

UEMS **TIMES**

www.uemsgroup.com



MOVING TO ENDEMIC

OPERATING IN ENDEMIC ENVIRONMENT

SENGKANG GENERAL HOSPITAL UET: LIVING WITH COVID-19

P6

THOUGHTS FROM THE LEADERS

FROM PANDEMIC TO ENDEMIC: RENEGOTIATING BOUNDARIES

P12

TRAINING INNOVATIONS

TEAMWORK AND DYNAMICS: STRIVING THROUGH CHALLENGING TIMES

P25

IN THIS ISSUE

JUL – DEC 2021

2 MESSAGE FROM CHIEF EXECUTIVE OFFICER UEMS SINGAPORE & TAIWAN

5 UEMS BUSINESS SERVICE

6 OPERATING IN ENDEMIC ENVIRONMENT



8 UEMS GROUND UP MECHANISATION

9 NEW PROJECT WINS AND SUCCESS

12 THOUGHTS FROM THE LEADERS

18 STAFF SPOTLIGHTS

19 BUDDING TALENTS

25 TRAINING INNOVATIONS

27 TECHNOLOGY UPDATES

30 CORPORATE SOCIAL RESPONSIBILITY INITIATIVES

31 EMPLOYEE ENGAGEMENT

36 HEALTH & SAFETY

38 FIT TO FABULOUS

39 KINDNESS JAR

EDITORIAL TEAM

Chief Editor	Kathy Pillay
Sub-Editors	Constance Chong Sonia Ng
Department Editor	Cherylyn Khoo
Executive Planner	Sarah Woo
Circulation Manager	Agnes Chio

UEMS Times is published bi-annually by
UEMS Solutions Pte Ltd
No 12 Ang Mo Kio St 64
Blk B, #03A-11,
UE Bizhub Central
Singapore 569088

UEMS

UEMS SOLUTIONS PTE LTD



Continuing to Fight Covid-19 Tirelessly in 2021 and Embracing a Brand New 2022

REFLECTIONS IN 2021 - THE LONG AND WINDING ROAD

The year 2021 has passed by in the blink of an eye. It has been an eventful year with many new experiences and learnings for all of us as we continue to operate in the Covid-19 environment. We are moving into the third year of the pandemic. I am sure most of us must have felt the fatigue due to this prolonged pandemic. It has also put us through numerous and continuous hurdles throughout the year. The journey has not been an easy one.

We continue to experience multiple challenges on all fronts, including new ones brought about by Covid-19. We have to adapt to the very fast-changing and evolving situation, along with the many new rules implemented from time to time and the added workload and responsibilities we have to undertake due to Covid-19. Despite the very uncertain operating environment, I am glad that we are facing these challenges with grit. We continue to press on and put in our best efforts to overcome the many challenges during this very difficult period. I know it has been very tough and it takes a lot of resilience and determination to overcome these odds. Moreover, we are in the service industry where demands and expectations have increased drastically during this pandemic.

Notwithstanding this, there is a silver lining. We have achieved many new successes. These new successes would not have been possible without the hard work of all staff. Let's continue to stay humble, strive to be even better and value every new opportunity that comes by.

"Nothing remains stagnant and we must learn to be adaptable and seize any good opportunity that comes by, especially during this new endemic era."

CONTINUING OUR GROWTH JOURNEY & TRANSFORMATION WITH NEW SUCCESSES - VERY TOUGH BUT FULFILLING

During the year, we continue to transform ourselves to be future-ready and enable long-term business sustainability and further growth. This transformation will continue, and we will adapt and make changes, accordingly, depending on the changing business operating environment and market condition. Nothing remains stagnant and we must learn to be adaptable and seize any good opportunity that comes by, especially during this new endemic era.

Despite the very difficult journey in 2021, we did not stop pursuing our goals but continued to charge ahead. We continued with our growth journey despite the many negative factors brought about by Covid-19.

One other achievement is the numerous successful ISO audits that we had gone through in the past year. In all, there were six audits for six management systems. Everyone played his part. Despite other work commitments and busy schedules, we were determined to support these audits and did well. Through several months of intense preparations by all, it led us in passing all audits. Kudos to all.

I am also pleased to announce that for the seventh year running, we have successfully renewed and achieved the National Environment Agency (NEA) Enhanced Clean Mark Accreditation Scheme (Gold) Award for another year. This is despite a very difficult year as we continue to be confronted with the many new challenges brought about by

Covid-19. We are indeed honoured to be one of the 2.2% of all cleaning companies to have achieved this Award. With the achievement of this Award, it continues to signify our commitment in offering the highest standards and professionalism in the delivery of our housekeeping services in the facilities that we serve. This Award would not have been made possible without the unwavering support of our staff and clients all these years.

Congratulations to Ms Grace Khor (Senior Contract Manager, Housekeeping), who has been awarded the Environmental Services (ES) Star Award by the National Environment Agency (NEA) at the annual ES Workforce Day 2021. This is the top-tier award to recognise exemplary ES employees across the three sectors (cleaning services, waste management, and pest management) in three categories (frontline, supervisory and operations support). Also, congratulations to staff who have received the Certificates of Excellence in recognition of their outstanding contributions and commitment. You have done us proud, and I hope that this will motivate and spur you to continue with the good works. All of you are indeed great role models! Well done!

We are also honoured to be awarded CFMC (Gold) certification under the Singapore International Facility Management Association (SIFMA)'s Certified FM Company (CFMC) scheme. This signifies that we are able to meet high standards, including the adoption of Smart FM. It also allows us to better differentiate ourselves, while providing assurance to our service buyers that our FM services are of the highest quality.

As a Preferred Employer, we also continue to focus on staff engagement. It was great fun having our La-Kopi sessions with HQ colleagues where "blind-dates" were arranged and we chatted with one another virtually. And not forgetting our usual town hall quarterly sessions where we shared the company updates and development. We also played games as part of the unwinding process.

"I know the pressures you are facing have been relentless and this is likely to continue, be it at the head office or at the facilities, due to the prolonged Covid-19 situation. I am very thankful for all that you have done."

As in previous years, we also had our very own long-service awards. This is in recognition and honour of our 3-year, 5-year, 10-year, 15-year, and 20-year long-serving staff. I am extremely grateful for your very strong loyalty and great dedication to the company, as well as the invaluable contributions all these years. I hope that you will continue to work with the company for many more years to come.

Finally, to end the year, for the second time since Covid-19 started, we had our virtual Dinner & Dance 2021. We all had a great and wonderful experience where all of us turned up virtually in our awesome sports outfits. We celebrated our achievements in 2021.

"Covid-19 has taken a toll on everyone. At UEMS, we have tried our best to overcome whatever challenges that come our way as we provide the services in the facilities. If our best was not what you had expected, I would like to seek your kind understanding and ask for your continued support."

MY GREATEST APPRECIATION TO ALL STAFF - CANNOT THANK YOU ENOUGH

I would like to take this opportunity to express my deepest appreciation to each and everyone of you, all staff from HQ, as well as colleagues from the facilities, who have been working very hard throughout the year. I know the pressures you are facing have been relentless and this is likely to continue, be it at the head office or at the facilities, due to the prolonged Covid-19 situation. I am very thankful for all that you have done. Some of you have also not seen your families and loved ones in the past 2 years. I am very appreciative of your huge sacrifices and the strong commitment to the company in this very difficult year.

I thought that 2020 was an extraordinary year for all of us. However, 2021 has turned out to be an even more extraordinary year with the market and business operating environment becoming much tougher than the year before. I hope that 2022 will be a better year for all of us as we continue to live in the endemic world.

On this note, I would like to emphasise that working collectively together remains the key critical success in UEMS. It is through great teamwork that we can continue to do well and excel in all that we do. No man is an island. For those who have gone the extra mile to make things right or render your help to others who are in need, I

would like to thank you for this very extraordinary step that you have taken. As we continue to operate in this fast-changing environment, I would like to urge everyone to continue to collaborate with one another to reach greater heights.

MY SINCERE GRATITUDE TO OUR CUSTOMERS - AS ALWAYS

Covid-19 has taken a toll on everyone. At UEMS, we have tried our best to overcome whatever challenges come our way as we provide the services in the facilities. If our best were not what you had expected, I would like to seek your kind understanding and ask for your continued support. We will certainly endeavour and strive to do better the next time as we have always pride ourselves on delivering the best service. As always, I would like to thank you for your continuous and strong support during this very tough unprecedented journey.

BRAND NEW YEAR - TWENTY TWENTY-TWO WITH NEW GOALS AND ASPIRATIONS

In this brand-new year, I am humbled to be given this opportunity to continue working with everyone as we operate in this Covid-19 endemic world. We are into the 3rd year of this Covid-19 situation and by far, this is the longest period of a pandemic. It will be another exciting and invigorating year as we continue to embark on our journey of growth and transformation. I look forward to your continuous support in the new year and hope for better days ahead in 2022. I also hope to meet you more in person, whenever the situation permits.

Meanwhile, please continue to stay safe and healthy. I wish you and your families a very happy and successful new year in 2022.

TAN CHEH TIAN (Ms)
Chief Executive Officer
UEMS Singapore & Taiwan



新年快乐
2022
YEAR OF THE TIGER

The Management of UEMS Wishes all Staff and Customers a Very Happy and Prosperous Lunar New Year. May the Lunar Year of the Water Tiger Bring You Great Vigour, Abundance, Fortune and Good Health!

UEMS Business Service

About UEMS

BY ZHANG QIANG

UEMS Solutions Pte. Ltd. is a Singapore-based company established in 1988. The company has been providing high standards of Integrated Facilities Management (IFM) services, including Soft IFM (Environmental & Support) Services, Hard IFM Services and Specialised Services. The company has been accredited by the National Environment Agency (NEA) with Clean Mark Gold since 2015.

