

# UEMS TIMES

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**UEMS**  
UEMS SOLUTIONS PTE LTD

## Transiting Smoothly from Pandemic to Endemic Year New Normal and Looking Forward to a Fresh Chapter in 2023

### LOOKING BACK IN 2022 – TRANSITING SMOOTHLY FROM PANDEMIC TO ENDEMIC NEW NORMAL

A good 3 years have passed since the Covid-19 pandemic first started and we have transited into the endemic world. 2022 has been a defining year with many new transitions and transformations. I am glad that we are now operating in the endemic phase and being able to get back to our pre-Covid 19 activities with numerous restrictions lifted. We were able to communicate with one another face-to-face more often, including holding physical events without any restrictions. This is welcoming.

2022 has been another extremely challenging year for all of us. We were confronted by brand-new challenges on all fronts which we have not experienced before. Luckily, we were well-prepared and embraced these challenges with positivity and managed to overcome them successfully. We have pressed on with enthusiasm and perseverance. This is commendable.

Despite the challenges, I am happy to note that we have also seized the good opportunities that came along and achieved many successful outcomes. These were made possible through the sheer hard work and strong commitment of all staff. Let's continue to keep an open mind and strive hard in all aspects to the best of our abilities.

### CONTINUATION OF OUR TRANSFORMATION AND NEW SUCCESSES IN 2022

Despite the difficult year, we continued with our transformation journey due to the new changes which had evolved from time to time. Transformation is inevitable. In fact, transformation is necessary but transient in this endemic world. We continued and constantly focused to implement new creative and innovative solutions and discarded obsolete ways

***“Despite the challenges, I am happy to note that we have also seized the good opportunities that came along and achieved many successful outcomes. These were made possible through the sheer hard work and strong commitment of all staff.”***



of doing things. We also changed the way we work together with more collaboration across teams. No man works alone.

Technology and innovation also come in tandem together. I call it “Techno-Inno”. We continued with our “Techno-Inno”, mooting new technology modules, or improving new modules with the aim of helping us in our daily operations for our customers and staff. We extended the use of UETrack™ Entrypass to all staff through the mobile-app with just a few clicks, with the aim of bringing convenience to staff. This has helped to increase business productivity. This is just one key innovation which has been implemented, along with other digitalisation efforts in work processes and procedures.

We have been successfully re-certified by our appointed external auditors for various ISO certifications for the year namely, ISO 9001, ISO 14001, ISO 45001, ISO 22301, and ISO 27001. Thank you for the strong support rendered by staff who have made these re-certifications possible after a long period of preparations and hard work. The initial thought of preparations seemed daunting, but we were determined to achieve what was our priority, despite our other commitments.

The National Environment Agency (NEA) Enhanced Clean Mark Accreditation Scheme (Gold) Award is another Award that we have successfully achieved and renewed for another year, making the eighth consecutive year of holding this Award. We are one of the pioneers who has clinched this award and we are also honoured to be one of the 3% of all cleaning companies to have it successfully renewed today. Maintaining this award for eight consecutive years is not an easy task but I am glad that we have made it through. With the successful renewal and achievement of this award, it continues to signify our commitment in delivering high cleaning standards. All these have been made possible through the training of workers, use of mechanisation to improve work processes and productivity and the fair employment practices in the facilities that we serve.

My heartiest congratulations to 3 of our staff, Samuri Bin Ahmat (Housekeeper), Noor Hidayah Binte Abdul Aziz (Administrative Executive) and Law Yin Jie (Operations Executive) who have received the Environmental Services (ES) Star Awards by the National Environment Agency (NEA) at the Clean and Green Singapore 2022 Launch Ceremony. Also, congratulations to staff who have won the Certificates of Excellence. These are national awards in recognition of your outstanding contributions and commitment at the frontline across the three sectors (cleaning services, waste management, and pest management) in three categories (frontline, supervisory/team leader, and operations support). Well done and kudos to all staff who have won these awards!

We resumed many face-to-face activities such as the Happy Staff, Happy Customer programmes in the respective facilities where staff and customers mingled with one another and came together to celebrate successes and special occasions. We continued to engage our staff over townhall sessions on the Company’s updates and development. We also had our long-awaited physical Dinner & Dance 2022 with the theme “Back-to-School” to end the year, as well as to celebrate the successes for the year. We had our annual UEMS Singapore & Taiwan 2023 off-site. Both the management teams and key managers came together to review the business, cross-shared each country’s best practices, shared work plans of every department and focused on measures to achieve FY 2023 Key Performance Indicators.

We held our Long Service Award Ceremony to commemorate and honour our long-serving staff for their dedication, commitment and loyalty and had also shaped and contributed towards the Company’s successes over the years. Congratulations to the close-to-600 staff in their 3rd, 5th, 10th, 15th, 20th and 25th year anniversary who had achieved this very significant milestone in their career.

Finally, the shift to our new premises at Siemens Centre, followed by the Grand Opening is one historic



milestone. We were extremely honoured and excited to have Mr Syahrudin Samsudin, MD/CEO of UEM Edgenta Berhad to grace the grand opening of our new premises. The whole move was at a very fast pace, but I certainly believe that it has been a great experience for everyone. Thank you for being part of this historic milestone.

#### **GRATITUDE TO ALL STAFF**

May I take this opportunity to thank you for your hard work, strong commitment, and contributions throughout the year. The successes and achievements were made possible with your collective efforts, and I cannot thank you enough. Without your hard work, it would not have been made possible for us to achieve all these successes and achievements in UEMS. My sincere gratitude and deep appreciation to each and every one of you who has been working tirelessly throughout the past years. I deeply appreciate your unwavering support, resilience, persistence, and determination to overcome all odds.

#### **GREAT APPRECIATION TO OUR CUSTOMERS**

Delivering quality service has always been our core principle and this is important to us. I would like to thank all customers who have walked alongside us and supported us for the past one year. Your strong support means a lot to us and my sincere appreciation to you for placing your trust and confidence in us. We are honoured to be part of this journey with you. As always, we will always put in our utmost effort

to deliver the highest quality services to you. For any shortfall that is beyond our control, we will endeavour to level up as much as possible to the best of our abilities.

#### **2023 – A NEW CHAPTER WITH NEW ASPIRATIONS**

2023 is a new chapter for all of us as we operate in a fully endemic world. There is no doubt that there will be new and bigger challenges in the operating environment. However, let us continue to embrace them courageously and with optimism. I am excited to continue working with each and every one of you in this exciting journey ahead.

On a final note, I wish to remind all that we must continue to be adaptable to the many changes in the endemic world. Please continue to work hard, fast and smart and never be complacent and contented with the current state. We need to be more creative and productive. We must constantly seek for continuous improvements in all that we do, challenge the norms, and find new innovative ways to do things more effectively and efficiently to continue building up a sustainable business.

I wish you and your families a Happy and Fulfilling New Year!

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



The Management of  
UEMS Wishes all Staff and  
Customers a Very Happy and  
Prosperous Lunar New Year.

May the Lunar Year of the  
Water Rabbit Bring You New  
Successes, Good Fortune,  
Everlasting Happiness and  
Great Health!



# UEMS Business Service

## (Full Suite of UEMS Services)

BY ZHANG QIANG

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

Equipped with innovative solutions and technologies, UEMS has been providing quality services to various industries, ranging from healthcare facilities, government agencies, commercial and industrial buildings, shopping malls, banking facilities, logistics facilities, manufacturing facilities, data centres, educational facilities, residential properties, dormitories and cultural and religious properties.

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

1

### Soft IFM Services – Environmental Services

- Housekeeping Services
- 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
- Stonecare Services

# New Project Wins and Success

## Singapore Art Museum – Maintenance & Servicing Contract (M&E)

BY FOO SU YUN

Located at Tanjong Pagar Distripark, Singapore Art Museum (SAM) is a museum that showcases Southeast Asian contemporary art. UEMS has been providing general maintenance services and event support for the museum since 2020 with our team of technicians to ensure that their events and exhibitions run smoothly and successfully.

We are now pleased to share the good news that we have successfully won a new contract from SAM. This new win not only includes the continuation of our existing services, but also expands our services to provide the maintenance and servicing of the mechanical and electrical system for SAM.



We are very grateful for the continuous trust and support from SAM. We will surely continue to put in our best efforts to provide quality services to SAM and strengthen this service partnership with them.

## Sabana Integrated Facilities Management (IFM) Services

BY FOO SU YUN



UEMS is delighted to clinch the contract to provide Integrated Facilities Management (IFM) services to Sabana Industrial REIT's cluster of properties located in the western region of Singapore. The cluster comprises four buildings, namely 3A Joo Koon Circle, 51 Penjuru Road, 34 Penjuru Lane and 2 Toh Tuck Link.

Among the 4 buildings, we were the incumbent IFM service provider for two buildings. Winning this term contract means that we have not only successfully renewed our existing contracts for two more years, but also further expanded our services to two new sites. It has also helped us build an even stronger IFM track record.

UEMS is honoured to be entrusted by Sabana, and we look forward to even stronger collaborations with them in future.

## MUIS - Integrated Facilities Management (IFM) Services

BY RAKASH MAHAINDREN

UEMS is proud to be awarded the contract for providing Integrated Facilities Management (IFM) services to properties held in Singapore Islamic Hub (SIH) by Majlis Ugama Islam Singapura (MUIS) and MUIS satellite offices.

With this new win, it is another step forward in our goal to be a leading IFM services provider in Singapore. It further strengthens our capabilities not only in the healthcare sector but also in the Government, Commercial and Religious sectors/ premises. With our experience managing other religious premises, we are very confident to ensure a smooth transition and stabilise operations.

We appreciate MUIS for entrusting us to manage and maintain their premises. With our experience and



commitment, we look forward to building a strong and long-term service partnership with MUIS.

## Contracts Renewal – KTPH & YCH Portering

BY ZHANG QIANG

We are very proud to share that we have successfully renewed our contract with Alexandra Health Pte Ltd for the provision of Portering services to Khoo Teck Puat Hospital (KTPH) and Yishun Community Hospital (YCH). The renewal contract is for 2 years with an option to extend for 1 more year.

This successful contract renewal attests our efforts, service quality and support provided to the hospitals in the past years. We appreciate our client's recognition and will certainly continue supporting them with our best effort to build an even stronger and long-term service partnership. We also would like to thank our Portering staff at the hospitals for their unwavering efforts in always ensuring the highest possible service standard delivered to KTPH and YCH.





## Contracts Renewal – TTSH Portering, Health Attendant and Emergency Medical Technician

BY ZHANG QIANG

Earlier this year, we have successfully renewed our contract with Tan Tock Seng Hospital (TTSH) and the National Centre for Infectious Diseases (NCID) for the



provision of Portering, Health Attendant (HA) and Emergency Medical Technician (EMT) services. This is an outstanding recognition of our teams at TTSH and NCID who have been ensuring a high level of service standards on the ground to support the smooth operations of the healthcare institutions on a daily basis.

With this renewal, we are very glad that our existing service partnership with TTSH which has already been more than 15 years is further strengthened in the next 4 years. Our devoted TTSH and NCID teams are even more motivated and inspired to continue the provision of top-notch services to TTSH and NCID.

We would like to thank our TTSH and NCID teams for their tireless effort in delivering quality services, which has made this renewal possible. We are also grateful to our TTSH and NCID clients for their continuous support and trust in us.

## Contracts Renewal – SGH Visitor Management Services

BY ZHANG QIANG

We are delighted to announce the successful contract renewal with Singapore General Hospital (SGH) for the provision of Visitor Management Services (VMS). With this renewal, our VMS contract has been extended to SingHealth Tower (including Outram Community Hospital), National Heart Centre Singapore (NHCS), National Cancer Centre Singapore (NCCS) and Singapore National Eye Centre (SNEC), in addition to SGH itself.

This renewal would not have been successful without the endless effort of our VMS staff at the SGH campus. They have been working very hard to provide high standards of visitor management services to help patients and visitors and support our client's daily operations. Bravo!

We also would like to express our appreciation to our clients at SGH campus who value and trust our commitment and service delivery. We will definitely continue to put in our best effort to further strengthen this service partnership for many years to come.



## Contracts Renewal – Assisi Hospice Housekeeping

BY GRAYSON TAN



We are very excited that Assisi Hospice has decided to award us their new Housekeeping contract for 2 years. With this award, we are entrusted by Assisi Hospice to continue providing quality Housekeeping services to them.

UEMS has been the Housekeeping service provider for Assisi Hospice in the past 6 years. With a team of competent and dedicated UEMS staff deployed at Assisi Hospice, we have maintained a very strong service partnership with Assisi Hospice. This new award further strengthens our partnership with them. We are grateful to Assisi Hospice for their trust, recognition and support.

We also would like to thank our staff at Assisi Hospice. Without their dedication and effort, we would not have been able to win this contract. With our strong commitment and resources, we will keep on providing Assisi Hospice with unwavering Housekeeping support.

## Successful Extension of IFM Contract with National Heritage Board

BY THERESA SHI

UEMS is delighted to be awarded a further one-year contract extension as the Integrated Services Provider for the National Heritage Board, providing cleaning, landscaping, pest control, sewage line cleaning and external façade cleaning. When the first contract extension year ended on 30 September 2022, UEMS was awarded a second optional year extension starting from 1 October 2022.

Our housekeeping operations team has been putting in their utmost effort to ensure all the assigned museums are in proper running order and we will continue to strive to exceed the NHB's expectations.

