cleaning. Over these years, both these systems have helped operations team to improve the quality of service while also using the data from usage trend to reschedule/redeploy the staff.

We have over these years tried and deployed various other IoT sensors like bin sensor, temperature sensor, odour sensor etc., some of these sensors have evolved in the last couple of years giving more options to deploy them as part of our smart toilet program.

We are presently conducting trials for SmartToilet programme that correlates data from different sensors used in the toilet to create a unified workflow for housekeepers and supervisory teams. This version comes with a single mobile app that can receive alerts, escalate to supervisors and also perform inspection based on automated workflow. This version will be rolled out to our customers in the second half of the year.

UETRACK™ - JOURNAL

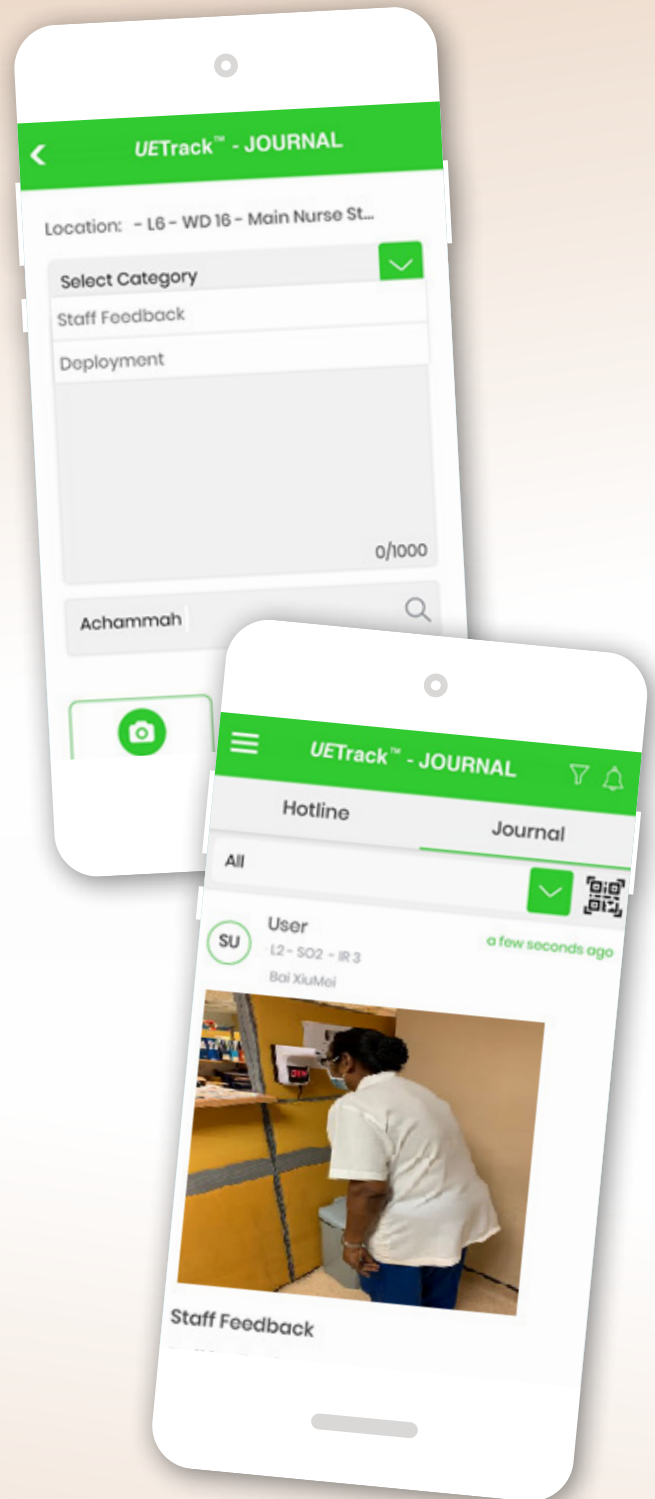
From the time we all can remember, many services teams have used journals to keep track of their daily activities and also record some key information that could come in handy for others in the team.

As part of our mobile-first strategy through UETrack™, we have developed UETrack™- Journal for our site teams to use from their mobile phones to update their daily activities. We are presently conducting trials for selected facilities and soon extend this to other site teams to leverage this productivity tool.

DIGITALIZATION JOURNEY - ETENDER SYSTEM FOR PROCUREMENT

One of our focus this year is to provide digital tools to automate work process within business support teams. In this endeavour, the tech services team is working

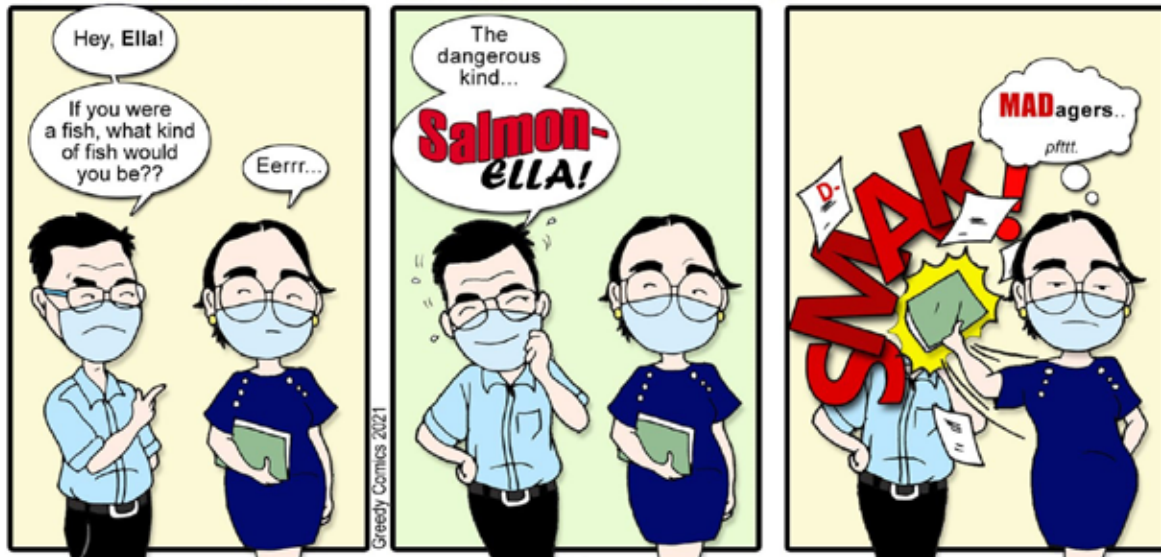
with procurement team to develop an eTender system that will facilitate the procurement department to conduct the tendering process more efficiently while moving it online. This new system will allow suppliers to register and download the tender documents while also submitting their response to tender electronically.



LAUGHTER BOOST



TRAINING WITH ELLA!



BY CHOOI YUE THYE



JOKE OF THE DAY

BY SHIDAH NORHADI

What do you call an Annoying Rope?

Ans : A Noose-ance

Client: What's your business?

Cleaners: We clean elevators in high rise buildings.

Client: How's it going?

Cleaners: Meh, it's up and down.