Here is an overview of the suite of our professional services:

1. Soft IFM Services – Environmental Services

- Housekeeping Services (Healthcare Sector)
- Housekeeping Services (Non-Healthcare Sectors)
- Disinfection Services
- Linen and Laundry Management Services
- Kitchen Stewarding Services
- Other Environmental Services (Landscaping / Horticulture Management, Pest Control, Waste Disposal, Grease Interceptor Maintenance, etc.)

2. Soft IFM Services – Support Services

- Portering Services
- Health Attendant Services
- Visitor Management Services
- Other Support Services (Admin Support, Security Services, Event Management, Logistic Support, Occupational Safety and Health Management, Contract Management, Financial Management, etc.)

3. Hard IFM Services

- Facilities Management Services
- Mechanical & Electrical Maintenance Services
- Managing Agent Services
- Fire Safety Management Services
- Defect Management Services
- Energy Management / Green Mark Management Services
- Project Management and Consultancy Services
- Smart FM Solutions

4. Specialised Services

- External Façade Cleaning and Maintenance Services
- Internal High-Rise Cleaning Services
- Lift Shaft Cleaning Services

Operating in Endemic Environment

Sengkang General Hospital UET: Living with Covid-19

BY TAN WEI NENG

It's no secret that Covid-19 has not only reached our shores but is slowly becoming part of our everyday life. But with our "new normal" constantly being readjusted due to the government's directive changes, everyone in the healthcare sector is kept on the edge, ever ready to implement new measures to curb the spread of the virus.

How has Sengkang General Hospital UET adjusted to the new normal? Knowing how fast Covid-19 virus can spread, we decided to put our staff's safety first. The first thing done was to encourage our staff to take the required Covid-19 vaccines. With 98% of Porterage staff fully vaccinated, it gave us the ease of mind they would be able to fight off the virus without severe reactions if contacted.

Next, to prevent cross-contamination, we worked with our clients at Sengkang General Hospital to provide two staging areas for our porters. With split teams, we would still have the manpower to provide the necessary staff deployment within the hospital. Even with this, it has not been rainbows and butterflies here in Sengkang General Hospital, as there have been numerous challenges.

We witnessed our task loads taking huge spikes over the weeks that made rostering challenging. These

inconsistencies eventually led to our staff handling an exponential increase in the number of jobs leading to them feeling tired at the end of the day. And as the task load continued to increase, it became increasingly difficult to retain staff and hire new staff since no one is keen to work in an environment where they will be facing C+ patients.

To overcome this, we shortlisted dedicated ISO porters that would handle all Covid-19 Positive (C+) cases, this eased the minds of the rest of our porters knowing that they would not come into contact with any C+ patients. Despite all these changes and challenges faced, we are not ready to give in to the virus and will continue to serve and collaborate with the hospital until we emerge as winners.

We will never have been able to do these alone and therefore, we are very thankful for all the support rendered by our client. Fortunately, we were able to stabilise the team while battling the pandemic which is attributed to the deep understanding and strong support from our client.

We are looking forward to more fruitful collaborations, opportunities and to continuing our work with Sengkang General Hospital for many more years to come.



Stabilisation Through the Pandemic

BY LIM KEH JUN

Amidst the global Covid-19 pandemic, our team in Sengkang General Hospital has refined our Safe Management Measures to ensure strict compliance, making sure that the team stays bonded and kept abreast with the daily changing operational requirements.

Some of the new initiatives include daily video briefings in English and Chinese using Microsoft Teams for managers with the supervisors, ensuring operational updates are communicated promptly.



Sengkang General Hospital Mobilisation Team: Joey Chua, Lim Keh Jun, Jeremy Ong, Danny Lee

Transition to Endemic

BY MOHAMAD NORIMAN BIN JANTAN

An endemic is essentially an ever-present threat. Specifically for the Covid-19, it means the virus will keep circulating across the globe for years and its impact expected to be fairly manageable and integrated into society.

With the vaccination rates in Singapore and the shift of Covid-19 from pandemic to an endemic, employers are finding ways to integrate, constantly revise safety measures and progressively treat the virus more like a flu. We had to adopt the changes in our work protocol based on the conditions on the ground.

The endemic stage is not the same as life pre-Covid. In this endemic, the changes become more integrated into regular life. This includes encouraging employees who are not yet vaccinated to do so, maintaining masking requirements at the workplace, conducting Antigen Rapid Tests (ART) and Polymerase Chain Reaction (PCR) tests as and when needed.

As national policies change, it's important to remind and update employees on the company's requirements. That way, we will ensure that everyone is on the same page and not left wondering where the company stands in regards to the nation's regulations.

Just like fighting the Covid-19 pandemic, the transition to endemic Covid-19 will also need to be a whole-of-society effort, all stakeholders working together, each person doing his or her part, and trusting each other.



UEMS Ground Up Mechanisation

LeoBot (Ella)

BY NERELLA RAJ

Hello all, I am Nerella Rajkumar, working as a Senior Supervisor at Changi General Hospital for six years. Let me start my introduction of LeoBot, Ella. I have established a good working relationship with her since May 2020.

Ella is a friendly and easy to operate robot which does her job professionally. She mops, cleans and even dries floors efficiently. Before Ella came onboard, we used to deploy up to three staff to ensure all floors of the building were cleaned and mopped.

Ella works quietly for hours without complaints, and we all adore her at the hospital. Ella greatly helps us optimise our current manpower to be deployed for more critical and essential areas. Most importantly she helps us in saving time and maximising productivity.

Our vendor, LionsBot, ensured adequate training was given to all staff and we were given two full days to know Ella well. My advice to all my team members is to adopt and embrace technology such as robot Ella. It has helped my team to save a lot of time in doing our job well.

We love Ella!



UEMS Housekeeping Automation at Changi General Hospital

BY WONG SIOE FA

At Changi General Hospital, aligned with our customer's objectives, UEMS continuously explores automation to enhance our daily housekeeping work. Since 2019, we have implemented autonomous scrubber and Avidbots for public area floor cleaning. Since then, Avidbots has become a major part of our daily cleaning routines for our midnight team in the Main Building and the Integrated Building.

While we have been living through Covid-19 for the past year, more automation such as Avidbots is certainly ideal for keeping safe management measures in check. With this, we can focus our manpower on more essential and critical areas.



New Project Wins and Success

Provision of Cleaning Services to Museum of Ice Cream

BY FOO SU YUN



UEMS is delighted to be awarded the contract to provide cleaning services to Museum of Ice Cream commencing 13 August 2021.

The Museum of Ice Cream is a fun-filled ice-cream themed wonderland with interactive installations and icy sweet treats. It is indeed an exciting addition to the museum track records under our belt. Led by Area Manager, Teo Li Ting, our housekeeping team works diligently to ensure that the premises are kept in pristine and hygienic condition for all visitors and occupants.

With this new partnership, we are committed to provide the best quality services. We look forward to building a strong rapport with Museum of Ice Cream in the years ahead.

Mapletree Serangoon – Learning to Live with Endemic

BY TEO LI TING

UEMS is honoured to be awarded a 3-year contract with Mapletree Industrial Trust located at Serangoon North. The project had commenced in September 2021 with a total of 9 headcounts.

With the rising Covid-19 cases weekly on-site, we started training our housekeepers to ensure they are competent to carry out the disinfecting work without compromising their safety.

While learning to live with this current endemic, the team will continue to put in the utmost effort to maintain the cleanliness of the premises.



Housekeeping Service at Early Learning Village

BY THERESA SHI



UEMS is proud to share that we have been awarded the inaugural contract for general housekeeping service at Early Learning Village.

For the past 2 years, our high-quality service has enabled us to be awarded the new contract that commenced on 1 June 2021. The team has been putting in the best effort to fulfil the new requirements and continue to upkeep a clean and safe environment for all users at Early Learning Village.

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

St Luke's Eldercare Mobilisation

BY TEO LI TING

We are happy to share that UEMS has been awarded the housekeeping contract for St Luke's Eldercare. The team has successfully mobilised 11 Eldercare Centres on 1 October 2021.

As we are adjusting and adapting to the current endemic situation, the cleaning regimes at the centres remain stringent and rigorous. Daily cleaning and wipe downs with layers of personal protective equipment (PPE) gears are done to ensure that all the 11 centres remain safe for the elderly to carry out their daily activities.

The team will continue to deliver quality service to our clients.



Accolades and Recognition

BY SARAH WOO

We are thrilled to receive double recognitions in August this year! We were awarded the Enabling Mark Silver Award and Pledge for a Better Built Environment Workplace.

The Enabling Mark is a national-level accreditation by SG Enable that benchmark and recognises organisations for their best practices, outcomes and commitment to disability-inclusive employment.



The Enabling Mark motivates organizations to build a positive corporate image through disability-inclusive hiring. It also inspires employers to adopt the best practices in building an inclusive workforce with leading organisations serving as role models. Lastly, the accreditation framework will inform and support organizations in improving their inclusive employment services.

With the Enabling Mark, UEMS is committed to inclusive hiring and we will continue to make efforts to tap a wider talent pool of people with disabilities.

We are proud and honoured to get this award and be featured alongside other inspiring companies that value a workplace culture built on inclusivity and compassion.

The Pledge for a Better Built Environment Workplace, is a voluntary pledge developed by the Building and Construction Authority (BCA) and Construction Industry Joint Committee (CIJC) to attract and retain local talents in the Built Environment (BE) sector, which includes developers, consultants and contractors.



This Pledge aims to help organisations improve their HR practices, build up the sector's HR capabilities, and transform the BE sector into a workplace of choice.