This contract extension is a clear indication that the ground team is moving in the right direction and thus UEMS will continue to provide quality services to our valued clients.

## Successful Extension of IFM Contract with Buddha Tooth Relic Temple (BTR)

BY ANDREW CHONG

With trust and teamwork between UEMS and Buddha Tooth Relic Temple (BTR) over the last 3 years, we are proud that BTR has renewed the optional year contract for another 2 years. The renewal is a testimony of the quality services that UEMS has provided our valued client and a recognition of our professionalism and high level of service standards. Thank you to the site team who has been committed to serving BTR.

We would like to thank BTR for giving UEMS this opportunity again and we look forward to forging a stronger partnership in the years to come.

# Thoughts from the Leaders

## People – Our Most Valuable Asset

BY JOSEPHINE WONG

I have always believed that a critical component of an organisation's business strategy, among other things, is to balance the key tenets of people, processes and products. This balance would determine the organisation's competitive advantage and hence success in business. In my opinion, out of all these important tenets, the most pivotal is "people". This is even more prevalent at UEMS Solutions Pte. Ltd, where we are in the "people" business.

At UEMS, we do not have our own products, but instead leverage our team to deliver our integrated facilities management services to our customers. Our business is heavily labour intensive and the people we have is a deciding factor of the quality of services we deliver.

Our staff are the "face" of the company and front the customers, patients, visitors and members of the public on a daily basis in the performance of their tasks at the various facilities. While we are bombarded by the numerous challenges in today's market in terms of labour crunch and escalation in operating costs, it is even more important to consistently value, engage and take care of our workforce. Building an engaged, motivated and



productive workforce takes time and effort and is a continuous journey.

On this note, I would like to share that our partnership with SingHealth and Yishun Health to officially appreciate our housekeeping staff in October 2022 and this was a very meaningful milestone in acknowledging the contribution of our people within the healthcare sector.



## Growing from Strength to Strength Through Clear Vision and Hard Works

BY TERESA CHAI

I joined the company since Year 2003 and this has been 19 years. Through the years, I have seen how the company has progressed. Remarkably, the company's revenue grew multi-fold, exceeding S\$100 million mark in history in Year 2020.

The journey for all of us has not been easy. The team's hard work coupled with many more contributing factors has propelled us to continue striving. Under adverse and challenging situations, we had instilled in ourselves discipline to stay focused on achieving our goal.

Our leaders have led the teams effectively by example, their clear vision has enabled us to drive change and be creative and innovative in achieving our outcomes. We also constantly leveraging technology to increase in productivity.

I wish UEMS will continue to grow from strength to strength.



## Hard Facts about Being a Cleaner

BY EILEEN KOH



**Our housekeeper performing bed cleaning in a Covid-19 facility**

Without doubt, a cleaning job is a physically draining and hazardous one, especially in healthcare settings whereby one has to face the likely risk of being infected with highly transmissible viruses and germs, working shift hours and donning suffocating personal protective equipment during their daily course of work.

However, for the longest time in history, this occupation has faced the stigma in terms of their social-economic status in Singapore. The public generally regards the cleaning profession as “beneath others”. They may not talk to cleaners beyond just simple greeting and might even walk pass them without even noticing their presence. Moreover, they are only getting a fraction of the pay compared to the people who engage their services.

Yet, this group is indispensable in any city. They have worked silently on the front line for many

years and seldom complain.

Shouldn't they deserve more respect as they take up the cleaner's job, simply because most people do not want to do these jobs?

In UEMS, all our housekeepers earn every cent through their own sweat and toil. We have always assured them that there is no shame in this kind of work. As long as it is done well, they are worthy of our admiration and praise. We always believe that the communication between people should be neither humble nor arrogant, but respect lies at the crux of each interaction.

While the welfare of cleaners in our society is still being further improved, perhaps we can say a simple thank you, and refrain from dirtying spaces which require our housekeepers to keep cleaning every day. This will be a great form of encouragement and support for them.

## The Importance of Team Morale

BY ZHANG QIANG

It is no stranger to us that team morale plays a crucial role in impacting an organisation's work environment, productivity and performance. Positive team morale greatly contributes to an organisation's sustainable growth in the following ways:

- It ensures a high level of job satisfaction and minimises staff attrition and absenteeism, helping build and retain a stable team;
- It increases staff's and the organisation's productivity, as communications and collaborations are smoother and more effective, and everyone is motivated and driven to work towards the same common goal with a positive mindset; and



- It uplifts and inspires staff, leading them to perform at their very best, which in turn boosts up the organisation's performance.

As our company grows increasingly bigger and even more structured, there is a need to place more focus on team morale, among many other initiatives that have been or will be in place. That is to make sure we always keep our team morale high to help sustain the company's long-term growth.



## Technology Trends in 2023 - Digital Solutions for IFM Services

BY SRINIDHI GOPALAKRISHNA



We have built a lot of software products through *UETrack™* over the last 8-10 years, most of which have succeeded in creating an impact on our digital transformation journey in UEMS. But the next 4-5 years we will see a lot more impact and adoption of newer ways in using digital technology for all stakeholders of UEMS. We are not even in the middle of that journey, in my opinion. However, we already see a consequential impact of it through our customers' digital transformation efforts.

The central theme across most organisations today have been Digital Transformation and Sustainability. While we know the importance of sustainability, there is also a concurrence across leadership teams that technology adoption is critical in meeting their business objectives.

As a cumulative impact, we see organisations, especially building owners emphasise a lot of technology adoption in their buildings in their recent tenders. One way to address the rising capex for technology is to change to an Integrated Facility Management (IFM) Services model. This will give all parties an opportunity to demonstrate smart building technology roadmap while also adopting new age technology and mechanisation across soft services partners.

A lot of new things are coming down the pike in technology, which is exciting, whether it is cryptocurrency, the use of blockchain, or the metaverse. We also come across several smart solutions for buildings that include a bunch of tech buzzwords heard in the market. But the key question for building owners to answer is ... how well they benefit the people in our way of conducting business?

We must separate the signal from the noise. So, it is important for us to understand the value of each of these smart technologies that bring to us.

With *UETrack™* IFM, building owners can benefit from optimising their resources (people, process, utilities and more) while managing their contractors through a single platform.

With focus on design to maintainability during construction of the building; to adopting a Digital twin model (BIM) and setting up a hyper-aware facility which is monitored through an Integrated Facility Management solution (like *UETrack™*), the facilities management industry will surely lead the pack to reap the benefits of new age technology adoption. Hence, creating a positive impact on the climate change objectives for organisations and for the nation.



## Critical Role of Data Analytics

BY ANEESH PERIYE

Data analytics is the one hot discussion topic in every leading organisation. Data analytics allows businesses to benefit from data. In this new age of technology, we can collect all the data we want from multiple sources, but do no good if we do not know what to do with these information. Data analytics is the way to overcome this problem and it is a competitive weapon in every industry.

Any data relating to a particular object or process would be useful in the data analytics process. This piece of information can be gathered from a series of technological tools (e.g., UETrack™, IoT sensors, any business systems, etc) utilised by associated teams in any format. There are a variety of tools and systems used to collect, store, share and analyse the data gathered through various means.

The information being collected can be broken down into specific datasets that can then be analysed.

We can see a holistic view of each trend tied to multiple parameters (like location/business units/staff etc.) using data analytics. Not only does the data help improve day-to-day operations, but it can also now be better used in predictive modelling. Instead of just looking at historical information or current information, we can use both datasets to track trends and make predictions. We are now able to take preventive measures and track the outcomes.

At UEMS, we are working to bring analytics practice to fruition through our vision for Digital Command Centre. Being in the people business, we have several sources of digital data

from users, IoT sensors and different modules of UETrack™ systems that can tell us stories and trends to define actionable indicators for our business teams.

As per Gartner<sup>1</sup>, a technological research and consulting firm, by this year 90% of corporate strategies will explicitly mention information as a critical enterprise asset and analytics as an essential competency. A company's ability to compete in the market will require faster-paced, forward-looking decisions. Making more effective business decisions require executive leaders to know when and why to complement the best of human decision-making with the power of data analytics and AI.

Welcome to the NEW AGE of technology!

<sup>1</sup> Our Top Data and Analytics Predicts for 2019 - [https://blogs.gartner.com/andrew\\_white/2019/01/03/our-top-data-and-analytics-predicts-for-2019/](https://blogs.gartner.com/andrew_white/2019/01/03/our-top-data-and-analytics-predicts-for-2019/)

## The Winners' Attitude

BY WILFRED LEE

A winner's attitude is that of someone who believes in his success regardless of his position in life. To reach greater success and create the life you want, developing a winning attitude is necessary. You do not develop a winning mindset by chance or luck. You need to work at it and constantly review your progress, especially when things are not going well.

A winner is always ready to take on a new challenge while a loser is prone to believe it cannot be done. A winner takes responsibility when he does not get the desired results and changes his approach. To adopt a winner's attitude; it is important to spend most of your time with people who have a similar

winning attitude, transform your disappointments or failures to learning opportunities and develop the quality of persistence and never give up.

A winner thinks positively, acts positively, and lives positively while a loser usually has a negative attitude and approach to everything. A winner makes a commitment while a loser makes empty promises.

If you want to be a winner, think and act like a winner. This will set you on the path to be a real winner!

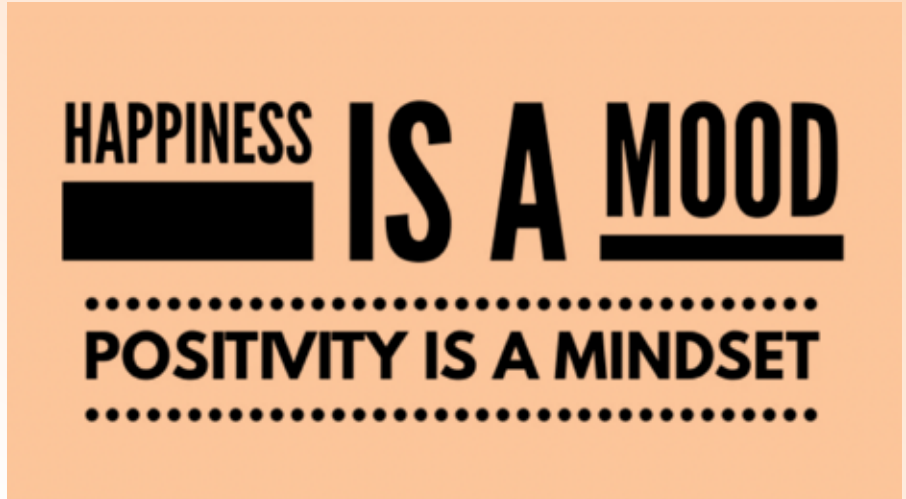


# Sharing More Happiness and To Achieve Great Things Together

BY KARYN CHENG

While the global economy is gradually recovering from the difficult times brought about by the COVID-19 pandemic, we as a Company, remains resilient and have found opportunities to create new shared experiences to make the difficult times a little easier.

These include the continuation of 2022 Happiest Champion Worksite initiative that was launched at the start of the year with the objective to achieve and create workplace happiness, Human Resources (HR) team outing with a KTV session to facilitate bonding among HR team members, Health and Safety activities and Townhall event with the aim to strengthen connections and promote employee happiness. With the ease of travel restrictions, the Company also seized the chance to organise an overseas Work Plan trip in Vietnam. We celebrated our successes through a long-awaited physical Dinner and Dance at Singapore Marriott Tang Plaza Hotel as well as witnessed the Long Service Award ceremony to give appreciation for our long serving employees. Amidst the turbulent times, we even collectively achieved the extraordinary feat of HQ office relocation and not to mention many other remarkable events and milestones achieved in 2022 that are equally worthy of commemoration.



Through the different events and activities, the working groups had worked tirelessly to collaborate with one another, fostered stronger bonds and had ensured the successful rollouts. We believe that these shared memories and accomplishments are keeping us energised and moving forward.

The past few years of Covid-19 era had not been easy, and the unpredictable climate has been a stress test on everyone's ability to cope with the crisis and uncertainties. Life in the new normal will bring new challenges, but also new opportunities. It is essential that we continue with this momentum to excel without neglecting our mental health. In

one of the health talks organised by the Company, there was an emphasis on the importance of mental well-being and effective stress management through good self-esteem and staying positive.

In the same spirit, I would also like to remind everyone to give yourself a pat on the back for a job well done in 2022 and for staying positive through these difficult times. Positivity is a happiness magnet and happiness is the precursor of success. It is encouraged that we share the positive vibes with our loved ones, friends and colleagues to draw more happiness and continue to achieve great things together in the upcoming year.



## Moving Forward Together

BY MICHELLE LEE

As we are in the new year, it is a good time to reflect upon the challenges faced and meaningful milestones achieved. From the start of 2022, our Training Team has been working intensively on the PWM (Progressive Wage Model) enhanced Training requirements with all Site Operations Teams to ensure the required progress and completion before the stipulated timeline. With the HQ office move in July 2022, our Training Team has packed many boxes and numerous tools and equipment from UE Bizhub to our new office at Siemens Centre. In October 2022, we are happy to move into a bigger and newly renovated office which incorporates our Training rooms, mock-up hospital ward and mock-up hotel room which we can utilise for our operative staff's training. What a breath of freshness and positivity our new space brings!

