

# UEMS**TIMES**

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## A CORAL YEAR STRONGER TOGETHER

WE ARE CELEBRATING OUR

35<sup>TH</sup>

A group of ten diverse people, five men and five women, are celebrating around large, 3D gold numbers '35'. They are wearing blue and orange uniforms. Some are raising their hands in the air. The background is a pinkish-red gradient with yellow diagonal lines and small white stars.

## ANNIVERSARY!

THOUGHTS FROM  
THE LEADERS

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TECHNOLOGY  
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# UEMS

UEMS SOLUTIONS PTE LTD

## Year of 2023 - 35 Years In Business

### 2023 MARKS UEMS SINGAPORE'S 35TH YEAR ANNIVERSARY

This year marks an extraordinary milestone for UEMS. We are 35 – a coral year for UEMS! I feel a great sense of pride as I write this opening message because we have grown so much, especially over the last decade. Together, we have accomplished a great deal, weathering all storms, aggressively transforming and bringing UEMS to where it is today. It is amazing to see how we have grown throughout the years with the right strategies and directions in place, along with your determination and perseverance to achieve the company's objectives.

### HALF-TIME 2023 – JOURNEY CONTINUES

We have achieved much in the first half of 2023 and it has been an extremely occupied period for everyone in UEMS. We embarked on many new ventures, initiatives, transformation and exploration together in all departments and inter-departments. These endeavours were not just for the sake of doing them but with the aim of continuous improvements, challenging the status-quo and making things better, more productive and efficient. I am glad that we have highly successfully undertaken and accomplished what we set out to do over the last 6 months.

### PRESSING ON WITH TECHNOLOGY & DIGITALISATION

We firmly believe in integrating technology into our core services to provide maximum value to our clients. As a pioneer in the industry, we are committed to our digitalisation journey ahead of the curve. We continue to strengthen our technological capabilities by focusing on five key pillars: 5G, Robotics, Analytics & AI, Disruptive Innovation, and Security Infrastructure.

While 5G technology was expected to address various industry challenges, its iterative adoption has also highlighted the challenges of developing augmented reality (AR) and virtual reality-based solutions for Facility Management businesses. However, this has not deterred us from our plans to introduce more eLearning materials to our staff, which can be easily accessed via mobile phones. This year, we are working on incorporating video-based content (shorts) to help our staff refresh and enhance their key skills while working on the job.

***"Together, we have accomplished a great deal, weathering all storms, aggressively transforming and bringing UEMS to where it is today."***

Within the Hospitality business sector, we recognised the need for a productivity solution, resulting in the development of *UETrack™-Hospitality*. *UETrack™*, initially catering to healthcare and IFM teams, now powers our Hospitality business too. This simple yet powerful mobile app enables both our teams and our clients to measure productivity, simplifying the laborious verification process with just a click. We will continue to add more features to *UETrack™-Hospitality* as we expand our presence in the hospitality sector, aiming to enhance productivity and deliver high-quality service to our customers.

Efficiency is a top priority, and this year we are focusing on streamlining our internal systems. We have recently implemented a new HRMS system, tailored to meet the emerging challenges of a growing enterprise. Our HR team has worked diligently over the past 6 months to ensure a seamless transition, moving numerous manual processes online through the introduction of a self-service portal. Additionally, we have developed dashboards utilising Power BI, providing visibility into each facility and its key performance indicators (KPIs) for the Healthcare, Hospitality & Commercial and IFM teams. Collaborating with various support teams, we are now developing departmental dashboards to cater to specific needs.

Furthermore, we have witnessed remarkable advancements in Artificial Intelligence (AI) over the past year. We firmly believe that incorporating AI into our core services will yield significant productivity gains in the future. Our on-going Smart Toilet programme utilises machine learning algorithms to automate tasks for our housekeeping teams. We are also exploring commercially available AI applications for integration into our enterprise software and further development of *UETrack™*.

#### **COMMUNICATION & ENGAGEMENT**

As part of staff communication and engagement, we recently had our semi-annual townhall where staff got to hear about the company's updates, including the various programmes in place to commemorate our 35th year anniversary and had the opportunity to quiz on the company's history. This was followed by a refreshment where attendees mingled with each other



before ending the work day. It has been a wonderful time catching up with each other.

In H1 2023, we also continued our Happy Staff Happy Customer (HSHC) programmes at the respective facilities. HSHC is a programme to celebrate staff's successes, special events such as birthdays and festivities, and engagement with our clients.

A brand-new programme "Mystery Lunch" was launched in May 2023 for HQ staff. Staff would have lunch with "mystery kakis" and only get to know on the lunch date itself. The objective is for staff to interact and get to know their colleagues better during the lunch period. This programme aims to improve communication among staff from different departments and create better working synergy. I had mine and the experience was a very pleasant one, akin to going on a blind date. I have thoroughly enjoyed the lunch with my "mystery lunch" kakis and definitely got to know them much better afterward.

We also continued with our Happiest Champion Worksite initiative, an employee engagement programme which allows staff to plan activities of their choice for team bonding with colleagues in the same department, across different facilities and/or departments. This programme aims to forge better and cohesive working relationships among colleagues across the company.