Through the Pledge signing, UEMS has shown commitment to the adoption of good HR practices such as the following:

-  Performance management and training
-  Recruitment and on-boarding
-  Communications
-  Rewards and Compensation
-  Wellness and Support Schemes

The Star Employee

BY KATHY PILLAY

We are proud to announce that our fellow UEMS colleague Grace Khor has been awarded a prestigious Environmental Services (ES) Star Award 2021 during the Environmental Services (ES) Star Awards ceremony on 16 December 2021.

The award is organised by the National Environment Agency (NEA) together with tripartite partners the Environmental Management Association of Singapore (EMAS), the Singapore Pest Management Association (SPMA), the Waste Management and Recycling Association of Singapore (WMRAS), and the National Trades Union Congress (NTUC).

We congratulate Grace on her fantastic achievement and wish her even more success ahead!



Thoughts from the Leaders

From Pandemic to Endemic: Renegotiating Boundaries

BY JOSEPHINE WONG



As the landscape of Covid-19 constantly evolves, we are concurrently learning to live with this coronavirus as endemic. In this new state, we will need to come to terms with the burden of disease and its implications for our society. We will no longer be battling Covid-19, instead, we must learn to coexist with it.

It is undeniable that our personal and professional lives have changed

significantly over this period, with uncertainty and ambiguity our constant companions. As Covid-19 circulates among the community, it could eventually become similar to routine illnesses like influenza or common cold.

As a company, we are encountering increasing numbers of staff detected as Covid-positive (or C+) and placed on isolation orders daily. While we grapple with the impact on the

manpower situation arising from this, it is fortunate that thus far, all our C+ staff have fully recovered. As we move further into endemic, these infections will likely continue to surface on a regular, even daily, basis. This would be a new post-pandemic norm which we have to adapt to, while strengthening our business continuity plans. New ways of working and communicating have already been established through the course of this 2-year period of Covid-19, and this would be further renegotiated as we anticipate the unexpected.

Since the onset of Covid-19, we have been caught up with the flurry of pandemic-related activities, faced with numerous challenges and the constant need to convert these challenges into key learning points and opportunities for improvement. This is a time of deep reflection as we ponder long and hard on our business structure and system. It is also an important platform to affirm ourselves for the areas we have performed well.

In my opinion, our greatest lesson from Covid-19 (from pandemic to endemic) is how we have redefined our boundaries and collectively worked as a team to navigate through the bumps by emerging stronger and more prepared to meet the next challenge. Our circumstance does not define us, but we have the power to determine our response and chart the direction towards a bolder and brighter destination.

Turning Crisis into Opportunities in Business

BY WILFRED LEE



Crisis comes into our lives, no matter how hard we try to avoid them. They are troubling, unwanted experiences or events that take us way out of our comfort zone. However, every change represents and translates a new opportunity to start again.

Crisis is always disruptive and stressful, therefore, business leaders need to constantly implement new strategies in continuing the business to stay competitive. Positive leaders see such situations as opportunities for growth.

Essentially, ways of approaching situations and roadblocks in our business are to consistently keep our focus, set firm objectives to reach our goals by planning ahead for executions. Re-creating new habits, developing new strategies, and re-organising our priorities are some innovative measures we need to embark upon to expel obsolete ways of managing crisis. Such changes open doors for new growth in ourselves and the company. Evaluating possibilities will lead us to explore new processes. This will invariably aid us before, during and after a crisis.

Let us all stretch beyond our comfort zone and start exploring new ways of doing these to achieve sustainable results!

The Importance of Being Proactive

BY ZHANG QIANG

With the impact of Covid-19, it has become increasingly more challenging to grow business under the current market's climate. Despite that, we have been taking effective actions to counter the challenges. Our actions mainly include proactively building up a robust sales pipeline, focusing on strategic opportunities, understanding clients' requirements and expectations thoroughly, developing appealing proposals to meet clients' needs, last but not least, identifying value-added propositions for the clients. We are confident we can achieve even more in the future with these continuous efforts.



Lessons from the Endemic

BY PAUL CHAN

Covid-19 is a black swan event that has upended mankind's way of life. Labelling it as "endemic" means that it is going to be constantly present going forward. All of us will have to constantly adjust our ways of life and the word "support" is something that I reflect upon daily. To different stakeholders, support has different meaning. Support is in our power to give, and we all have different powers. In the movie, "Justice League", The Flash asked Bruce Wayne (Batman) what his superpower is.

Batman's reply was, "I'm rich". My response to that same question would be, "my presence". To be present to know the people and the operating environment; to be present to engage, give moral support and to stand alongside your team. As a people's organisation, putting people first is our top priority.

Keep trying.



Talent Attraction: Transitioning from Pandemic to Endemic

BY JULIUS FAM

Time flies. It has been 2 years since the start of Covid-19 and now we are moving from pandemic to endemic. Keeping up with the constant changes for Covid-19 rules and regulations in the labour market, and this has become a norm across sectors. Employees were asked to take no-pay leave and others lost their jobs due to retrenchments.

Due to Covid-19 restrictions, there were travelling bans and border constraints that negatively impacted our hiring of manpower as well.

For instance, the restriction of new entry applications for work pass holders has caused difficulty in deploying new hires to critical areas in healthcare. Competition in the labour market is stiff and is even more challenging during this period as many shun away from

the healthcare environment. With the increase of unprecedented situations, we have ramped up recruitment efforts aggressively by participating in more career fairs, both physically and virtually to reach out to candidates. We have been embarking on other modes of recruitment that included attractive referral fees to employees referring candidates to the team.

In addition, we have partnered and collaborated with agencies,

community centres and been tapping on various social media platforms as part of our outreach efforts to cater to a wider talent pool.

We believe that, if we work together as one, we will be able to overcome the challenges.

United we stand!



Overcoming the Endemic

BY PARASURAMAN KRISHNASAMY



1. What were some of the operational challenges that you have encountered during the transition from Phase 2 (Heightened Alert) to Endemic and how did you overcome it?

Bright Vision Hospital has been an isolation facility for Covid-19 since April 2020. When we entered the endemic phase, my team and I were happy to have a break. However, with the resurgence of Covid-19 cases since April 2021, the activities and demands in the hospital has reached a new high, particularly for tasks such as bed cleaning and frequent cleaning of high touch areas and lifts.

2. What were some of the staff retention strategies that you have adopted at site?

In simple words, employee retention is the effort taken by an organisation to hold on to its most prized asset - the employees. Some of the strategies we have implemented include incentives for staff working within the Red Zone and salary review for performing staff. Not forgetting to always be available to lend our helping hand to all staff when needed.

3. Any innovative measures and initiatives you took to build up operational resilience?

Bi-monthly staff engagement sessions are held to provide a platform for staff to speak their minds freely. Other ways to build up staff morale include recognition, encouraging creativity among the team, keeping staff informed of Company's

directions, etc. Above all, we promote a culture of respect by demonstrating kindness and thoughtfulness which we believe goes a long way.

4. What are some of the operational improvements that you are looking forward to implementing?

- Continuing to inject positive energy to staff by recognising their efforts.
- Continuing to engage staff and encourage them to voice out if they face any difficulties.
- Exercising flexibility in planning the duty roster when needed.
- Promoting more team activities.

5. Lastly, any words of advice you would like to give to the rest of our colleagues?

I would like to thank the team for working tirelessly during this period.

- Continue to maintain good communication among the team.
- At all times to work as a team.
- Seeing failure as a learning opportunity, motivating one another to overcome obstacles.
- Always willing to work out of our comfort zone.
- To have a mind that encourages learning and growth.

United We Stand

BY GRACE KHOR



1. What were some of the operational challenges that you have encountered during the transition from Phase 2 (Heightened Alert) to Endemic and how did you overcome it?

Persuading and encouraging staff to take the required vaccinations for Covid-19. To assist staff in overcoming their fear, the management team were there to take the required vaccinations together. Other ways of overcoming challenges are by attending to staff and ensuring timely information was shared promptly to all. This attention to staff's matters helps in building their confidence at work.

2. What were some of the staff retention strategies that you have adopted at site?

Constant engagement & providing listening ears at all times to the team is very important.

3. Any innovative measures and initiatives you took to build up operational resilience?

Setting a clear objective for the team and ensuring that everyone is in the same direction. Having a clear understanding of customers' expectations to reduce risk impacts in operations.

4. What are some of the operational improvements that you are looking forward to implementing?

To upskill staff's competency and to promote work autonomy. To equip all staff with the proper skills and training so that they can complete the required tasks efficiently and independently.

5. Lastly, any words of advice you would like to give to the rest of our colleagues?

I would like to express my most sincere appreciation to the team who has worked so hard during this difficult time. Your support always makes a great difference. Keep calm and carry on. Awesome team, you are the best!

Happiness Boosters

BY JENNY TAN



1. What were some of the operational challenges that you have encountered during the transition from Phase 2 (Heightened Alert) to endemic and how did you overcome it?

Higher frequencies of terminal cleaning at Changi General Hospital and stringent requirements are the 2 key operational challenges we faced during the transition from Phase 2 to the current endemic.

2. What were some of the staff retention strategies that you have adopted at site?

For staff with good attendance, we offered incentives to encourage the team members. We checked on their wellbeing from time to time and that made them feel cared for and important.

3. Any innovative measures and initiatives you took to build up operational resilience?

The most basic yet impactful measurement we have taken is getting the team to have meals on time despite how busy the operations are. Joint efforts

with client to give vouchers and treating the team to meals are some of the appreciation we have extended to staff.