Settling into our new environment also brings thoughts and reflection about the journey that led us here. Many memories fill my mind, I would like to share one which shares the positivity I embrace. Whatever obstacle we encounter, we can definitely find confidence to overcome it and achieve success as long as we keep moving forward.



## Creating Positive Employee Experience from the Start

BY JULIUS FAM

As J.K. Rowling said, "A good first impression can work wonders." In our opinion, a positive first impression does help to create opportunities and better connections which are key elements of work productivity and engagement drivers.

In addition to our induction programme, we have enhanced the process since July 2022 to create a smoother transition of settling in for our new colleagues. The objective is also to help boost employee engagements from the start of our employees' career journey with UEMS.

The process has incorporated a hybrid of synchronous and asynchronous sessions to relieve our new colleagues from a long day of onboarding presentations. With digitalised and "on-the-go" onboarding concept, our new hires can acquire knowledge, learn about the organisation, key leaders, policies and processes that are readily available. We have also incorporated quizzes to reinforce their understanding of such key information.

**"When people are financially invested, they want a return. When people are emotionally invested, they want to contribute."**

– Simon Sinek





## What Does Your Work Desk Say About You

BY ELIZABETH TAN

Welcome to UEMS New Office@Siemens Centre!

Statistics show people spend on average 5 hours and 41 minutes per day sitting at their desks, and one can tell a lot about a person simply by looking at how they maintain their desk area.

57% of office workers admit they have judged co-workers by the state of their work desk, and 50% have been “appalled” by the state of a colleague’s desk. Your work desk becomes an extension of your attitude at work. Here are a few common personality types you’ll run into at the office:

### The Clutter

- Key Traits: More extroverted & welcoming of colleagues
- What Others Think: How can anyone work like that?!

### The Minimalist

- Key Traits: Conscientious, cautious & disciplined.
- What Others Think: How boring, jazz it up a little!

### The Techie

- Key Traits: Curious & eager to experiment.
- What Others Think: All that tech is more distracting than productive.

### The Personaliser

- Key Traits: Extroverted & creative
- What Others Think: Why do you have toys on your desk?

Did you find your desk between these four? What does your desk look like?



Source: <https://dilbert.com>



# Encourage Thought Leadership in UEMS

BY ALVIN TAN



The Oxford dictionary defines thought leadership as “intellectual influence and innovative or pioneering thinking.”

Organisations that can cultivate thought leadership from within their teams have a strategic advantage when it comes to growth in the market leadership, product and service development, accountability, and client engagement.

## How Can Thought Leaders Impact Our Organisation?

The best, most innovative ideas do not always come from the top. The individuals who are on the ground working with clients, operating the day-to-day services, have a very different perspective to the organisation, which can be very valuable.

Nearly any team member will be able to pin-point issues and problems, but an environment where thought leadership is encouraged will help the organisation find innovative solutions.

By encouraging thought leadership, the team feels empowered to offer solutions and make positive changes within the organisation. This not only impacts the efficacy of the organisation but positively positions it as an industry leader.

## Create The Right Environment

Create an environment where it is easy for everyone to speak and share ideas. While we want to be honest with our feedback, make sure to keep our feedback tactful. Remember, we are cultivating an idea-sharing culture, which means that those sharing have to feel safe doing so.

## Create Opportunities Where Ideas Can Be Developed

Set up regular team sessions that are dedicated to generating and sharing of ideas. Encourage collaboration by bringing together various people who don't normally work together.

## Find The Talent

Setup trial projects to see which team members rise to the top. Look for team members who constantly step up, offer fantastic insights, and can see solutions where others do not.

## Recognise And Reward

Rewarding and recognising a job well done will boost the confidence of the thought leader.

Let's start by creating the right environment, create the opportunity or space to come contribute ideas, and recognise and reward staff for offering and implementing their innovative ideas.

## What Makes A Good Manager

BY TEO LITING

In the past decade, the characteristics of a good manager have shifted. Experience and technical skills were once considered required management skills. Today, the workplace emphasises soft, interpersonal skills, such as listening, being flexible and inviting open communication. It is important that top workplace managers excel at these skills which enable the employees to feel valued, appreciated, connected and lastly, heard.

A key to successful management is the relationship between the manager and his or her staff. It is the manner in which leaders manage people that separates the ordinary from the good and the exceptional.

Good relationships are based on trust, commitment and engagement. A good manager's essential role is to build these relationships for the benefit of the organisation, so that the tasks that are established are completed with enthusiasm, effectiveness, and in a timely manner that leaves us with the energy to do more.

***"A good manager is not a person who can do the work better than his men; he is a person who can get his men to do the work better than he can."***

– Frederick W. Smith

## Accomplishing Goals in the Workplace

BY THERESA SHI

There are many ways to achieve our goals and there is no approach where one size fits all. I am pleased to share mine and how I have used this to accomplish goals at my work sites:

- 1. Be brave:** To face all kinds of challenges at work and lead the team to solve the problem. Have the "I can do it" attitude.
- 2. Be persistent:** To do what is right and required at all times consistently.
- 3. Be patient:** To plant the seeds and wait for the fruits of labour. Rome was not built in a day after all.
- 4. Be cheerful:** To motivate the team to work toward our common goals.
- 5. Be open minded:** To listen to the feedback from the team. Review our progress and adjust the direction if needed.

And lastly, as a leader, I believe a workplace goal must be the one that is attainable with team effort. Because as the saying goes "If you want to go fast, go alone; if you want to go far, go together."

## UEMS Specialised Services – Height Access Specialist

BY MOHAMED FIRDAUS BIN JASNI

UEMS External Façade Maintenance is undoubtedly a significant name in Singapore's Height Access Maintenance Services. The team has made a name for itself and set the standards for excellent safety management system and service delivery for others operating in the same industry. Our team is optimistic that our values and quality of service offering will continue to drive the department to more remarkable heights.

We have been serving our customers diligently in meeting their requirements and delivering the best façade maintenance and height access services. The department specialises in Height Access Works and provides solutions to any challenging height access works.

In today's times, rapid urbanisation and more advanced modern infrastructure are driving an increase in building maintenance requirements, especially in height access maintenance and installations. Equipped with the solutioning mindset, our team has provided complex height access services such as the installation of smoke detector units at 18 metres height by rope access, façade painting by rope access, façade cladding repairs and the inspection of building façade signages to our various clients. Over the years, we have received strong reviews after the completion of these projects. These complex height access services need professional and highly experienced specialists which our team is fully qualified to perform.



**Our own UEMS Height Specialist, Majin Bin Kansirung installing Smoke Detectors via Rope Access Rappelling**





# Staff Spotlights

## Noraziana Dewi Binte Ahmad Saifuddin External Façade Maintenance, Height Access Specialist

### Tell us more about yourself

Hi, I am Noraziana Dewi and you can call me just Dewi. I am currently the Height Access Specialist at UEMS since April 2021 and am proud to say that I am the only female Height Access Specialist in the team.

My hobbies include motorbike racing since the inception of the MiniGP Kranji Racing Track. The adrenaline and the confidence from being a Height Access Specialist has helped me to perform well in this hobby of mine.

I am currently pursuing advanced safety courses as part of my professional development. I hope to leverage this knowledge and experience accumulated during the past 2 years to excel in the advanced safety courses that I am presently embarking on.

### Why the interest in Height Access Industry?

I have always been interested in the rope access industry since my school days. I love the non-monotonous nature of the works. Every day is a different challenge. I am proud to say that in my current employment with UEMS as a Height Access Specialist, I have opportunities to access numerous tall buildings in Singapore. I had once accessed and rappelled down buildings even from 55 storeys high, which is about 240 metres high!

### What have you achieved while working at UEMS?

UEMS has supported me in obtaining the International Rope Access Trade Association (IRATA) competency, Boom Lift Operator competency and I am also a certified Work-at-Height supervisor. I am very grateful for these opportunities given by my company. Aside from this, I have also learnt many valuable life skills such as managing a team, how to foster rapport with customers and acquired much in-depth knowledge and experience in safety systems during my course of work.



### What was your most memorable experience while working in UEMS?

One of my most memorable experiences is during my participation in UEMS EFM Giving Back to The Community project held last year. Back then, the team searched several estates and places such as the parks, markets, food centres and below overhead bridges in search of rough sleepers. We handed out hot fresh meals, daily necessities and NTUC vouchers to them. Before this initiative, I had not realised that there were many rough sleepers even near my housing estate. I felt a sense of fulfilment participating in this initiative.

### What motivates you to continue working in this job and stay on with the team?

I am motivated by the excitement and challenges that come along with the height access work that I am tasked with. Aside from these works, the strong team bonding, engagement and sense of belonging have always motivated me.

### What advice would you give others about working in the company and industry?

Height access work is challenging and requires intensive exertion to perform. However, it will just be a breeze once you have gotten the hang of it. I would humbly advise all my peers in the height access industry always to practise a "safety first" culture. Safety plays an important part in the industry and our daily lives. Stay safe always!



## Rosnani Binte Anan

### Bright Vision Hospital (BVH), Housekeeper

#### Tell us more about yourself.

I am Rosnani Binte Anan and I am a Singaporean, I have worked with UEMS for about 6 years. I am a relief housekeeper and also perform multiple tasks.

#### What were some of the challenges that you experienced during Covid-19, and how did the team work together to overcome them?

During the pandemic, Bright Vision Hospital (BVH) and especially the Covid-19 wards experienced a high volume of patients. The workload increased tremendously. However, I felt comfortable working alongside my supportive team and supervisors. Despite facing the risk of myself being infected with Covid-19 eventually, we nonetheless continued to motivate each other as much as we can.

#### What has the company done to help you deal with the increase in Covid-19 cases at the workplace?

During that period, my company ensured that every staff was provided with adequate PPE. Our manager and supervisors also monitored the staff's health closely. If anyone needed medical attention, it would be provided immediately without delay. We are constantly being motivated and provided an abundance of food and drinks as well.

#### How did you protect and take care of yourself during this period and make sure that, as much as possible, you are well rested, healthy, safe and well?

As much as possible, I continue to follow the Singapore Government rules and regulations such as practicing safe management measures and distancing. I avoided going to crowded places. I also continued to mask-on except during eating and drinking and maintained strict hand hygiene. I also followed and practised the 7-steps' handwashing regime whenever required.

#### What motivated you to continue working in this job and stay on with the team?

The closely knitted bond among all the housekeepers at BVH has motivated me to work hard. It makes me happy as we push-on together as a big family, and I do not feel alone. All thanks to the UEMS management team.



## Tan Bee Bee

### Changi General Hospital (CGH), Health Attendant

#### Tell us more about yourself

I am Madam Tan Bee Bee, a 64-year-old Singaporean. I am a single mother with one daughter. I have been a Health Attendant with UEMS for the past 2 years. I perform the afternoon shift on a 6-day week and my daily tasks include the coverage of three inpatient wards.

#### What were some of the challenges that you experienced during Covid-19, and how did the team work together to overcome them?

The pandemic was a difficult time because of stricter requirements in infection control procedures. To follow these procedures, I performed my hand hygiene before and after every collection of food trays and serving water to the patients. I also learned to prioritise my tasks such as serving the normal patients first before moving to patients diagnosed with CPCRE, C-Diff, MRSA etc. This also helps to ensure safety of our patients and their well-being. We also support our colleagues in reminding one another to practice hand hygiene and safety procedures in our daily work.

#### What motivates you to continue working in this job and stay on with the team? What advice would you give others about working in the company and industry?

I am happy that my smile and simple gestures to the patients make them happy and help brighten their day. I am also very motivated when I am recognised by the positive feedback from patients, staff nurses and my supervisors. I would like to encourage all to remain positive and be team players. Be disciplined and dedicated to your work.



## Joseph Teo

### National University Hospital (NUH), Porter

#### Tell me more about yourself.

I am 66 years old this year, very single and available. Before joining UEMS, I worked in the USA. Because the country is so big, I had the opportunity to work and travel to many different states.

I am a self-proclaimed "clean freak". I love keeping my house clean and tidy because a clean house makes me happy. I have 2 joys in my life, one is playing "Candy Crush" with a good cup of coffee and second, cleaning my own place.

#### When did you join UEMS?

In 2019, a day after my birthday. I remember this vividly because I specifically asked to start work a day after my birthday.

#### Do you enjoy working in this company?

Of course! It has been 3 years since I joined UEMS and I am still here. I am the kind of person who does not like to waste time and effort. I would have left long ago if I did not enjoy this job.

#### Outside working hours, what are your interests?

Every day after work, rain or shine, you will find me at the coffee shop near my place with a good cup of coffee playing "Candy Crush". I get a great sense of achievement clearing level after level in this game. I also love to listen to Cantonese Opera. I am not Cantonese but I can speak and understand this dialect very well.

#### Do you have other skillsets or talents that we are unaware of?

I used to work at the Singapore Stock Exchange, so I know a thing or two about the stock market. Till today, I still enjoy studying the Singapore stock market. I call this my brain exercise.





## Nur Azwa Binte Hassan

### National University Hospital (NUH), Porter

#### Tell me more about yourself.

My name is Nur Azwa Binte Hassan. I am 33 years old and I am from Malaysia. Because I am still young, I decided to take my chances and come to Singapore to work in order to give my loved ones a better life. Despite facing many challenges along the way, I am very happy to see the fruits of my labour.

My all-time favourite foods are crabs and prawns, best cooked in lemak chilli padi. In English, this means bird's eye chilli in a hearty coconut broth that is very spicy but the smooth coconut broth cuts the spice, complementing the natural sweetness from the seafood and the spiciness from the bird's eye chilli. As much as I love to eat, I do not eat fruits, especially pineapples. Pineapples are my enemies. To me they are sharp and prickly and they hurt my tongue. Yuck.

#### When did you join UEMS?

I joined UEMS in October 2021.

#### Do you enjoy working in this company?

Yes definitely, but occasionally no when I am having a bad day but 99% of the time my answer is "Yes lah". Well, I must be honest right?

The reason is that I have the most understanding boss. She does scold me but I know I deserve it because she never gives up on me, I am now a changed person working towards achieving my goals. I am not saying this just because I am being interviewed, but it is from my heart. In addition, I also get to help the sick patients. I feel porters are important because without us, nobody will bring the patients to have their X-rays done, to and from the operating theatre, rehab or to collect blood specimens and medications. So, I am proud of the work I do.

#### Outside working hours, what are your interests?

I love watching horror hantu movies because I love the suspense and the scare factor although not all the horror movies are scary. I love the rush of blood to my head from a good scare.

#### Do you have other skills or talents that we are unaware of?

I play Ping Pong very well. I think it is because I have very good hand-eye coordination. My colleagues always tell me that I cannot stand or sit still. Besides that, running around and chasing after the small Ping Pong ball helps me to focus too. So, I really like to play Ping Pong. Perhaps UEMS can organise a Ping Pong competition and I will represent NUH Portering to win!



## Pandian Elanthamizhan

### Sengkang General Hospital (SKH), Porter

#### Tell us more about yourself

An event back in 2019 was a critical milestone in my life. I was still living in my hometown in India when a cyclone destroyed my home. The pain from this loss was heart-wrenching, and I felt embarrassed at being helpless. I could not face my parents in that state we were in, and I felt that I was at a dead-end. I cried.

After grieving for several days, I decided to bring myself and my parents out of the despair. So motivated, I made a resolution to turn things around and had the mission to restore my home. That was when I left my comfort zone and ventured out of my home country for the first time in my life in search of work.

In January 2020, with an open mind and heart, I found myself in Singapore working for a cleaning company (before joining UEMS in November 2021). While working in a foreign country alone, I needed to rely on myself to adapt to the changes in my environment to survive. My only consolation was that I was able to return to my hometown every year for "Pongal", a multi-day Hindu harvest festival. Then the unexpected happened in April 2020, my plans to visit my hometown every January for "Pongal", was forced to put on hold due to the pandemic. It was a festival which I always looked forward to, and was disappointed to be unable to participate in it for the first time in my life.

Subsequently, I left the cleaning company and joined UEMS in November 2021.

#### What were some of the challenges that you experienced during the recent surge in Covid-19 infections among your colleagues, and how did the teamwork overcome them? How do you protect and take care of yourself during this period to make sure that, as much as possible, you are well-rested, healthy, safe and well?

At first, my roommates were fearful of my profession as a frontline worker. They avoided close contact with me and conveniently blamed me when they fell ill. Not wanting to be a nuisance, I restricted my movements in the house to the minimum, exiting my room only when necessary. I was lonely. This made me look forward to coming to work every day. Though it was busy, my supportive supervisors and healthy relationship with my co-workers kept me going.

#### What motivates you to continue working in this job and stay on with the team?

I really enjoy working in Singapore. I picked up many useful skills relating to the job which I am proud to be proficient in skills that I applied when my mother got ill and was bedridden for 3 months in India.

#### What advice would you give others about working in the company and industry?

I am very thankful for the opportunities presented despite the pandemic and would like to continue working for UEMS for as long as I can. To my friends, I say push on! Life is hard but you go on to embrace the light at the end of the tunnel.

## Coin Tran Hoang Hao

### Alexandra Hospital (AH), Housekeeper

#### Tell us more about yourself

Hi all, I am Coin Tran Hoang Hao from Nghe An Province which is situated in the heart of North-Central Vietnam, the hometown of President Ho Chi Minh. The famous food of my hometown is eel porridge.

From a village to a beautiful city in Singapore, it was initially a culture shock to me when I first touched down in Singapore. The many buildings, varieties of food and distinct multi-racial culture stimulated my new interest in photography and videography.

With that, I bought a camera, attended online lessons and picked up new skills in photography and videography. It has since become my passion.

I am an introvert who feels shy chatting with others. However, photography makes it easy for me to connect with others.

#### When did you join UEMS?

I have been working with UEMS since 2018, it was my first job in Singapore.

#### Do you enjoy working in the company?

Yes, I do and I thoroughly enjoy working with my colleagues. It is the light-hearted atmosphere that encourages me to work every day. Although we often face challenges in our daily operations, we are always taught to take a step back and “think of solutions” and how we can overcome them. It is everyone’s sense of responsibility and perseverance that makes me wish to do better.



#### Outside working hours, what is your interest?

I spend most of my time outside working hours doing photoshoots and capturing nice sceneries. Photos help to tell many stories on cultures, people and their characteristics.

I also offer assistance to my friends and colleagues to take photos or videos during their events and it gives me a sense of great achievement whenever I receive compliments and win prizes.

#### Do you have other skills or talents that we are unaware of?

Besides photography & videography, I like to read. I am able to relax and find peace whenever I am reading. Reading enables me to enrich my knowledge, mindset and thinking methods. From the lessons learnt from the books, I am better able to control my emotions when encountering frustration. Beside this, I can cook delicious Vietnamese food too. During festival days, I would invite friends and colleagues to my place to gather and enjoy the food I cooked.





## Vyshak Madhusudan Technology Services, Senior Software Engineer

### Can you tell us a little about yourself?

I am from Mangalore, a major port city of the Indian state of Karnataka. I have been in Singapore for more than 5 years and joined UEMS Solutions Pte Ltd in June 2020 (Yes, during Covid-19) as Software Developer with Technology Services team in HQ.

I am an avid motorsports fan and I like to go karting in my free time. My other hobbies include reading, listening to music, as well as playing tennis and cricket. I have become a foodie since I came to Singapore and love trying out new cuisines and food joints regularly too.

### What do you like most about your current job and what are some of the skills you have acquired?

My current role allows me to tap into my creative side and provide better solutions to satisfy our customer's needs. It requires me to juggle between projects and customer issues within the same day. This can be challenging and a great source of learning for a professional. It can be tiring and satisfying at the same time while sacrificing some of your weekends away.

I enjoy the outstanding level of collaboration with my colleagues and I look forward to interacting with them every day. It is refreshing to be part of a team that works harmoniously towards the same goal.

In addition to this, my line of work provides great opportunities for me to acquire new technical skills by working on different projects and through provision of trainings.

### Speaking of project, can you tell us about one of the significant projects you've handled?

One of the projects that I was part of was UETrack™ Portering upgrade at one of the hospitals with 4G. This project fixed the mobile connectivity issues faced by porters by switching from WIFI to using 4G, enabling seamless communication with ground staff. This is one of the significant projects that I worked on because it helped me to have a good grasp of the system architecture setup while accomplishing the security compliance at every node. This project also gave me an opportunity to work alongside

with various technical teams like the Network, MDM & business operations team to onboard UETrack™ apps on the mobile phones using 4G technology.

Another project that I'm excited to be part of is the Entry Pass and some exciting new features we have planned to develop in 2023 and beyond.

### What motivates you to continue working on this job?

Apart from the technical development, the workplace environment at UEMS plays an integral role on how it motivates me at work. Fortunately, I work with a team that keeps me motivated and encourages me to be better at what I do. It also gives me immense satisfaction knowing that I am able to empower someone with the new features that we develop in UETrack™, helping a co-worker, removing impediments for the team deliverables and building better software for our customers. Really, for me it is simply working as a team in bringing the best in each of us that drives towards customer excellence.

### What skill do you think everyone should learn?

With the fast-paced advancement in technology, I think one of the skills that everyone should learn or re-learn is the skill of being mindful and staying in the present. Mastering this skill for me would allow us to anchor ourselves back on why we do what we do and in turn be better contributors and leaders in our field.

### What do you look forward to in the year 2023?

I am eagerly looking forward to 2023 both professionally as well as in my personal life. I am looking forward to exploring newer technologies like IoT, Analytics and to implement the best security practices when developing applications. I am also looking forward to widening my network by interacting and working with different teams to solve different business' cases through technology solution.

At a personal level, since we are out of Covid-19 travel restrictions, I'm looking forward to perhaps take time off to visit some touristy places in countries nearby to Singapore.

## Denise Ang

### Buddha Tooth Relic Temple (BTR), Housekeeping Executive

Working in UEMS for 15 years has been a great experience for me. I have been deployed to BTR Temple since 2015. I have imparted my housekeeping experience to my team on improving the overall cleanliness of the temple environment. I lead a team of very hardworking housekeepers who are willing to go the extra mile to get their work done promptly and properly.

I would like to thank the client and my Senior Manager for being patient with me and guiding me well along the way while working at BTR Temple.

I really enjoy working in UEMS as the environment is nice and conducive to work in.

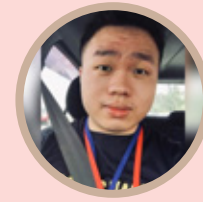
## Mugunthan Kaliyappan

### NTUC Trade Union House, Building Manager

I have been a part of the UEMS family since 2013. I began my career as a Technical Executive while upgrading my education by taking part-time courses in Facility Management.

I am currently working as a Building Manager at NTUC Trade Union House. I would like to use this opportunity to express my gratitude to the Senior Management of UEMS who have encouraged me to upskill myself and also take on more responsibilities in order to advance my career in Facility Management.

## My Journey with UEMS



## Charlie Chong

### Senior Accounts Officer

I started my career with UEMS in 2019 in the Finance Department. Over the years, the team's size has doubled today.

Having to work in a challenging and fast-paced environment, it is important to have great teamwork and guidance from my superior and peers to manage my tasks before the requested timelines.

Being the Team Lead for the Accounts Payable division, I am constantly liaising with different parties internally and externally; and hence, this has helped me to build up my communication skills.

I am also tasked to manage fixed assets in the Company which involves moving around project sites to ensure assets are correctly assigned and assets are in place. I am grateful to be given the opportunity to have a greater understanding of how the business is operating and proud that I can contribute to this Company.



# UEMS Singapore Office Grand Opening

BY GRACE SIONG

09 November 2022 was a memorable day for UEMS Singapore as we celebrated the Grand Opening of our New Office at Siemens Centre. We are happy to have our guest-of-honour, Mr Syahrnzam Samsudin, Managing Director / Chief Executive Officer of UEM Edgenta to grace this historic milestone of UEMS.

The ceremony started with a welcome speech by Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan. She shared with us the Company's milestones and growth journey over the years, leading to where the Company is today since its inception in 1988. She expressed her gratitude to all staff for contributing to the Company's growth. This was followed by a speech from Mr Syahrnzam Samsudin, Managing Director / Chief Executive Officer of UEM Edgenta.

Following on, we witnessed the ribbon-cutting ceremony, followed by cake-cutting and a lion dance performance to usher in great prosperity, business luck, good fortune and abundant blessings for the Company.



**UEMS Singapore Senior Management Team and Mr Syahrnzam Samsudin, MD/CEO of UEM Edgenta at the cake-cutting ceremony**



**Blessings from the lion dance around the whole office**







**Training facilities including a mock-up hospital ward, mocked-up hotel room and Metaverse Room training facilities for skills upgrading, training and development**

Next, there was a site tour of the new office led by Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan who introduced the different facilities which have carefully been planned, designed and built to cater for various needs of the business. Skills upgrading, training & development, technology, innovations, digitalisation and research & development are key themes and took centre stage.

In the second segment, we had the Townhall session. The session started with an opening speech by Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan who provided an update on the Company for H2 2022 and the forward direction of the Company.

Besides sharing with us on the journey which brought us here to the new office, achievements from the various teams were shared. Great appreciation was also given to colleagues who had contributed to the successful office move.



**Our proud set up of Digital Command Centre which brings us to the space of technology, innovations, digitalisation and research & development.**

Next, we invited Mr Syahrnzam Samsudin, Managing Director / Chief Executive Officer of UEM Edgenta for his sharing session. Through his sharing, we learnt more about current industry insights, industry trends from overseas and upcoming trends.

3 of our colleagues who had contributed to the successful new office move were also invited to share their journey and key takeaways that they had learned throughout the project duration.

It was amazing to see the photos and videos of the empty space transiting to a newly completed conducive office.

We definitely need to give the team a round of applause for working hard in providing us with this comfortable and conducive working environment within a short time span. A mystery appreciation segment was specially organised by Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan

to express gratitude to the new office move team.

Following on with the momentum of the topic on the new office, it would definitely be interesting to find out the thoughts and views of our colleagues. There was a segment for them to submit entries stating their favourite areas of the new office. We were surprised with the results as we had a fair spread of favourite areas mentioned!

Before we end this joyous event, buffet lunch was catered for all staff who joined us for the Grand Opening. It was a great catch up and bonding time with our colleagues from HQ and various facilities.

With that, we concluded the Grand Opening and Townhall event with a happy heart and we certainly looking forward to more new successes and achievements. Scaling greater heights together as ONE!