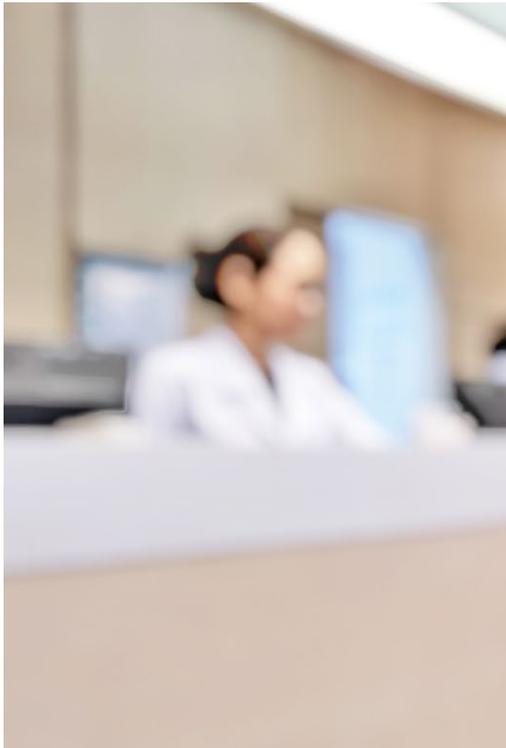
4. What are some of the operational improvements you are looking forward to implementing?

We are looking forward to replacing fan covers to take away the agonies of weekly washing and cleaning of the wall-mounted fans.

5. Lastly, any words of advice you would like to give to the rest of our colleagues?

We need to constantly be thankful to the team and tell them that they are doing a great job in serving the community at this tough time. Not everyone can be in this meaningful job. Despite their role, the joy one can bring to each patient is priceless.

Staff Spotlights



A Day in a PSA's Diary Latha Sudesh

Hi everyone, I am Latha Sudesh. I joined UEMS as a Patient Service Associate (PSA) in June 2019. My role includes visitor registration and handling outpatient services. In this job, I learn to understand the visitors' needs with compassion. As a Senior Team Lead now, I am constantly coaching and encouraging my fellow Patient Service Associates to perform their best.

My other duties include managing my co-workers in different shifts and ensuring staff adhere to the hospital's strict policies. I encounter different situations daily and that brings excitement to my work.

Disinfection Team Heroes

BY SYLVIA ZHANG

Since the emergence of the Covid-19 pandemic last year, our pandemic team spearheaded by Director of Facilities Management, Wilfred Lee and our Head of Operations Team, Pillai has been working tirelessly and earnestly to provide good quality disinfection services. Our team has served various clientele including hotels, dormitories, offices and construction sites, etc. This has not been an easy feat as it entails time and effort in manpower and schedule managing. Most disinfection jobs require the team to respond to emergency cases in less than 4 hours. Every job needs to meet the stringent requirements and demands of all our esteemed clients. The team has since received numerous positive feedbacks for providing good prompt services.

In July 2021 this year, UEMS was awarded the cleaning and disinfection services contract for end of day cleaning services in red zone areas by Health Promotion Board. The team has successfully mobilised our cleaners in a short period of time. This is a testament to how our team stays united to deliver our promise to our clients and work professionally amidst any challenging situations.

We would like give our thanks and deep appreciation to the team for always putting our clients first to deliver high-quality disinfection services. This has also restored the confidence of our clients knowing that the disinfection services are carried out in accordance with the strict government guidelines.

Dear team, you are indeed the unsung heroes for staying committed to your work and being resilient at all times!



Budding Talents



Brann Ng
Management Associate

Tell me more about yourself?

I have an interest in environmental sustainability and have graduated with a degree in Environmental Science. I keep fishes and plants as a hobby and play the guitar during my leisure time.

How did you get to know about the Management Associate Programme?

The Management Associate Programme was introduced to me during a virtual career fair held by my university.

Why did you choose this industry?

I chose this industry as it is meaningful to contribute to the healthcare industry, especially during the Covid-19 pandemic. There are many challenges to overcome during this time. However, I believe that it will be a good learning process and an experience to remember. In the Environmental Services department, our team has a lot of potentials to explore a variety of possibilities to be more sustainable while improving our services, and I aspire to be part of this growth.

Tell me more about your responsibilities?

Apart from daily operations responsibilities of an Executive, I would analyse data from systems like the Bed Management System (BMS) and Feedback Management System (FMS), and manage underperformance by communicating with the operative team, finding out more about the challenges that they faced.

During the Management Associate Programme, were there any difficult tasks assigned to you that you have managed to overcome?

As an introverted fresh graduate entering the workforce without any prior experience in managing people, being accountable for 40 staff daily was an intimidating task. Communication was never my strong suit and that was my biggest worry when I first joined the team. However, the experience that I've had was pleasant and I was able to overcome the challenge with guidance from my mentor and colleagues.

What are some of the skills that you have learnt and benefited from this Management Associate Programme?

The best skill that I've learned from this exposure is people management. This is especially important during the pandemic which had brought about many challenges to the team, which constituted of our foreign colleagues. Despite not being able to return to their home countries to spend time with their family, they continue to work even harder amidst the limited manpower, maintaining our service excellence.

Any valuable lessons that you have learnt from your mentors?

A valuable lesson that I've learnt from my mentor is to be kind. Words of encouragement is an effective approach to managing staff underperforming, to motivate them to do better.

After completing this programme, would you consider pursuing career opportunities at UEMS?

I'm continuing my career at KKH. There is more for me to learn and experience in this area of expertise. It is a rare opportunity to be able to grow with such an amazing team.



Muthu Narayanan Karuppan Chetty

Management Associate

Tell me more about yourself?

I enjoy photography & video editing. It's a hobby that helps me decompress and view the world from a different angle. I have always had an interest to understand how the world works. I am content with constant stimuli to learn new things and apply the lessons learned.

How did you get to know about the Management Associate Programme?

I came to know about UEMS through a career fair at my university. I was in my last semester and was eager to explore job opportunities despite the pandemic and induced slow job market. This Management Associate Programme was an interesting pool to dip my toes in, learning various practical skills and experiences in the industry.

Why did you choose this industry?

To put my effort into something meaningful and bigger than myself, was the initial draw to the Healthcare industry. It was a practical decision as healthcare sector was actively hiring while other sectors were cutting back on extending employment opportunities. Besides that, it feels right to give back to the community in a difficult and uncertain time.

Tell me more about your responsibilities?

As a Management Associate, I had a chance to be exposed

to different things. I had the opportunity to data-mine Porter's sides' monthly performance and liaised with the clients in MJRs for KPI achievements and performance. I was also attached to different batches of operatives to understand their difficulties to offer recommendations and solutions.

I also had a chance to touch base with a client to carry out specialized tasks involving sterilizing, packaging, and storing of medical instruments for future use. I worked closely with the trainer and client to develop the initial training program and conducted orientations for the first few batches of CSSU Healthcare Attendants.

During the Management Associate Programme, were there any difficult tasks assigned to you that you have managed to overcome?

I was tasked to learn the job of a pregnant colleague, as I had to manage her contract during her maternity leave. I had to understand what she did and take on her duties competently during her absence. The learning curve in doing various tasks from dealing with staff, client and logistics was very high. I had to take notes and closely shadow my mentor to cover my knowledge gaps. Though there were many questions in my mind as I faced the various operational situations, I presented myself in a calm yet confident manner. There were some teething issues in the first few months, but I managed to find the rhythm and input how certain things were done to improve the process.

What are some of the skills that you have learnt and benefited from this Management Associate Programme?

Some crucial skills that I have learnt made me a better leader. I learnt to listen to all perspectives and forge a grounded picture of reality. I also learned to eliminate mistakes by adjusting and tweaking for success by looking at the process.

Any valuable lessons that you have learnt from your mentors?

The most valuable lesson learnt is people management. There are many different groups of people that one gets to deal with e.g., clients, staff, management from HQ. I learnt that there are ways to tactfully deal with each group. It is important to strike a balance of holding the ground when you must and being nimble enough to understand where the other party is coming from and offering out of the box solutions. This is a transferable skill that I can take with me for life.

After completing this programme, would you consider pursuing career opportunities at UEMS?

I am open to the opportunity. I wish to learn more and expand myself. If there is always something novel to sink my teeth into, I am eager to stick with UEMS. I am grateful for the opportunities and wisdom it has offered me, in my time with UEMS thus far.



See Meng Yew

Management Associate

Tell me more about yourself?

I'm See Meng Yew from Pahang, Malaysia. I completed my bachelor's degree last year. I am interested in team sports such as football and basketball. After work, I will normally spend 1 hour on these sports activities. My career aspiration is to make progress and achieve my career goals.

How did you get to know about the Management Associate Programme?

I learned about this Management Associate Programme from my friend's friend. During last year, I was looking for a job. My friend introduced me to join this traineeship programme and at the same time, I also found this Programme on the SG united website too.

Why did you choose this Industry?

Facilities Management industry is a growing industry in Singapore. I choose this industry because there are many opportunities for me to learn in areas of operations, maintenance for building, leadership, and strategy.

Tell me more about your responsibilities?

Basically, my job is to maintain the property of my clients. I need to do scheduling for maintenance work which involves liaising with contractor and our clients. Other than that, reports are monthly routine for me as I will need to submit the work completed for the whole month and provide to our client.

During the Management Associate Programme, were there any difficult tasks assigned to you that you have managed to overcome?

Yes, as I'm new in the Facilities Management industry everything initially seemed difficult. However, I face difficulty handling customer satisfaction and balancing the need to cater to the business services. Despite the challenges faced, this programme has helped me gain more insight during work.

What are some of the skills that you have learnt and benefited from this Management Associate Programme?

There were several skills that I have learnt during this traineeship programme. From managing sub-contractors to customer satisfaction, one must be clear of what customer requires and assign them to the right contractor. Above all, I learned the basic knowledge of Facilities management such as pest control, landscaping, cleaning etc.

Any valuable lessons that you have learnt from your mentors?

I am fortunate to have a good mentor that can guide me along the journey. Problem-solving skills are the most valuable lesson for me as I do not have any experience in this industry. I remember how my mentor taught me using her own experience that we need to know what the right action is to take in countering the different problems.

After completing this programme, would you consider pursuing career opportunities at UEMS?

Yes, if there is an opportunity in UEMS, I will certainly join.



Muhammad Fudhoil Bin Mohamed Fawzi

Management Associate

Tell me more about yourself?

My interest grew in the facilities management. I could apply the skills I've learnt to my personal life such as estates that are nearby me, fire alarm panel etc. My hobby has always been travelling as it has taught me to be more adventurous, making the right decision for a particular situation, making new friends, to be more open-minded and to adapt to the situation given to me.

How did you get to know about the Management Associate Programme?

I got to know about this programme through BCA Academy during my final year of study. UEMS happened to be the only facility industry on the list, thus it was my first choice.

Why did you choose this Industry?

I studied Bachelor in Construction Management and this provided me an overview of what management is all about. One of the modules was Facilities Management and this sparked my interest in the facilities industry.

Tell me more about your responsibilities?

My roles and responsibilities are to ensure that the day-to-day operation runs smoothly, liaising with the contractors to ensure the task given to them is completed within the given time period and making sure they abide by safety measures.

During the Management Associate Programme, were there any difficult tasks assigned to you that you have managed to overcome?

I lack technical knowledge as I have never had the chance to do any job in this area before. However, I managed to overcome these problems with the help of contractors and colleagues.

What are some of the skills that you have learnt and benefited from this Management Associate Programme?

I understand better the working of operations the key requirements needing compliance according to the client's requirement.

Any valuable lessons that you have learnt from your mentors?

Now I have a better grasp of technical skills. I appreciate the given chance to learn more about the management aspect in Budgeting etc.

After completing this programme, would you consider pursuing career opportunities at UEMS?

It will be great to pursue my career at UEMS.



Ian Tolentino

Intern

Tell me more about yourself?

I enjoy being outdoors and having an active lifestyle. One of my favourite sports I enjoy is basketball. Other than that, I love hanging out and drinking coffee with my close friends. I aspire to be a competent accountant in the future.

How did you get to know about this internship?

I knew about this internship through my school's job application platform. I thought I would give it a try as I wanted to acquire skills that can only be learned on the job.

Tell me more about your responsibilities?

My primary role as an Accounts Intern is to assist in the preparation and processing of payments and claims, including administrative duties such as filing and maintaining our accounts payable records that are part of my responsibilities too.

During your internship, were there any difficult tasks assigned to you that you have managed to overcome?

Due to the volume of work, it is sometimes hard to meet payment deadlines. Fortunately, with the guidance of my mentor (Siew Lean), I have managed to cope with the workload efficiently by being competent in the tasks I am assigned to do.

What are some of the skills you have learnt and benefited from this internship programme?

I have learnt several accounting skills through this programme from basic tasks such as issuing cheques, processing bank transfers and difficult tasks such as bank reconciliation. All these skills would have been impossible to acquire simply just by attending lectures and reading notes alone.



Nur Mitasari

Intern

Tell me more about yourself?

My interest in marketing has been growing since secondary school. I would like to offer my ideas and skillset to become a marketing or HR executive in my future career. During my free time, I love watching Korean dramas and playing games.

How did you get to know about this Internship?

I was one of the candidates selected to be an intern in UEMS.

Tell me more about your responsibilities?

I am an HR intern and assist in providing back end administrative support to the team.

During your internship, were there any difficult tasks assigned to you that you have managed to overcome?

The tasks assigned by my mentor were new to me. However, with the help of the colleagues, I obtained guidance and advice and was able to overcome the difficult tasks along the way.

What are some of the skills that you have learnt and benefited from this internship programme?

I have learned to be more adaptable, be more responsible, manage my time and adhere to work ethics. In areas of technical skills, I could apply the skills I have learnt from school to completing tasks involving Microsoft Excel. Through this internship program, I have managed to identify some of my strengths and work towards areas for improvement.



Jaz Chua

Intern

Tell me more about yourself?

My name is Jaz. I have a strong passion for dance. I aspire to be an accountant. Being organised and self-driven is my strength. My weakness is time management but I will strive to improve by having a planner.

How did you get to know about this internship?

I got to know about this internship through my school.

Tell me more about your responsibilities?

I am a Human Resource intern. My daily responsibilities include data entry, documents filing and data capturing. For data entry, I had to extract information from document and key into Microsoft Excel format.

During your internship, were there any difficult tasks assigned to you that you have managed to overcome?

During my internship, I felt that all the task given was manageable as there was sufficient time for me to complete them. In my opinion, my only challenge was at the start when I did not know how to complete data capturing with the scanning function from the printer. However, I managed to overcome it with the help of my thoughtful colleagues.

What are some of the skills you have learnt and benefited from this Internship Programme?

I have learnt the importance of meticulousness and managing time from this internship programme.



Li Xuan

Intern

Tell me more about yourself?

I am Lee Li Xuan, a student from ITE College Central undergoing Nitec in Business Administration. My hobbies are gaming and listening to music. In the future, I aspire to be an administrator or an entrepreneur.

How did you get to know about this internship?

I got to know about this internship through my school.

Tell me more about your responsibilities?

Performing data entry of records, filing of documents and data capturing.

During your internship, were there any difficult tasks assigned to you that you have managed to overcome?

So far, I have managed the tasks that were assigned to me. However, there were some technical issues I faced. I am thankful to gain assistance from Tech Services in solving those issues.

What are some of the skills you have learnt and benefited from this internship programme?

I have developed skills in organising, being accurate and meticulous.

Training Innovations

Teamwork and Dynamics: Striving Through Challenging Times

BY MICHELLE LEE

Our Training Team consists of trainers based at various sites coming together and supporting one another. Although we connect 'face-to-face' via monthly online meeting with everyone, our camaraderie is strong when extra hands are required especially during crucial times. During the Covid-19 cluster outbreak at Changi General Hospital in June this year, our team of Trainers & Training Administrator were more than happy to render support for the Operations Team for their ART self-testing, SMM audit and refresher training. This is just one of many examples of our teamwork and we will continue to strive during these challenging times.

Collaboration with respective site Operations Teams & Departments is essential to achieve training targets and KPIs together. We are thankful for all the support so far. Teamwork is indeed all around us! During my attachment at Seng Kang General Hospital for the new hires training, it was heart-warming to see the teamwork amongst the trainees as well. Bridging through different nationalities, cultures, languages and age groups, they were able to help one another through their learning journey and progress together.

As a TEAM: Together Everyone Achieves More!



Training Digitisation: E-Learning and LMS

BY SHALANIA NAIDU



We have officially launched our first module of E-learning: Infection Control on 23 June 2021. It was rolled out in phases beginning with Management staff and cascading to the Operatives. Site Trainers together with the support from respective Operations Teams, have helped to introduce the E-learning to Operatives on-site.

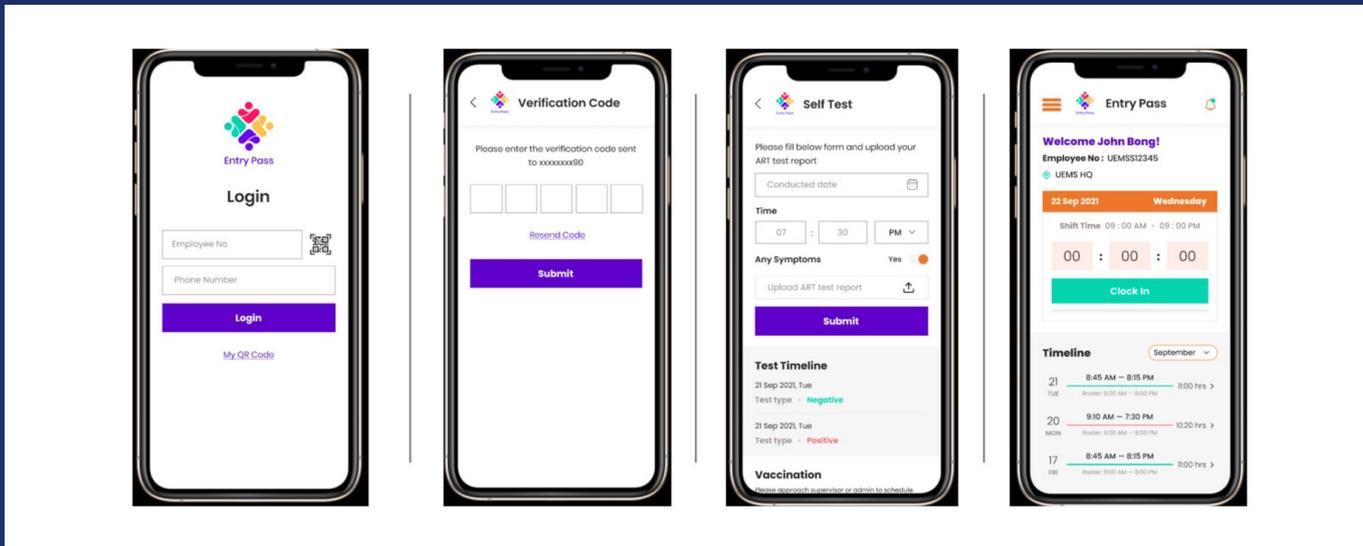
Towards the end of 2021, we will also be rolling out the next 2 modules: Code of Business Ethics, Workplace Safety & Health. The aim is for 100% of our staff to complete all 3 modules.