## Thoughts From Our Staff: Staff Promotion

### Linda Yang

Yishun Community Hospital  
Housekeeping  
(YCH HSK), Manager



I arrived in Singapore in 2009 from Shenzhen after leaving a sales manager job in a logistics company. My first job in Singapore was with a cleaning company as Housekeeping Supervisor in 2011, where I was posted to Marina Bay Sands.

My biggest challenge when I first arrived was adapting to the humid and hot weather and understanding the different languages and dialects spoken here. Being immersed in an English-speaking environment, I was forced to speak English within a short time.

Subsequently, I joined UEMS in August 2020 as an Assistant Contract Manager in the middle of the Covid-19 pandemic and went through rounds of training on PPE donning, de-gowning and strict cleaning regimes to manage Covid-19 patients. This was probably the best career decision that I have ever made. I'm humbled to be recognised for my hard work with a promotion to Contract Manager in 2022.

Moving forward, I hope to further hone my soft skills to improve my interpersonal relationships and communication and to contribute further to the growth of the company.

### Linna Tan

Singapore General Hospital,  
Visitor Management Services  
(SGH VMS), Senior Manager

In April 2022, a group of Contract Managers and I were queuing outside Josephine's office to see her. We joked about making the session quick as the queue was long.

When it was my turn, I was so occupied with "how to make this session short" that I was stunned when Josephine told me the good news! I didn't know how to react.

I was elated and honoured to be recognised and grateful for the appreciation. I look forward to more opportunities for expanding Visitor Services in UEMS. With the firm support and appreciation of our clients in Singapore General Hospital (SGH) over these few years, I am confident that my team will continue to be inspired and prepared for further advancement.

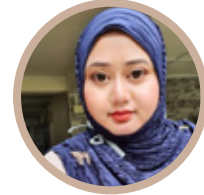
In conclusion, I am privileged that I am part of the pioneer team to provide Visitor Services in UEMS to SGH.



**Linna having group discussion with her team mates**

### Roszian Roslan

KK Women's and Children's  
Hospital (KKH), Senior  
Infection Control Nurse



Almost 10 years ago, I was a senior staff nurse in a hospital and the next rank to move up was a nurse manager or clinician. However, I also knew that in the ever-evolving landscape of Singapore's healthcare system, if I remained comfortable in a clinical role alone, experience in overall hospital management would be slow for me. Hence, I decided to take the leap to diversify my career, taking on roles in research, community care and infection control, all the while constantly upgrading myself with the relevant qualifications, including a Master of Public Health.

UEMS has played a great part in growing my current portfolio, providing opportunities for diversification into various roles from environmental services, infection control, staff management and training.

A core driver for staff retention and the reduction of turnover in organisations is appreciation and recognition. UEMS has put effort in showing me these both core areas with HR initiatives like incentives, bonuses as well as a promotion. For this, I am grateful and look forward to continuous recognition and opportunities within the organisation so I may grow abundantly along with it in the months and years to come.

Thank you, UEMS. Towards greater heights!



# Training Innovations

## Upskilling the Workforce Under the Enhanced PWM Skills Ladder

BY MICHELLE LEE



Following the Tripartite Cluster for Cleaners (TCC) official announcement in June 2021 regarding Progressive Wage Model (PWM) enhanced training requirements, it is mandatory for all cleaners, both locals and foreigners to attain 2 modules in the course of their employment - the mandatory Workplace Safety & Health (WSH) module and one core Workforce Skills Qualification (WSQ) module from the List of approved WSQ Training Modules (Mandatory and Core) by 31 December 2022.

Our Training Team and Site Operations Teams have actively scheduled all staff to complete the required WSQ Training before our internal deadline of 31 Oct 2022. Onsite training was delivered at sites with larger numbers of staff to expedite the completion of required WSQ modules. Although challenging in the midst of manpower shortage and tough Covid-19 situations, we have accomplished tremendous progress with the support of all. Thank you to our Senior Management Team, Site Leaders, Operations Teams, our Training Team and support of the Healthcare Institutions and clients for an impressive outcome and attaining completion within our internal timeline. This is a major milestone we have achieved together and credit goes to all of us working towards the common goal of success!

## Digitalisation of E-Claims System

BY CHEN SIEW LEAN

In tandem with our company's digitalisation journey, the Finance department embarked on the implementation of the E-Claims in July 2022. This system is intended to eliminate all hard-copy submissions of claims by staff.

Pre-implementation, the E-Claims system went through multiple rounds of troubleshooting and enhancements based on feedback received from users before it was finally launched on 25 July 2022. Subsequently, we have continued to make further refinements to the system to enhance users'



experience. We appreciate all who have supported in this transition to digitise claims and provided valuable feedback as part of the improvement.



# Digitising HR Forms

BY KAMAL MANI

After launching Digital OT declaration forms for site teams earlier in 2022 successfully, we have continued our efforts in the digitisation of forms for the Human Resources Department.

After rounds of discussions with HR recruitment, HR Operations, HR staff welfare and Technology Services team members, a set of forms that can be developed in digital format was identified. Up to 8 different forms that required users to download from the intranet and fill out manually before submitting as an email copy were identified. The focus was on forms that can reduce processing time for the approval.

To achieve a 100% transition to digital forms for all departments, Technology Services team set out to design a new standard for all digital forms that would ensure consistency and better users' experience while filling up the forms and retrieving their past submission records through a



link from the intranet. One of the key features of digital forms include an online signature (Digital signature) that will allow users to sign off on a form using their phone or computer screen. They can also choose to create a signature template for ease of signing in the future.

The HR department has scheduled to launch these forms starting from January 2023 including job application forms for new candidates. UEMS will continue its journey in digitisation to onboard forms from all other departments onto the same platform.

# Training Innovation / Digitalisation

BY GRACE SIONG

Learning and skills development requests are on the rise. As we incorporate training programmes with e-learning, self-pace and blended learning methods, we aim to provide our staff with the flexibility to learn at their convenient time, place and space.

For instance, in blended learning courses, we will prepare light topics for asynchronous session which learners will be provided with materials for self-learning at their convenient time and attempt to a post quiz to test the knowledge learned. After which, a synchronous session will be scheduled by the trainer to cover topics which require elaborative explanations and demonstrations for better understanding.

During the synchronous session, there are case studies, group discussions, gamifications and reflection segments to help learners gain skills and knowledge quickly. Likewise, in asynchronous sessions, upon completing, learners are required to complete a post quiz and obtain the minimum passing rate to complete the course successfully.

There are many learning methods in the market and as we settle ourselves into various new methodologies of learning, we are also concurrently exploring other efficient and effective learning methods to ensure our staff are keeping up with the industry skillsets and knowledge.



# New Technologies

## Automated Escalator Handrail Sanitisers

BY BERNARD TAN



In today's post-pandemic world, it is more important than ever when it comes to cleaning in the healthcare sector, the cleaning methodologies adopted are effective in creating a setting that is critical for patient safety while also increasing the productivity of our housekeepers.

Commonly, most escalator users would grip the handrails during the ride, making the handrails a 'high-touch' surface that must be cleaned frequently to prevent cross-contamination.

The objective is to ensure that handrails are cleaned on a regular basis, so that all users will always receive the highest level of hygiene, thus an automated escalator handrail sanitising system was implemented.

In a normal escalator handrail cleaning process, two housekeepers must be assigned to clean the escalator handrails three times per day. The cleaning process takes at least an hour each time on average, including time to prepare the cleaning agents and travel to each set of escalators.

This labour-intensive process is worsened by the existing labour shortage.

In view of these constraints, the team has identified certain high usage escalators to be equipped with the automated escalator handrail sanitisers. This has alleviated the dependency on manual labour and better optimised our limited manpower.

The automated escalator handrail sanitiser disinfects escalator handrails gradually using ultraviolet light. The process occurs automatically within the escalator, benefiting passengers' health and safety.

Handrails are kept clean at all times thanks to continuous triple-cleaning technology.

- Brushes at both ends clean the dirt from the handrail surfaces.
- An ultrasonic sprayer evenly distributes the cleaning disinfection liquid on all sides of the handrail surface.
- UVC LED light ensures that any residual substance is completely dried and cleaned.

Currently, the average time for 2 housekeepers to perform manual wiping based on 1 cycle of 6 escalator units is 60 minutes. A total of four cycles are required per day. With the introduction of this device, we can achieve a total manhours savings of 240 minutes or 4 hours per day. We have redeployed our staff to assist in more critical areas where physical cleaning is required.

We have projected that in a month, the total savings would be approximately 120 manhours, which is equivalent to cleaning 360 discharged beds.

# Technology Advancement



## Digital Command Centre @ UEMS HQ

BY SRINIDHI GOPALAKRISHNA



We are thrilled to share that UEMS now has its very own Digital Command Centre (DCC) set up in its newly inaugurated HQ Office. Even though the development of Digital Command Centre was on the cards for some time, its setup was planned to align with the move to our new office to allow more scalability and security to the centre.

The Digital Command Centre presently has a good capacity and is designed to be scalable based on business demands. It has a video wall that can be configured to display unlimited combinations of data using templates. It is secured through

biometric access and has a high lift table for business teams to brainstorm analysed data.

With the increase in digitalisation across the board, there is a substantial amount of data that is generated every day from disparate systems. It is a daunting task to process and analyse this data to present it to business teams for their day-to-day decision making. With an increasing demand for smart solutions across our business, there is also a need for centralising the processed data from UETrack™ and other building systems like FM, Fire, Security and other applications.

Digital Command Centre will be the nerve centre to analyse all the digital information captured through different UETrack™ programmes and support business operations. First, it will play the role of gathering data from various sources in a standard digital format. Then it will be analysed by multi-disciplinary teams to create automated workflow that allows operations team to take quick actions. With the increased use of mobile applications, the digital imprint by facilities and users will help in the development of new products and services for our existing and new customers.

## Smart Toilet Setup at KK Women's and Children's Hospital (KKH) & SingHealth Polyclinics (SHP)

BY SRINIDHI GOPALAKRISHNA

KKH was the first UEMS customer to use UETrack™ - Feedback Management System (FMS) in 2014. Since then, UEMS has developed new technologies to use across public toilets in KKH. This was followed by people counter sensor at the entrance to monitor the traffic to create custom workflow for housekeepers. Over the years, however, there were several IoT sensors trialled and setup like Ammonia sensor, H<sub>2</sub>S sensor, etc.

The new generation of IoT sensors in recent years has helped UEMS to adopt more sensors to work together in creating a unified

workflow for housekeepers. This will enable housekeeping teams to be more productive while moving towards a demand-based servicing rather than scheduled routine based.

UETrack™ - Smart Toilet uses Artificial Intelligence (AI) technology to create a custom workflow for housekeeping teams based on the data from different sensors. Apart from feedback received from visitors through the panel, each toilet is installed with various sensors including people counter sensor, Smart bin, toilet paper, Jumbo roll, Ammonia

sensor and Indoor Air Quality (IAQ) sensors.

The system has since rolled out across sixteen public toilets in KKH and will be recalibrated periodically for operational optimisation. Once this is completed, the system will be rolled out to other SingHealth institutions managed by UEMS.

Along with this, SingHealth Polyclinics have commissioned UETrack™ Smart Toilet (Feedback panels) system in 52 toilets across 9 polyclinics from the start of October 2022.



## UETrack™ Integrated Facilities Management (IFM) Rolled Out in Urban Redevelopment Authority (URA) Building

BY ANEESH PERIYE

UEMS started IFM operations at the URA Building in July 2022. The operations team together with the Technology Services team have been commissioning different UETrack™ modules including FM, Smart Toilet and Housekeeping.

As most sites would start, we started with the use of Entry Pass mobile app for attendance system. This was one of the first few sites to start using Entry Pass to compliment the tablet based UCS system. Following this setup, the operations team and the technology team engaged the customer to walk them through different features in UETrack™ - IFM module including work order management, contract management, utilities management etc. , With support from the

customer, a QR based feedback form for end users was created in a form of posters to be posted in a strategic location around the building. This allows the patrons to report any building-related issues managed by UEMS team quickly.

UETrack™ Smart Toilet has also been installed across the building as identified by the customer. Ammonia sensors, people counter sensors, soap dispenser sensor along with the feedback panels have been commissioned to create a unified workflow for housekeeping teams on their mobile app.

UEMS team is currently working with the customer to complete the UAT on the custom changes across different UETrack™ modules.

## More Participants Attend Cyber Security Awareness Programme

BY SRINIDHI GOPALAKRISHNA

Since the start of the Cyber Security Awareness training being extended to all UEMS staff, there has been an increased interest from staff registering for the programme. The last round held in November 2022 had more than 28 participants registered.

As part of UEMS Technology Services team “Cyber smart” programme, regular training is conducted to employees to be more aware of cyber threats and its prevention. In this 4-hour training session, participants from various business teams have the opportunity to learn some basic concepts of cyber security including some common terms we come across in our daily activities. The understanding of different sources of cyber threats with examples and its impact on everyone was also shared. The

focus was on different social engineering threats including phishing and social media scams.