The Learning Management System (LMS) has taken a new turn. We're making it better, improved and more user-friendly. In the initial stages, we rolled out a similar version and because of that, we have explored ways to make it better. Together with the Tech Services team, we're confident that the new and improved LMS system will help immensely digitise training attendance, track learners' progress and generate various reports.

Technology Updates

Innovation Corner with UETrack™

BY SRINIDHI GOPALAKRISHNA



Continuing with our efforts to embrace innovation through our UETrack™ programme, we are continuously working on the latest technology to include in our UETrack™ suite.

ENTRYPASS

The most challenging times for the HR and Operations team during the endemic phase is to keep up with the communication and updates of new safe measures practices and at the same time; to ensure compliance according to the government's regulatory requirements. As such, the tracking and monitoring of body temperature on a daily basis and following up of Antigen Rapid Test (ART) results to ensure all staff stay safe of Covid-19 virus is crucial. Another area which is the tracking of our foreign staff's place

of residence; is vital to ensure strict compliance.

UETrack™ Entrypass is a self-service application for all UEMS employees that allows not just clocking in of working hours, but also to record and declare information required for HR and for regulatory processes.

To begin with, staff registers and clock-in their attendance by scanning the Digital QR code instead of using the allocated site tablet-based UCS platform. This feature avoids staff crowding during attendance recording every day.

Uploading of photographs and videos; and declaring place of residence by foreign staff will be made easier by using this application. A notification reminder requesting for periodic updates

of their addresses and required documentation will be sent to each staff.

One other feature that will be added is the ART test results which currently, staff has to administer twice a week on all healthcare and non-healthcare sites. Such features coming your way in this application will allow our HR and Operations teams to keep track of data and with swift information shared to all staff using this application will help in engaging them effectively.

Look forward to this application which will be launched progressively across all facilities from Q1 2022!

Round-up of Technology Development in H2-2021

BY SRINIDHI GOPALAKRISHNA

Digitalisation in UEMS has accelerated with several programmes initiated by the business support teams this year. Here is a snapshot of some of the digitalisation programmes in the second half of the year 2021.

DIGITAL SUBMISSION OF CLAIMS & EXPENSES

Finance Department together with Technology Services Team has taken up a project to digitalise the expenses claim of all staff. As part of this digital transformation collaboration, an extensive discussion on “as-is” and “should-be” processes were discussed and streamlined as part of the project scope.

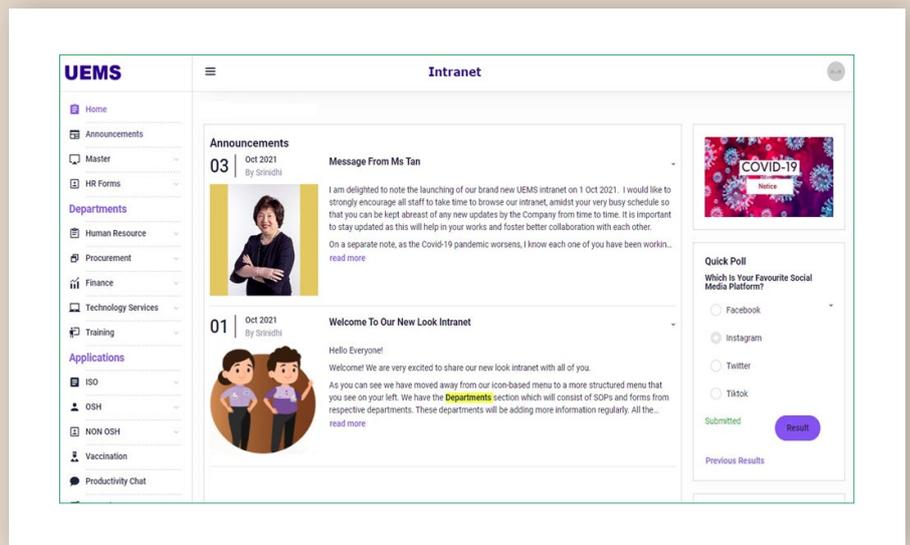
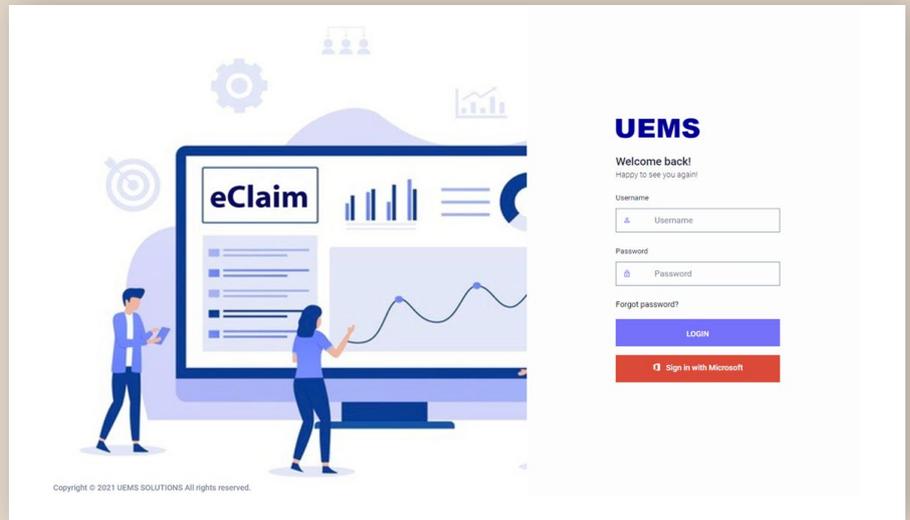
eClaims as it is aptly called, is a workflow application accessible via the intranet. All approvals and sign-offs are automated within the system to ensure faster paying out to staff.

This new initiative will onboard the HR payments to our temporary staff through the PV module. HR team can directly upload the PV cheque and GIRO information which will then be approved and processed seamlessly by the finance team.

UPGRADED EMPLOYEE INTRANET

As part of our digitalisation journey, we have upgraded the intranet portal with a brand-new look. This project was led by Aneesh Periyé along with Kamal Mani & Vyshak Madhusudan from the Tech Services team.

Some of the new features include Announcements, Quick Poll, Photo Gallery and more. Individual departments and workflow sections allow SOPs, forms that will be moved to submitting online soon; and other information to be



shared for all. Our OSHA incident system has also been upgraded the additional functions that ease tracking and reporting of safety incidents.

NEW YEAR STARTS WITH A NEW LOOK!

Lastly but not least, we are pleased to announce the launch of our new website from January 2022!

Our goal in launching the new website is to provide our customers, staff and other website visitors a more intuitive and user-friendly

experience with a refreshed look! The website provides information about UEMS along with the new services offered by us. We have incorporated new contents from various sections about new services, the customers we have worked with and most importantly, our mission, goals, Sustainability commitment and more.

Take a peep at www.uemsgroup.com now!

Procurement e-Invoicing

BY ELIZABETH TAN



As the world starts its journey towards living with the acceptance of Covid-19 and towards endemicity, companies are forced to revisit business strategies, overhaul operations and integrate digital transformation to mitigate further impacts of obstruction to the growth of companies.

In most current business scenarios, typical companies are still invoicing in conventional ways, manual effort is required to enter and scan the information into recipient systems which is either a time-consuming nor an error-prone process.

In UEMS, we look at different ways to fundamentally change how we deliver and operate

in higher efficiency. As part of our on-going digital transformation in 2022, we are working on enhancing the current ERP system by integrating an Electronic Invoicing (E-invoicing) platform. This will cover the development of an online vendor portal to enable our vendors and suppliers to communicate with us easily. Hence, a one-stop portal for submission of delivery orders and invoices.

By digitising these process cycles and swift exchanges of business documents electronically, these help connect our current systems to our business units and business partners with greater cost and human efficiencies; stay green by going paperless.

Corporate Social Responsibility Initiatives

Steps That Go A Long Way

BY KATHY PILLAY

UEMS participated in the annual BVH charity walkathon, iWALK 2021, taking steps to help bridge the gap for the patients of Bright Vision Hospital. UEMS sponsored 20 staff for the event.

Held from 12 – 21 November 2021, the event encouraged participants to get started on their fitness journey, while at the same time raising funds to support patients from beyond the hospital to the community.

Together, the UEMS Team achieved 622.51km, clinching the 9th position in the Corporate Team Challenge. For clocking more than 200km, Team UEMS was awarded with a Corporate Trophy for their combined efforts.

Kudos to Team UEMS!



Food Donation - Bless Brothers for Frontline Heroes

BY DARSHAN LIONEL

Bless Brothers, a Singapore based furniture company, delivered 126 bento boxes to our staff at Khoo Teck Puat Hospital and Yishun Community Hospital during their meal breaks on 22 October 2021.

Three rounds of delivery were made by Bless Brothers on that day to cater to the different meal breaks of our staff. Huge smiles were seen on the faces of our staff as they were handed the bento sets during their meal breaks.

Thank you, Bless Brothers, for this thoughtful gesture!



Employee Engagement

UEMS Singapore and Taiwan WorkPlan 2022 – Embracing a Brand-New Journey of Growth Transformation & Opportunities in the Endemic World

BY CONSTANCE CHONG

“For those who have found successes, please do not stop but continue to strive and achieve even more new successes by leveraging on what you currently have and don’t look back. For those who have not been that successful, please continue to persevere and keep trying.