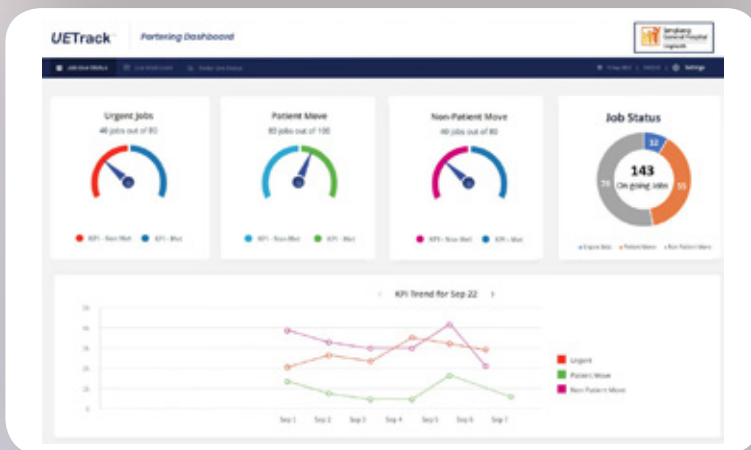
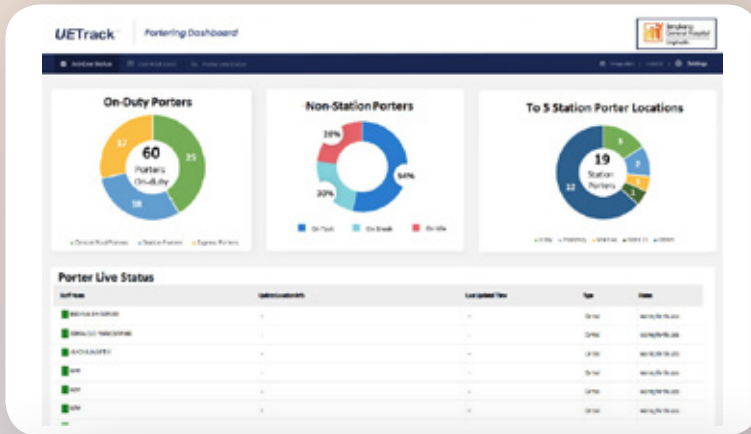
The key takeaway from the training for participants were to learn about good cyber practices in our daily activities that can be developed into habits along with pointers on managing passwords and responding to any such potential threats.

The training also included a module to cover UEMS ISMS policy definitions and responsibilities of each employee in protecting the organisation's data.

Apart from the online quiz, all the participants had to undergo an assessment to be marked as “Cyber smart” at the end of the programme.

# New Dashboard in UETrack™ - Portering

BY ANEESH PERIYE



**"The ultimate purpose of collecting the data is to provide a basis for action or a recommendation."**

-W. Edwards Deming

In this day and age, understanding data is the key to making best decisions for any business. We have seen the impact of a powerful dashboard that can narrate stories from the available data in UETrack™ - Housekeeping. After the UETrack™ - Housekeeping's success story, we have developed a new dashboard for UETrack™ Portering. This dashboard gives a deep insight into the multiple request trends in Portering which can help to organise Portering operations optimally.

The key issue in the Portering operation is the roster and deployment. In this dashboard, we focused on

presenting data that can help operations to make informed decisions in these two key areas. The Key Performance Indicator (KPI) section provides a quick global view of Portering department's performance based on the selections in the global filters.

UETrack™ - Portering dashboard is a real-time dashboard and it is flexible in terms of chart selection and placement. The chart and the analytics given in the dashboard provide a detailed trend and high-level metrics of the request count based on our filters. This dashboard is complemented by the visual depiction of multiple metrics so we can quickly examine the hot spots during daily portering operations.

## UETrack™ Now Supports Integration with 2-Way Secure Sockets Layer (SSL) Communication

BY ANEESH PERIYE

UEMS has completed the roll out of 2-way SSL setup for UETrack™ Portering & UETrack™ - Housekeeping systems in one of the healthcare clusters. This is one of the key milestones in enhancing the integration & security capabilities of UETrack™.

Integration with external systems is vital in the technological world. The most interesting trend is the elaborate compliance and security requirements for integration. So, for the first time, we have integrated UETrack™ BDMS (Bed Discharge Management System) with a hospital system using a 2-way SSL security protocol. This integration allows the system to securely send bed cleaning status to the hospital system.

Being the first of such project adopting 2-way SSL, the most challenging part of this complex project was the setup of a development environment. Given that the system deployment was on-premises, the system integration testing (SIT) required multiple teams across different network systems to come together for each round of testing. The entire testing cycle took over 8 months for all the teams to concur with satisfactory SIT results.

For UEMS, we used this opportunity to develop our custom code that can be used across UETrack™ modules to comply with 2-way SSL mode. We have also completed SIT of the new setup for Portering and looking forward to going LIVE.

## New Application Programming Interface (API) Gateway Setup for Portering

BY ANEESH PERIYE

Portering operation is unique in a hospital environment from a system perspective and challenging from committing perspective. Our Porters move around the hospital receiving jobs on their mobile app; using them to record their response and completion times while focusing on patient safety. The speed at which porters perform their duties requires a stable and efficient communication system to ensure operational efficiency. The challenges of such a system setup also rely on the security of the infrastructure.

In one of the hospitals, it has adopted Application Infrastructure Architecture Standard (AIAS) architecture for their system set up back in 2020. Since then, a more advanced API gateway was

proposed to be setup in 2022 which required UETrack™ - Portering system to be customised to accommodate the new architecture. This required changes to the web application and the mobile application layers leading to an end-to-end testing of the application for all workflows. The project required various rounds of discussion involving different technical teams to ensure the setup is ready for customer teams to conduct system integration test (SIT) & user acceptance test (UAT) before the sign off.

The system is expected to GOLIVE by Q1 2023.





## Recertification of ISO/IEC 27001:2013 (SAC)

BY ROBIN HO

We achieved our first ISO/IEC 27001: 2013 (SAC), Information Security Management Systems (ISMS) certification in 2019. Three years later, we once again successfully recertified our credentials for ISO 27001:2013. This was made possible with efforts to continuously improve our ISMS management system and controls which are compliant across the organisation today. I'm happy to share that we have passed without any non-conformities (NCs) and received a positive observation of having continued to demonstrate our consistent effort in maintaining our standards and expectations of our clients.

For those who are unfamiliar, ISMS certification emphasises on established management system for managing and securing information assets such as our employee's data, intellectual property, financial reports and even data entrusted to us by third parties.

The recertification audit spanned over two full days covering various subjects including Risk Management, Asset Management, Access Management, Incident Management, Security and Compliance and much more.

The team of two auditors went through a detailed process of fact checking on areas that involved an employee's onboarding and offboarding procedures, access control to department files and folders, encryption methodologies used, and even inter-departmental processes to ensure that we adhere to the Statement of Applicability (SOA). The audit covered not just the technology team but also Human Resources and Procurement teams for their compliance with ISMS practices. Auditors conducted random samplings of records and official forms templates are shown to ensure compliance across all processes in detail. With new assets setup in our new office premise, the auditors also focused on perimeter security, door access and even a walkabout of the premises to check for information displayed on desks and in recycle bins.



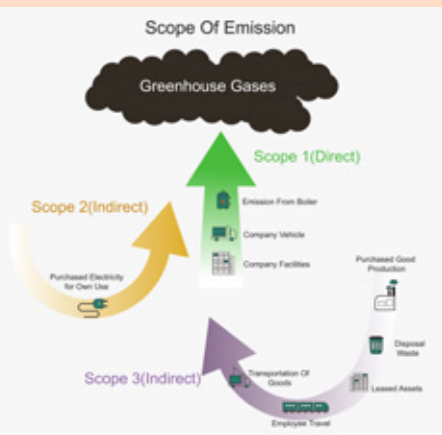
In lieu of continual improvement as part of our IMS commitment, Technology Services had prepared a Ticketing Management System (TMS) with audit trail logs to justify certain user request for access and change. We also extended our "Cyber Smart" programmes such as Weekly Cybersecurity newsletters and additional Cyber Security Awareness and Prevention trainings. We will continue to embark on a journey of digitisation within Technology Services department to develop process automation to reduce task repetition and to improve our quality of work.

Technology Services would like to thank all the staff from various departments who had extended their support throughout the audit process.

# Environmental, Social and Governance (ESG) Initiatives

## UEMS Starts Its Emissions Inventory Journey

BY SRINIDHI GOPALAKRISHNA



Continuing our ESG efforts, we have started to streamline our processes to record our emissions inventory from greenhouse gas (GHG) emissions in UEMS HQ. This is in line with UEMS commitment to bringing sustainability at

work that aligns with our ESG goals for the year 2022.

For a start, greenhouse gas emissions arise from various services we provide as a business in general. For example, the fuel used by our fleet, energy utilised while at work, travel/transport emissions, chemicals etc., It is the first and an important step to identify the source of emissions in our business and to record them over a period. This information will help us to develop programmes to reduce consumption and replace products with a more sustainable product that have a positive impact on the environment.

UEMS is adopting technology wherever possible to accurately measure these identified emissions while bringing more awareness amongst its teams. We have installed IoT sensors in our HQ office to measure energy consumption along with a motion sensor-based lighting system. UEMS will continue its efforts to further identify emission sources to record and develop more ESG programmes.

The road to net-zero carbon by 2050 is complex as we learn more about it. However, every small step towards a positive change in that direction will help us to fast track our targets to make a better world for the future generations.

## Electronic Waste (E-Waste) Management

BY RICHARD KHOO

Global warming alarms have galvanised the governments in the world to put in place plans to reduce the carbon footprint.

Singapore has also set in motion the Singapore Green Plan 2030, a nation-wide sustainability movement to achieve our long-term aspiration of net zero emissions.

At UEMS, we have set in motion initiatives such as onboarding as many suppliers with ISO 14001 certifications, refurbishing laptops for staff as our donation drive and engaging electronic waste vendors to properly dispose of e-waste.

ISO 14001 certified companies have an environmental management system which promotes increasing efficiencies which will reduce waste and lower energy consumption through conservation. Therefore, by partnering with ISO14001 certified companies, we are assured that the products and services have a higher likelihood of meeting sustainability objectives.

Singapore generates about 60,000 tonnes of e-waste a year. E-waste refers to electrical and electronic waste, such as computers, laptops, mobile phones and TVs. All these e-wastes contain valuable and scarce materials such as silver and gold which can be extracted for recycling use. However, there are also harmful substances such as cadmium, chromium, selenium and lead contained in e-waste that can potentially harm our environment and health if not handled properly.

UEMS as a leading Integrated Facilities Management company has many equipment and laptops utilised in our course of work. We have started to do our part for the company's Environmental, Social and Governance (ESG) direction by engaging suitable e-waste vendors to recycle materials such as gold, silver, copper and plastic to minimise the incineration required when disposing e-wastes.

Let's all contribute towards preserving and sustaining the environment, no matter how small the effort is, to slow down and mitigate the side effects of global warming.

# Employee Engagement

## Happiest Champion Worksite 2022 Events

BY JULIUS FAM

Following the momentum of H1 2022 Happiest Champion Worksite events, we rode on the wave and continued a series of activities and engagements in H2 2022 to keep the spirits up and motivated.

Various departments organised karaoke sessions to sing their hearts out and unveiled the hidden talents within the teams. Some of the teams also bonded together over BBQ and drinks during their Happiest Champion Worksite events.

Although we have come to the end of 2022's happiest champion worksite campaign, we strongly encourage every department to

continue bringing the positive vibes and high spirits to the new year. Continue to stay connected and happy as "happiness inspires productivity".



**Human Resource department organised a Karaoke Night Out as we believe that music is one of the best ways to bring people together and a way to relieve any anxiety and stress from all that are happening around us.**

## Happy Staff Happy Customer Event on 4 Oct 2022

BY LINNA TAN

The long-awaited day finally dawned upon us as we gathered for Happy Staff Happy Customer (HSHC) – October 2022 @ SGH VMS. The sound of laughter and chatter filled the air as we were greeted by an almost forgotten sight of the beloved buffet line. As part of safety measures, all in attendance were encouraged to keep their mask on at all times and only remove it, when it is time to tuck into the delightful spread.

One of the highlights of the HSHC session was the opportunity to recognise the efforts of our deserving team members by presenting certificates to celebrate their 'Going the Extra Mile' (G.E.M) service. We are proud of these team members who went above the call of duty to provide delightful service

to the visitors and patrons of SGH.

### List of Awardees:

- 1. Honesty Award**
  - a. Damadoran Jane
  - b. Vembayan Chelvanathan
- 2. G.E.M Award**
  - a. Steven Mah Cheong Sum
- 3. Happiest Champion Worksite 2022 – Staff Appreciation Award (Platinum, Gold and Silver)**
  - a. Madeleine Sia (Platinum)
  - b. Elvis Siew (Gold)
  - c. Tiffany Kwek (Gold)
  - d. Synaba Sainilabdeen (Silver)
  - e. Mohammad Fareez (Silver)

It was indeed wonderful to be able to eat to our hearts content and



catch up with familiar faces that we previously only saw online. We certainly look forward to the next HSHC session and hope that you will also be able to join us next time!



# SingHealth's Housekeeping Appreciation Day on 18<sup>th</sup> October 2022

BY EILEEN KOH

UEMS was very honoured and delighted when SingHealth invited us to jointly organise the first Housekeeping Appreciation Day, which was held on 18 October 2022. We took this opportunity to formally appreciate our housekeepers at this platform for their effort in keeping the hospitals clean and safe for patients, visitors and staff.

The event planning kicked off in July 2022, with the logistics, programme and appreciation categories and nomination of deserving staff. It was ultimately decided that the celebrations would be held at the various SingHealth housekeeping sites simultaneously. These were Bright Vision Hospital (BVH), Changi General Hospital (CGH), KK Women's and Children's Hospital (KKH), Sengkang Hospital (SKH) and SingHealth Polyclinics. This event was given utmost importance as it was attended by the senior management of the respective healthcare institution and UEMS senior executives were also represented at each facility.