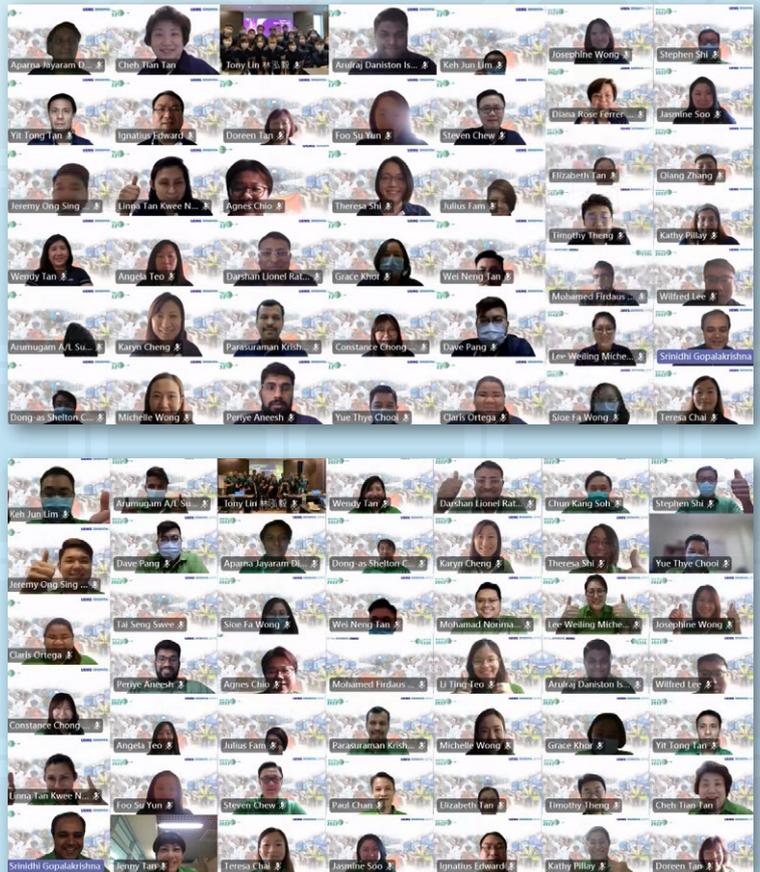
One day, you will find success. Stay resilient and don’t give up.”

- Tan Cheh Tian – CEO, UEMS Singapore & Taiwan WorkPlan 2022

The computer screen was filled up with participants logging into the virtual meeting platform at the stroke of eight o’clock in the morning. Our annual WorkPlan 2022 meeting was spread over two days, 18-19 November 2021, attended by 70 participants from Singapore and Taiwan.

Heavy topics to name a few, such as surrounding the new shift of business and operational sustainability towards the endemic phase of Covid-19, embracing technology to value add and garner new business opportunities and best practices; and key factors in clinching new business under the difficult business environment, etc. were discussed and shared in length. Most importantly, the groups came together to align goals and KPIs for the year ahead, all in the same direction of the Company.

An event filled with enthusiasm in unity ended with the spirit of resilience and perseverance for all participants. Till we meet again next year.



Plan for Success

UEMS Let's La Kopi

BY KATHY PILLAY



'La Kopi', in Hokkien, is commonly known as 'to stir coffee'. At UEMS, we chose to serve a flavorful online brew of 30 minutes non-stop chat and fun for staff. Our HQ colleagues were treated to a special weekly online tea and chat session called 'UEMS Let's La Kopi' from August 2021 to October 2021.

As part of our engagement and wellness initiatives, the Let's La Kopi programme was organised as a part of a regular check-in and short break from work for colleagues to meet up and connect with others remotely, since most HQ colleagues were working from home.

The Let's La Kopi Conversations adopted 3 social etiquettes. Namely for staff to chat with respect, listen with attention and to take care of fellow colleagues with kindness.

Every online session consisted of small cosy groups of 5-9 attendees. The invitation list remained anonymous right up to the actual day of participation. Hence, the sessions were imbued with a sense of mystery and excitement, as colleagues waited to login and

found out who their chat buddies were.

During the session, colleagues opened up and spoke more about themselves during the 5 Fingers Icebreaker and Rapid-Fire game. It was refreshing to see our peers and leaders coming forth with personal anecdotes and snippets of courageous moments and inspiring stories for the rest to hear. Sharing enabled them to improve their mental wellbeing as they came out of their busy workday to de-stress and connect.

To sweeten the conversations, UEMS Care Packages comprising of healthy snacks and good ole' local Kopi and Tea (cold brew) were given to staff to partake while yakking online.

Our La Kopi breaks were not a distraction. They gave a chance for staff to refocus attention with like-minded colleagues. At the end of the session, folks were clamouring for longer heart-to-heart exchanges and more online check-ins.

What an entertaining and meaningful dialogues they were!



REAP Programme

BY LINNA TAN

REAP award is a new initiative by Singapore General Hospital Visitor Management Services Team. "REAP" means - Responsible, Enthusiastic, (Good) Attitude and Pro-active. Awards are given as a recognition for employees' outstanding services, such as staff that are willing to go beyond their responsibility, demonstrate empathy towards visitors, articulate themselves well when interacting with visitors or showing passion to others during the course of their duties.



UEMS Christmas Spin 2021

BY KATHY PILLAY



We decided to embellish the occasion by celebrating a favourite festival, Christmas. Christmas is the season of joy, giving and merriment. As part of the employee engagement initiatives for the year, UEMS extended appreciation to employees through the Christmas Spin in December 2021.

A Christmas Spin in the form of prizes valued at \$100 were given to 100 lucky employees in December 2021.

We would like to take this opportunity to wish all a very Merry Christmas!

As poet Mary Oliver said, "Keep some room in your heart for the unimaginable." The pandemic was an unthinkable occurrence that happened to everybody, yet the human heart can overcome and give much more to others.

After one of the toughest years for our company, with Covid-19, we wanted to celebrate the gift of sharing and savouring the gratitude we have for each other.

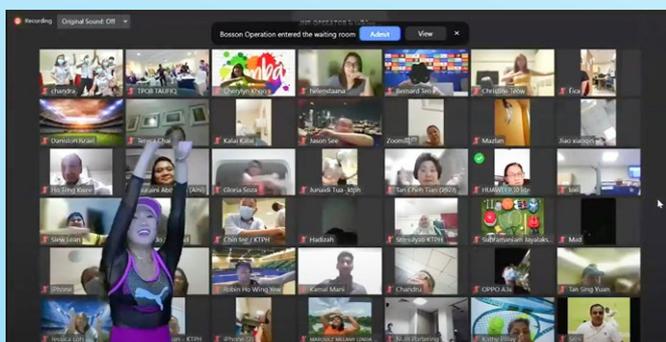
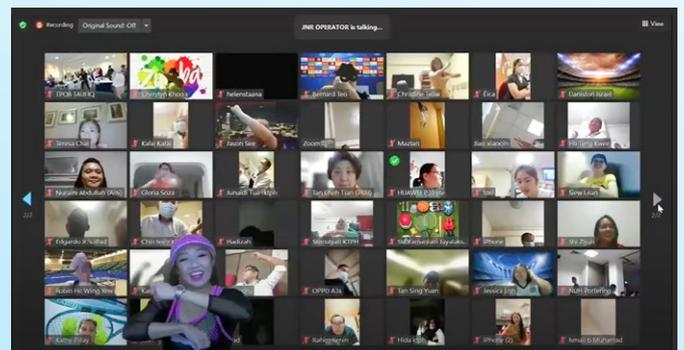


UEMS Dinner & Dance 2021 and Long Service Awards 2021

BY KARYN CHENG

While Covid-19 has brought about uncertainties and anxieties, it is paramount that we set the right mindset while transiting into the endemic phase. Stay resilient, adaptive by expecting the unexpected, and at the same time maintaining a healthy mind and body are key elements to enable us to ride through these difficult waves.

With these objectives in mind, the Company continues to focus on connecting and showing appreciation to our UEMS employees through various engagement and recognition activities in Year 2021.

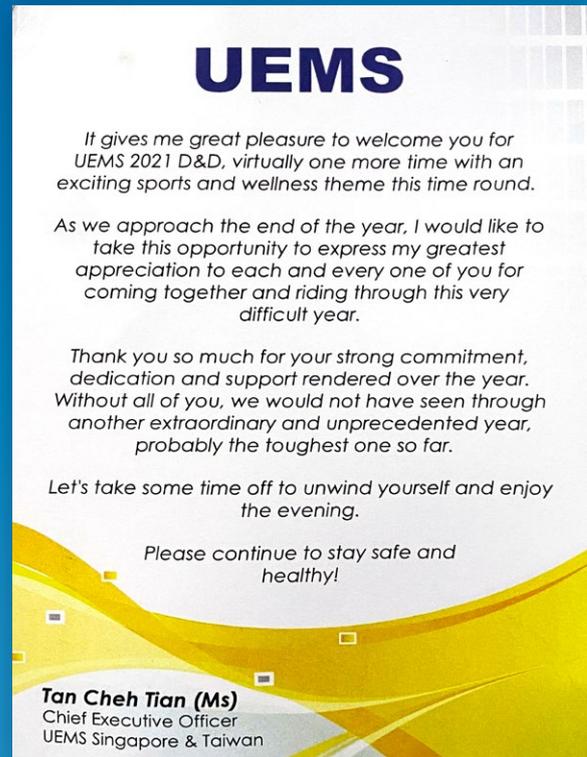


BE ACTIVE, BE HEALTHY, BE HAPPY

Following the successful virtual dinner and dance (D&D) held last year, another enjoyable D&D event was held virtually on 3 December 2021 with more than 400 employees participated in the event.