On 18 October 2022, a total of 26 housekeepers, team leaders and supervisors were recognised for their excellent work. SingHealth presented each awardee with NTUC vouchers, a Certificate of Appreciation and a blood pressure monitor. UEMS also recognised our employees with a Letter of Appreciation and a monetary credit to their payroll. Live-streamed appreciation speeches to acknowledge all housekeepers for their dedication and tireless work, especially during the Covid-19 period, were given by Mr Tan Jack Thian (Group Chief Operating Officer of SingHealth & Chief Operating Officer of SGH), Mr Alson



Goh (Deputy Group Chief Operating Officer, Environmental Services, Facilities & Transformations & COO of KKH) and Ms Tan Cheh Tian, CEO of UEMS Singapore & Taiwan.

We have not forgotten the other housekeepers as well. The significant contributions of our housekeepers, especially for their role in improving environmental hygiene during the Covid-19 pandemic period, was also featured in a video tribute to all the housekeepers during the event.

UEMS also presented specially designed eco-friendly lunch box sets to each SingHealth housekeeping staff as a thank you gift and

also to promote the practice of sustainability.

On that day, there was an abundance of entertainment in the form of song and dance performances, photo booths, goody bags and sumptuous meals for the housekeeping staff to relax and enjoy. We were pleased that this event brought many happy faces as our housekeepers felt heartened by the formal recognition and appreciation of their valuable contributions.

What a tachycardic day and see you all again in 2023!



# ESD Day at Yishun Health

BY ALAN LIM



**Group photo taken during the event**

The Coronavirus pandemic in 2020 is often described as the most disruptive peace-time event. It was an unprecedented global health crisis. When the lockdown was implemented in Singapore, daily commuting to work and school came to a halt. The public health message was to stay home and stay safe.

However, healthcare workers including our staff continued to work daily and came under tremendous stress and pressure. They experienced exhaustion working day in and day out – managing the heavy workload whilst fighting the virus directly and indirectly.

Finally, after 2 years, social distancing rules were relaxed and our client, the Environmental Services Dept (ESD) of Yishun Health (YH) promptly organised an appreciation event for their staff. They graciously invited us and our senior management team to the event held on 14 October, 2022. It was packed with fun and games, delicious food, snacks, ice cream and a lucky draw.



**Honesty Award Recipient**

**Our supervisors receiving the CERT Appreciation plaque from YH Executive Housekeeper, Ms Santha**



The CEO of Khoo Teck Puat Hospital (KTPH) & Yishun Health (YH), Prof Chua Hong Choon, opened the event with heart-warming speeches in English and Malay. Prof Chua thanked everyone for their dedication during the pandemic. He further praised the housekeepers for keeping the hospital clean and safe for the patients, helping them to heal faster.

Similarly, the COO of KTPH & YH, Ms Yen Tan and our CEO, Ms Tan Cheh Tian paid tribute to the housekeeping teams thanking them for their hard work and contribution. Upon reflection, it was indeed a long arduous battle AND all of us pulled through to emerge stronger and better. As they say “when the going gets tough, the tough gets going”.

Whilst the highlight of the event was the Lucky Draw with attractive prizes, there were also awards distributed out for honesty and good grooming for the staff. Moreover, members of the Company Emergency Response Team (CERT) were presented with an appreciation plaque. Amongst them were 3 of our supervisors and 2 housekeepers – all of whom have close working relationship with the hospitals’ Security Dept.

Thank you YH for organising such a fun and enjoyable bonding event. It was a befitting tribute to the staff for their perseverance, patience and persistence.

# Health & Safety

## UEMS Health and Safety Week

BY MARTIN LIM



Unquestionably, the health and safety of all stakeholders in UEMS have always been our utmost priority and will always be. This year, we are privileged to launch our "Health and Safety Week" together with UEM Edgenta on 20 October 2022. We are extremely proud to announce that the housekeeping team from Alexandra Hospital clinched the first prize at the UEM Edgenta Safety Day Video Competition "SMS – Start, Move & Sweat." In addition, our team from Yishun Health Portering was awarded the consolation prize.

As part of our initiative to promote safety awareness among our staff, especially at the various facilities, UEMS Singapore rolled out our own video competition as well. The teams from Singapore General Hospital Visitor Management Services, Alexandra Hospital Housekeeping team and Yishun Health Campus team attained the top 3 awards respectively. In another competition on the highest usage of our Health Safety Security and Environment (HSSE) UETrack™ app, the teams from Ren Ci Housekeeping, Changi General Hospital Portering and Sengkang General Hospital Housekeeping were awarded the top 3 prizes.

Overall, it was a very fruitful, healthy and friendly competition among our staff, who felt recognised for their efforts in the submissions.

More often than not, mental health has been the most neglected area in public health. Nine out of ten Singaporeans reported a decline in mental health as a result of the pandemic. Based on the findings from the iWorkHealth survey we conducted in January 2022, we wanted to create more mental health awareness and education in this area. As a follow-up, we partnered with the Health Promotion Board (HPB) to organise a series of programmes on mental wellness in tandem with our "Health and Safety Week". Mental health experts from HPB provided tips and resources on how to deal with stress and anxiety. The Stress Management Talk and Terrarium Building Workshop conducted by HPB were very well-received by our staff.

Another highlight of our Health & Safety Week was upskilling and training our employees on emergency preparedness and responses. Eleven minutes is the time required for emergency

services to respond to us in any given emergency scenario. It is our responsibility to render first aid and response to the threat if we are able to prevent it from escalating further. Therefore, we partnered with Singapore Civil Defence Force for the "Community Emergency Preparedness Programme (CEPP)" to train our employees and prepare us for these potentially unforeseen emergency events. We were briefed on SGSecure, Basic First Aid and how to use an Automated External Defibrillator (AED). The last part of the session was a first-hand experience using a fire extinguisher to extinguish a simulated fire, and it was definitely a wonderful learning for all of us.

To end off the Health and Safety Week on a high note, we had a 40-minute Zumba session to sweat it out and followed by a healthy treat of fruits for all staff. Our programme of promoting staying active and healthy eating was so enjoyable that our colleagues have requested for regular sessions to be conducted in future. This is an area that the Health and Safety team will be incorporating into a regular health promotion programme for all staff in 2023.





# From The Clients' Hearts

## APPRECIATION MESSAGE FOR NUH UET TEAM

"On behalf of #TeamEMD,

I would like to extend our utmost gratitude to the portering team for your hardwork and dedication.

Always ready to serve our patients with a **GREET & SMILE.**

**Together  
Everyone  
Achieve  
More**

Thank you, Team!"

– Mdm Uma Chandra Segara,  
Assistant Director of Nursing, Emergency Medicine  
Department, National University Hospital

"Dear Timothy,

On behalf of Sabana Property Management, we wish to thank you and your team with regard to the upkeep of the properties. The team's response is good and is receptive to improvements required of the team.

Great team work!

Thank you."

– Mr Kenneth Quek  
Head of Property Management

## COMPLIMENT LETTER: UEMS STAFF SUPPORT DURING EXAM PERIOD

"Dear Jay,

We would like to express our gratitude to your team and the guards for assisting with the operations during this hectic examination period.

This includes the planning, logistics/venue setup, cleaning, facilitating the entries/exit of the candidates and whichever support your team/guards have rendered to facilitate the exam operations.

In addition, we wish to highlight the initiatives your team has taken to create the excel sheet and having multiple check-in stations which resulted the smooth check-in process of the candidates during the Listening Comprehension examinations.

We appreciate these efforts and we continue to seek your team's unwavering support throughout this exam period.

Thank you."

– Mr Wilson Ang , SEAB





To: Yuefang  
 From: Chen Shuangyan  
 Department: Housekeeping  
 Department: cath lab  
 I compliment you for your:  Teamwork  Ownership  Professionalism

Thank you for keeping cath lab clean always. Thank you for always helping us around, pushing out the bed after we transferred the patient which is not even your duty. We all appreciate your hardwork and kindness during work.

谢谢大姐对我们的帮助和照顾  
 开开心心，常愉快

Chen Shuangyan  
 Registered Nurse

PRESENT THIS CARD PERSONALLY TO YOUR COLLEAGUE!  
 Please also email a photo of this card to thanks@cgh.com.sg  
 We want to recognise the good work!

To: Aly Jone  
 From: FRC/BAS  
 Department: Housekeeping  
 Department: Maintenance  
 I compliment you for your:  Teamwork  Ownership  Professionalism

Thank you so much!  
 It is not easy to say thanks in words for your strength, dedication and hard work.  
 Your job is priceless, we cannot compare it with money.  
 Thanks a million.

MING GENERAL HOSPITAL  
 FRC/BAS ROOM

PRESENT THIS CARD PERSONALLY TO YOUR COLLEAGUE!  
 Please also email a photo of this card to thanks@cgh.com.sg  
 We want to recognise the good work!

To: Jaldin Bhargav Saini  
 From: Everyone in Radiology  
 Department: X-RAY  
 Department: X-RAY  
 I compliment you for your:  Teamwork  Ownership  Professionalism

For your dedication to keeping the department running smoothly - without your help to maintain the cleanliness in the department, we could not and would not be able to take care of the many patients we serve here. Because of you Jaldin, we are successful! We are glad and proud that you are part of our family here in Radiology.

PRESENT THIS CARD PERSONALLY TO YOUR COLLEAGUE!  
 Please also email a photo of this card to thanks@cgh.com.sg

To: Zhao Ying  
 From: Zhuo Wei  
 Department: Housekeeping  
 Department: Renal medicine clinic  
 I compliment you for your:  Teamwork  Ownership  Professionalism

To keep hospital free from infection, cleanliness is paramount. Zhao Ying did the very good job. She is hard working to keep my department clean & hygienic. Besides, she is very responsible, always gives her hand to help people & attention to details. Really appreciate. Well done!

RENAL MEDICINE clinic  
 Amy Zhuo Wei  
 31/8/2022

PRESENT THIS CARD PERSONALLY TO YOUR COLLEAGUE!  
 Please also email a photo of this card to thanks@cgh.com.sg  
 We want to recognise the good work!

To: Ayu  
 From: Siti Ridzah  
 Department: EP (HEPA)  
 Department: BNE  
 I compliment you for your:  Teamwork  Ownership  Professionalism

Ayu is friendly & helpful.  
 Readily provides services when needed requested.  
 Keep our dept clean & tidy @ all times.  
 Keep our toilet dry & clean.  
 Ayu is polite & very professional in her daily doots.

THANK YOU AYU!

Medical Executive, Biomedical Engineering Department  
 Chanai General Hospital

PRESENT THIS CARD PERSONALLY TO YOUR COLLEAGUE!  
 Please also email a photo of this card to thanks@cgh.com.sg  
 We want to recognise the good work!

To: Mdm Ang Kim Hong/Mak  
 From: Airyn Chiun  
 Department: House Keeping  
 Department: Human Resource  
 I compliment you for your:  Teamwork  Ownership  Professionalism

I deeply appreciate both your efficiency and hard work. You (both) relentlessly did your duties seriously and quickly. Everything on Level 8 in HR Dept was very well maintained and clean. The pantry and all toilets were cleaned regularly and timely. Well done! Good teamwork. Deeply appreciate your work. Thank you so much.

Chun  
 29 Aug 2022

PRESENT THIS CARD PERSONALLY TO YOUR COLLEAGUE!  
 Please also email a photo of this card to thanks@cgh.com.sg  
 We want to recognise the good work!

To: Maliza  
 From: Norani, Day Surgery Ward  
 Department: Housekeeping Dept  
 Department: DS  
 I compliment you for your:  Teamwork  Ownership  Professionalism

We, Day Surgery staff would like to thank Maliza for her contribution and effort in maintaining and keeping day surgery a clean environment. Thanks also for being polite and helpful at all times. You will be missed.

Norani Binti Mohamad  
 Assistant Nurse Clinician

PRESENT THIS CARD PERSONALLY TO YOUR COLLEAGUE!  
 Please also email a photo of this card to thanks@cgh.com.sg  
 We want to recognise the good work!

To: Kulbushan  
 From: Guardlip team  
 Department: House Keeping  
 Department: OT  
 I compliment you for your:  Teamwork  Ownership  Professionalism

Kulbushan works well with the team and is a team player. Responds quickly to request e.g. At times there is extra rubbish in the pantry due to doctors & nurses buying food from outside. He does not hesitate to clear the rubbish ~~from~~ at odd times.

Guardlip team  
 Sir Nurse Manager

PRESENT THIS CARD PERSONALLY TO YOUR COLLEAGUE!  
 Please also email a photo of this card to thanks@cgh.com.sg  
 We want to recognise the good work!



**APPRECIATION NOTE FROM SINGHEALTH POLYCLINICS**

"We are grateful to UEMS team at SingHealth Polyclinics for their efforts in keeping our facilities clean and safe for our patients. We value the team's support and sacrifices in our efforts against the Covid-19 pandemic. Words cannot express the gratitude that we wish to convey. We would like you to know that we appreciate, value and cherish your contribution very much. Thank you from the bottom of our hearts."