The event was held to celebrate the numerous achievements and milestones in Year 2021 and an appreciation to all UEMS employees for their hard work & dedication throughout the year. The theme “Be Active, Be Healthy, Be Happy” was a message from the Company to encourage all employees to stay active and be “healthy and happiness champions” in UEMS.

The event a joyous one and fun-filled with entertainments, games and attractive lucky draw prizes. All participants walked away with a prize and door gifts. Overall, it was a huge success and a great closure for Year 2021.



APPRECIATIONS TO OUR UEMS LONG SERVICE EMPLOYEES

UEMS employees are our silent heroes who continue to stay and grow together with the Company, especially during this difficult Covid-19 situation.

The Company had given out long service awards in December 2021 to the long service employees as a gesture of recognition and appreciation. Tokens of appreciation was also extended to employees who had completed their first 3-year of service in Year 2021, in addition to the existing 5-year intervals.

More than 200 employees will be receiving 3, 5, 10, 15, 20 years of long service this year.

Health & Safety

ISO Surveillance Audits as Pandemic Continues

BY SARAH WOO

Despite having a year of pandemic and policy changes, this did not affect our commitment to upkeep our service standards to pursue the continual improvement of our ISO management systems.

By meeting the extensive criteria of these standards, UEMS put all necessary controls in place to ensure that our people and processes meet the stringent standards. UEMS proves its commitment to delivering quality outcomes and service excellence for all stakeholders, protecting the

environment, health and safety of our staff, and sensitive information whilst ensuring business continuity in times of crisis (like Covid-19).

As the pandemic continues, our surveillance audit was conducted remotely from 1 to 12 November 2021. The team of auditors from SOCOTEC and auditees from UEMS met up virtually via Microsoft Teams. Although the task proved to be arduous, we prepared a set of electronic documentation for the auditors in advance and expedited the audit process.

After six days of audit, stretching over 2 weeks, UEMS is proud to announce that we have successfully completed our surveillance audit for six different ISO standards with zero non-conformity for ISO 9001:2015 (Quality), ISO 14001:2015 (Environment), ISO 45001:2018 (Occupational Health & Safety), ISO 22301:2012 (Business Continuity), ISO 27001:2013 (Information Security) and ISO 41001:2018 (Facilities Management).

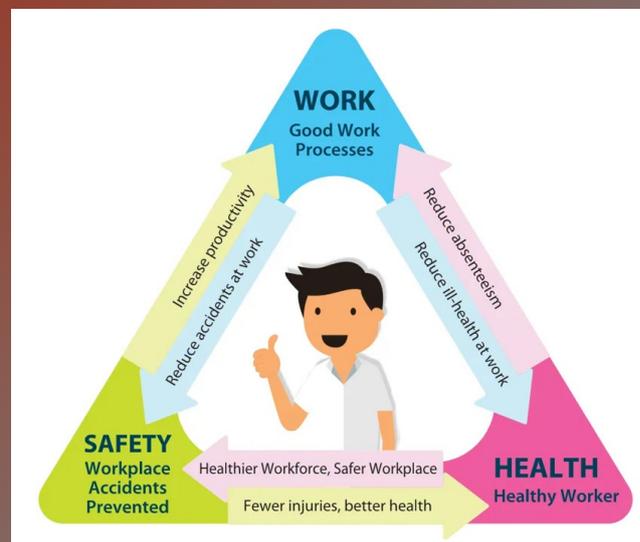
UEMS Concludes its Total WSH Programme

BY DIANA M. DONG-AS

UEMS culminated its Total Workplace Safety & Health (Total WSH) journey in partnership with the Workplace Safety & Health Council (WSHC) this year on a positive note. The management team, site-in-charge and support services collectively worked hand-in-hand with our service provider to pave the way to a healthier UEMS workforce in a safe working environment.

The programme commenced in 2019 with the *Assessment Phase* to identify our workplace health and safety risks; and recommended interventions to address these risks. Amidst the limitations of the Covid-19 in 2020, we managed to adapt to the changing working conditions and completed the 9-month long *Intervention Phase* that concluded in 2021. We planned and executed a series of highly successful activities by utilising virtual platforms, from company-wide wellness talks to physical activities.

Overall, the journey has given UEMS renewed insights into the company's health profile and workplace challenges. In particular, the Total WSH has resurfaced a critical issue at all workplaces, especially during this isolation and growing sense of listlessness brought about by Covid-19 constraints. UEMS is committed to outlining a more structured approach to its mental health programme for all employees at all levels. Hence, the *Monitoring and Evaluation Phase* will be part of our continuous improvement plan beyond the Total WSH programme.



Stay Alert, Stay Safe

BY THERESA SHI



In the current Covid-19 situation, it is essential that we continue to be nimble and react to the clients' ever-changing needs following the announcements of government mandates and measures. With the announcement of new procedural testing for front line workers using ART, the commercial cleaning team has reacted swiftly to ensure the cleaners are given adequate ART kits for their regular testing in line with clients' requirements. This provided the confidence to the clients that the cleaners are

safe and well and in turn, ensured that the clients' workplace was in optimal working conditions. With the team's effort and actions, we are another step forward to cementing UEMS's reputation in the industry as being a valued, proactive and efficient service partner.

Fit to Fabulous

Tips For Staying Fit & Fabulous in the Endemic

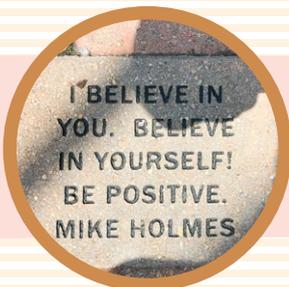
BY CHERYLYN KHOO



1 Make time for simple workout



2 Keep yourself hydrated



3 Maintain a positive attitude



4 Make it a daily routine



5 Track your progress and reward yourself with a little treat

Kindness Jar

Peeping into the Kindness Jar

BY CONSTANCE CHONG AND SONIA NG

In UEMS, we understand acts of kindness foster a positive mindset and bring about mental and physical changes; in turn, decreasing stress levels and promoting the body's production of good hormones.

In this issue, we feature random acts of kindness and the connection established between staff, across all sites in UEMS.

"Carry out a random act of kindness, with no expectation of reward, safe in the knowledge that one day someone might do the same for you."

– Princess Diana

"Thank you for always supporting your staff. You are such a great manager!"

– Ms. Arnitanti Binte Kushnan, Sengkang General Hospital



Ms. Arnitanti Binte Kushnan with Ms. Joey Chua, Assistant Contract Manager

"Thank you for being an important part of my story"

– Mr. Ganesan Ajaikuma, Sengkang General Hospital



Mr. Ganesan Ajaikumar with Mr. Danny Lee, Assistant Contract Manager

"Supervisor Helen and I have been working together for 6 years. Due to Helen's amiable personality and her way of treating all staff fairly with great respect, we have developed a very strong working relationship. Thank you, Helen!"

– Xiao Likun, KKWomen's and Children's Hospital



Ms. Xiao Likun, Housekeeper with Ms. Helen, Supervisor

"You put the you in thank you! Thank you for your guidance and consistent support in my work!"

– Mr. Shaik Maha Basha, Sengkang General Hospital



Mr. Shaik Maha Basha with Mr. Jeremy Ong, Assistant Contract Manager

"My supervisor, Edgardo, not only cares for staff but is always ready to help us in solving our problems. When times were bad especially during Covid-19 with heavy workloads, he always encouraged us to fight on and work as a team. It is a great pleasure working with Edgardo. Thumbs up!"

– Wang Hongyan, KKWomen's and Children's Hospital



Ms Wang Hongyan with Mr Edgardo, Senior Executive (Housekeeping)



Over at Alexandra Hospital, our team encourages our colleagues to voice out their gratitude and kindness to one another because we believe a little action generate a tonne of powerful energy!



From the Patient Service Associates to their mentors:

"A really good coach and a pleasant person to confide with."

– Ms. Tiffany to Ms. Eiswariya

"A silent motivator who goes the extra mile to attend to everyone's needs."

– Ms. Faizah to Mr. Elvis

"I wish to say a big THANK YOU to the following Supervisors, Team Leaders and fellow teammates for their kindness shown to me since I joined the company:

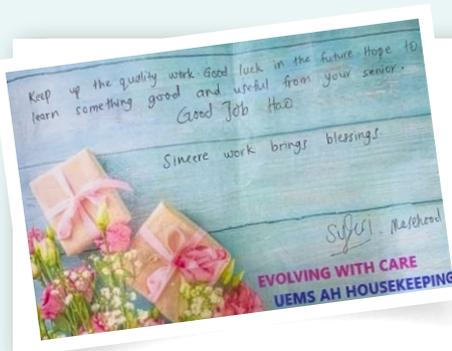
Magdeline and Latha – for encouraging me when times are rough and made me feel appreciated by the company, they are the reason why I can continue to say on the job till today.

Helen, Thomas, Synaba, Mulyana, Eiswariya, Yani and Tiffany - I owe an awful lot to them for my OJT training. They have no hesitation to teach me the do's and don'ts and very helpful whenever I need help in a situation.

Zach – for his help in assisting to complete a visitor registration

Linna – for your care to the team"

– Ms. Irene Yong



A thank you note from Mr. Muhammad Syukri Bin Mohd Masehood to his Supervisor, Tran Hoang Hao.

"Your outstanding leadership had taught us the power of team spirit. I feel honoured to be working with you."

– Ms. Sun Jialian
to supervisors Tin Moe Thu and Naw Eh Tamalar

"My first job as a housekeeper. Good leadership, full of compassion, caring and very helpful. I am happy to be part of the team."

– Mdm. Lucy Seow

"I have been working for almost 6 years with UEMS. I am so happy and thankful to all of my colleagues, supervisors and manager. They are so helpful. Thank you!"

– Ms. Wang Jinhua