– Ms Loke Chui Yee,  
COO, Singhealth Polyclinics



**TO: ALLIMUTHOO KARUPIAH, HOUSEKEEPER**

"You have been instrumental in keeping the ward clean, neat and tidy for our patients and nurses. Keep up the good work. Nurses appreciate your presence and the hard work that you are doing. Keep healthy and safe always. We adore you."

– Ms. Nadeson Vannaja,  
AND, Nursing, Ward 55,  
KK Women's & Children's Hospital (KKH)



**TO: BAMA, HOUSEKEEPER**

"Thank you, Auntie Bama, for taking care of our ward all these years. Especially during the Covid-19 times when we had so many discharge beds every afternoon. We love you!"

– Ms Celestine Yeo,  
Senior Staff Nurse, Ward 86,  
KK Women's & Children's Hospital (KKH)

**TO: JIA XIAOQIN, HOUSEKEEPER**

"谢谢你把诊所照顾得很干净。你很友善，从不埋怨。谢谢你，辛苦了！:D"

– Ms Lim Yong Ern,  
Orthoptist, EYE Centre,  
KK Women's & Children's Hospital (KKH)

**TO: IZZUAN, HOUSEKEEPER**

"Izzuan, based at HPB DCD, has always shown good commitment to cleaning the clinic. He took all feedback positively and was always willing to improve himself. Thank you, Izzuan for all your hardwork. We really appreciate it."

– Ms Seri Hirdayu,  
Senior PSA, DCD,  
KK Women's & Children's Hospital (KKH)

**TO: MALEGA CHINNASAMY, HOUSEKEEPER**

"Mallega is responsible, diligent and dependable to keep the premise tidy and clean. No complaints no matter how busy she is. Heartfelt thanks to Mallega!"

– Ms Cheng Woon Heah,  
Nurse Manager, Clinic G,  
KK Women's & Children's Hospital (KKH)



# Successful ISO Renewals and Surveillance Audits

BY SARAH WOO

UEMS is pleased to announce that the annual ISO external audits were successfully completed in November 2022. The audits were carried out by an independent certification body.

This year's audit comprised of three (3) parts: a) surveillance audit of ISO 41001 (Facility); b) renewal audits of ISO 9001 (Quality), ISO 14001 (Environment), ISO 45001 (Occupational Health & Safety), ISO 22301 (Business Continuity) and ISO 27001 (Information Security); and c) bizSAFE renewal.

Central to ISO certification is the need for systems to be maintained once they have been developed. Following the first successful certification, a surveillance audit is done every year, and a more comprehensive renewal audit is done every three years. This year, UEMS had to undergo six renewal audits and one surveillance audit. This was a very busy period for all departments and auditees indeed.

Fortunately, since the day UEMS attained ISO certifications, the need for continued commitment to compliance and the importance of maintaining systems was reinforced and practised. When the systems were in full swing, UEMS continued to follow the required



processes vital in monitoring the ongoing performance of the systems.

In October and November 2022, a team of eight external auditors carried out the ISO and bizSAFE audits at our headquarters and selected facilities. This was our first physical audit after two years of virtual audits due to the pandemic.

At the end of the audits, we are proud to announce that everything went successfully and zero findings on non-conformity were flagged up. I would like to express my appreciation to all departments for rendering full support to the audits and subsequently attaining the 6 ISO recertifications.

## Moving out of UE BizHub Central

BY AGNES CHIO



To accommodate the growth of our fast expansion, we moved out of our Headquarters at Ang Mo Kio Street 64 to a much bigger new premises with a significant floor area and enhanced infrastructure to cater for new facilities.

The entire move has been a great experience. I must say that it was fast pace but with teamwork working collectively, the move was made easier.

We bade farewell to UE Bizhub Central after 12 years and we are sure to have fond memories.



# Long Service Award

BY BRENDA EU

Congratulations to all our long-serving employees! This year, we had close to 600 employees receiving their long service awards, ranging from 3, 5, 10, 15, 20 to 25 years of service with UEMS.

It was indeed joyful for all as we held the ceremony at Toa Payoh SAFRA on 30 December 2022 to celebrate award recipients' significant milestones with the Company.

We would like to take this opportunity to express our sincere appreciation for their contributions and applaud their dedication in growing together with the Company



**Our 25-years' service employee – Mr. Awang Bin Mansor (left) & Mr. Shamsudin Bin Subir (right) receiving their award from our CEO of UEMS Singapore & Taiwan, Ms. Tan Cheh Tian.**





# A Joyous Christmas Celebration with HQ Colleagues

BY GRACE SIONG

Jingle bells! It is the season of giving once again!

We were excited to celebrate Christmas with our HQ colleagues at the new office this year. The celebration started with high tea snacks, followed by catching up with one another, as well as the Secret Santa segment. A mystery lucky draw segment, called "Lucky Dip, Lucky Hands", was also included in this celebration. Lucky winners had the chance to pick a mystery gift of their choice and were eager to unwrap their gifts.

We had lots of laughter and fun in this warm and cosy Christmas celebration. May we take this opportunity to wish everyone a joyous festive season! Merry Christmas and Happy New Year!



# UEMS Awarded 2022 TTSH Staff Excellence Award (Partner)

BY SHELTON M. DONG-AS

We are honoured to announce that we have been awarded Tan Tock Seng Hospital's (TTSH) very first Staff Excellence (Partner) Award to Mr Shelton M. Dong-as, Key Account Manager. The Service Excellence Award is a new Partner Award category initiated by TTSH to recognise its partners for their outstanding contribution to the hospital's legacy of care. We are elated to be one of the only two recipients of this award category.

The award was presented by Mr Jamie Lim, TTSH Chief Operating Officer to Mr Dong-as during the hospital's 178<sup>th</sup> Founder's Day Dinner held on 2 September 2022. Prof Philip Choo, NHG Group Chief Executive Officer,



Well dressed-up for the special moment later



Mr Shelton M. Dong-as receiving his award on stage.

Prof Eugene Fidelis Soh, TTSH Chief Executive Officer, Ms Cheryl Lim, TTSH Director of Operations, and Ms Eileen Cha, TTSH Environmental Services Manager were among the distinguished executives who attended this event.

This award is not only a testament to the service excellence provided by the company but also greatly validates the years of service success provided by the portering and health attendant team at TTSH. With the continued support from Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan, Ms Josephine Wong, General Manager, and Ms Eileen Koh, Director of Operations, this recognition further strengthens our commitment to further exceed our excellent service standards at TTSH.





## UEMS Annual Dinner & Dance 2022

BY GRACE SIONG

After 2 years of virtual events, we were excited to hold the long-awaited physical UEMS Annual Dinner & Dance this year at Singapore Marriott Tang Plaza Hotel. There were more than 300 UEMS staff dressed to the theme of "Back to School" on 2 December 2022.

It was nice and interesting to see how creative our staff were! Many dressed in their basketball or sports attires, modern and in-trend vest outlooks, graduation robes, travel back in time scholar costumes, Harry Potter costumes and many more!



Group photos with many faces beaming with joy and laughter



D&D 2022 Committee



Having fun with the pre-event old school games





The official event started with a pledge to our core values – F.I.R.S.T. which stands for Future focused, Imagine new ways, Respect for all, Solutioning mindset and True to our word.

Followed by an opening speech by Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan, sharing the key milestones and updates of the Company. It was indeed a great opportunity for us to meet physically to celebrate and commemorate the moment together. With that, a sumptuous meal began to serve, and an evening of fun and enjoyment commenced!



Followed by a circus comedy, The Jay Show, with entertaining and interacting performance on stage.



Segments of the game began on stage with our colleagues showcasing their talents and creativity. The first game was Speech and Drama where our colleagues had to perform their roles as given by the Emcee. Caught us by surprise, our colleagues were quick on their feet to put up impromptu performances!





In the best dressed segment, a few individuals and groups were invited to showcase their fashions and to win the best dressed prizes.



Congrats to the group of Harry Potters for walking away with the Best Dressed Group!



The last game segment was the highlight of our core values – F.I.R.S.T. A few colleagues were selected to express their understanding of each core value that they chose. This segment also enabled us to impress the importance of our guiding principles and what the Company values.



The night drew to a close as we presented our Top 20 lucky draw prizes on stage. It was a segment that many of us had eagerly waited for our lucky draw numbers to be called and to win the attractive lucky draw prizes.



The memorable evening ended with three big toasts for good Health, more Wealth and everlasting Wisdom.

We would like to take this opportunity to thank everyone for attending the Dinner & Dance and sharing the sweet memories together! Cheers to all the achievements we made in Year 2022 and we look forward to continued growth and success!





# UEMS Singapore & Taiwan WorkPlan 2023

BY CONSTANCE CHONG



Our CEO of UEMS Singapore & Taiwan, Ms. Tan Cheh Tian, giving her opening speech for the event on 15 Nov 2022.



Xin Chao! This year we took our annual UEMS Singapore & Taiwan WorkPlan 2023 to the land of the ascending dragon – Vietnam!

Together with the Singapore Team, we were delighted to have the Senior Management Team from Taiwan and colleagues from UEM Edgenta joining us physically from 15-17 Nov 2022. The WorkPlan 2023 was held in hybrid mode with the rest of the participants from Singapore and Taiwan via MS Teams.

The participants, all filled with anticipation and excitement filled the meeting venue daily. The event enabled physically interaction after a hiatus from the previous WorkPlan that was held virtually and it was indeed an opportunity to re-foster relationships and to enhance working relationships.

Our CEO of UEMS Singapore and Taiwan, Ms. Tan Cheh Tian,

expressed her deepest appreciation to all for their contributions and hard works in another challenging year. Ms. Tan set the screen of the event with the Company's priorities for 2023 and beyond. Key presenters from different functions presented on achievements in 2022, department's initiatives for 2023 and sharing of best practices.

Thank you to all participants for being a part of WorkPlan 2023 and making this event both fruitful and eventful. I certainly look forward to meet all again in 2023!

***"Complacency destroys all good achievements. Never be satisfied with the present but continue to strive doubly hard and conquer the perceived impossible that is beyond first-class..." CEO of UEMS Singapore & Taiwan, Ms. Tan Cheh Tian, WorkPlan 2023.***



# Congratulations to Our UEMS Exemplary Employees

BY KARYN CHENG

We are happy to share that 3 of our employees have recently won the Environmental Services (ES) Star Awards. The award aims to recognise the commitment, work excellence and contributions of the exemplary ES employees across three sectors (cleaning services, waste management and pest management).

These 3 employees were earlier nominated by the Company for their exceptional excellent service, leadership, proactive working attitude and outstanding contributions to environmental sustainability. Besides the ES Star winners, we have a few other UEMS employees from various facilities who have also won the Certificate of Excellence for Year 2022.

Congratulations to all our UEMS exemplary employees for their remarkable achievements and we look forward to more success ahead!



**Our ES Star Award (ESSA) winners were honoured to receive the awards from Deputy Prime Minister (DPM) Heng Swee Keat during the ESSA award ceremony held on 3 December 2022.**



**Law Yin Jie had the great opportunity to interact with (from left to right) DPM Heng Swee Keat, Ms Denise Phua – Mayor, Central Singapore District, Ms Grace Fu – Minister for Sustainability and the Environment and Mr Baey Yam Keng – Senior Parliamentary Secretary, Ministry of Sustainability and the Environment and Ministry of Transport.**

## FRONTLINE CATEGORY

**Samuri Bin Ahmat,  
Housekeeper at  
Changi General Hospital  
Housekeeping**



"I am deeply honoured to be presented with this award as it shows that all my hard work is recognised and appreciated by users as well as my colleagues. Winning this award will motivate me to work even harder and I believe it is the best way to repay your gratitude. Let us work together to make UEMS Solutions Pte Ltd the best cleaning service provider in Singapore!"

## OPERATIONS SUPPORT CATEGORY

**Law Yin Jie, Operations  
Executive at Alexandra  
Hospital Housekeeping**



"Thank you for this award. I am totally grateful for recognising my hard work. I honour my superior and the team who have helped me achieve continuous success through the years. Thank you!"

## OPERATIONS SUPPORT CATEGORY

**Noor Hidayah Binte Abdul  
Aziz, Administrative  
Executive at Khoo Teck Puat  
Hospital Housekeeping**



"This is the proudest moment of my career. I feel really appreciated and valued to be receiving this award. This award will help me remain more focused and dedicated to my work. Thanks a lot for your appreciation."



**Q1.** Edgenta's acronym for our core values is **FIRST**. What does the 'R' stand for?  
 A) Reload  
 B) Remind  
 C) Respect

**Q2.** Which country did the inventor of the Rubik's Cube come from?  
 A) Hungary  
 B) England  
 C) China

**Q3.** Mee apa yang paling berat di dunia?

**Q4.** How many bones do we have in an ear?  
 A) 2  
 B) 3  
 C) 4

**Q5.** What country has the highest life expectancy?  
 A) Hong Kong  
 B) Vietnam  
 C) Brunei

**Q6.** This is Kenny. Can you guess what is Kenny's favorite childhood game?

**Q7.** Which one of these exercises is effective for weight loss?  
 A) Strength Exercises  
 B) Cardio  
 C) Yoga


Don't worry if you're not sure. The answers can be found at the bottom of this page.


ANSWERS: 1) C: Respect 2) A: Hungary 3) Wanton Mee (One Ton Mee) 4) B: 3 bones 5) A: Hong Kong 6) Snakes & Ladders 7) B: Cardio


BY CHOOI YUE THYE

# UEMS

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