#### **FURTHERING BUSINESS GROWTH**

As part of our growth strategy, we have expanded our market share in the hospitality industry in the first half of 2023. In addition to our existing hotel clients since the reopening of international borders last year, notable new wins include Citadines Connect City Centre, Momentus @ Alexandra, KINN Capsule Hotel, Carlton City Hotel and Park Royal on Pickering. These wins demonstrated the ability by the company to enter new sectors outside of our comfort zone. Such a

mindset and attitude are remarkable and require great determination in business.

On the healthcare front, we have successfully won the new contract for the provision of Portering, Support Logistics and Mail Room services to Woodlands Health for the upcoming Woodlands Health Campus. We have also successfully renewed the health attendant services contract with Sengkang General Hospital and the housekeeping services contract with Vanguard Care Homes located in multiple locations - Tampines, Bukit Batok, Senja, Pearl's Hill & Woodlands.

In the IFM front, we have successfully been awarded the IFM contract with Siemens Energy and Health in Siemens Centre. I would like to thank all staff who have contributed immensely to these new wins and renewals, as well as our clients who have given us these opportunities.

#### **STAFF PROMOTION – CONGRATULATIONS**

At UEMS, as a Preferred Employer, we strongly believe in staff development and are committed to growing your career with us. I would like to congratulate all staff who have been promoted in 2023. This is one of the key milestones in your career. Thank you for working hard and putting in all the effort to earn this promotion. You deserve it, and I hope that this promotion will further motivate and spur you to do even better. Please excel in your new role, and I wish you all the best.

#### **KUDOS TO ALL STAFF**

This year, as we celebrate our 35th year anniversary, I would like to thank all staff for your continued unwavering support. We cannot succeed without you. Having a committed and reliable team is the bedrock to any business, and we are very fortunate to have some of the best staff. I am happy to note that you have all achieved so much as a team, and your collective efforts have made a positive impact on our business. Amid the very tough business environment, I recognise how well you have managed your work, and it is always a pleasure to see each of you develop professionally and personally. Your strong dedication and hard work are greatly appreciated. Kudos to all staff for the marvellous work that you have done, and my heartfelt appreciation for all that you have done.

I would also like to take this opportunity to thank each and every one of you for making the company a fantastic place to work. I am glad to see that you have supported and helped each other during difficult times and overcome these tough situations. We will continue to do great things together, and I look forward to helping you achieve continuous professional growth for many years to come.

In the same vein, while we are doing good, I would like to remind all staff to continue to work hard, stay hungry, be driven and never be complacent, as complacency destroys. Let's keep building together for the future.

#### **THANKING OUR CLIENTS**

Last but not least, I would like to express my sincerest appreciation to our valued clients. We are humbled by the trust and support you have given to us, and it is an honour to serve you all these years. I would like to thank each and every one of you who has chosen us as your preferred partner. Your loyalty and continued support have been the driving force behind our success. It is your unwavering belief in us that has propelled us forward and inspired us to constantly strive for excellence.

I recognise that without you as our clients, we would not be where we are today. We are grateful. You have not only provided us with your support but have become an integral part of the eco-system. Your constructive feedback, suggestions and criticism have helped us make improvements, shape and refine our offerings to better meet your requirements and preferences. We have heard you and we are truly grateful for your invaluable input.

We are in an era of rapid transformation and change but you have chosen to place your trust on us. We do not take this trust lightly and are committed to upholding the highest standards of service quality and standards. Your trust serves as a constant reminder that we must continuously strive to exceed your expectations and provide you with exceptional experiences.

The past years have been particularly difficult, and your unwavering support has been a ray of hope and resilience for us. Your loyalty and understanding have sustained us during these tough times, and we are immensely grateful for your understanding, support and patience.

In conclusion, I wish to express my heartfelt appreciation to each and every one of you for being a part of our journey. Please rest assured that we will continue to work tirelessly to improve our service delivery, including continuous innovations that will help you achieve your goals. Your unwavering support is the greatest gift we could ever receive. Thank you once again, and here's to a future filled with continued growth, success, and a lasting partnership.

#### **TAN CHEH TIAN (Ms)**

**Chief Executive Officer**  
**UEMS Singapore & Taiwan**



# 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, including healthcare facilities, government agencies, commercial and industrial buildings, hospitality facilities, shopping malls, banking facilities, logistics facilities, manufacturing facilities, data centres, educational facilities, residential properties, dormitories and cultural and religious properties.

### Soft IFM Services – Environmental Services

- Housekeeping Services
- Hospitality 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.)

### 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.)

### 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

### Specialised Services

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

# UEMS Business Service – Hospitality Services

BY JEREMY VINCE ONG



Following the announcement of the reopening of our travel borders and the recovery of the tourism industry, foreign travellers returned to Singapore in full swing starting from April 2022. UEMS capitalised on the recovery by planning to venture into this hospitality sector as part of our business diversification strategy. The foray and expansion into the hotel industry was not as easy as anticipated. During the manpower sourcing process, many candidates who have previously worked in the hotel industry prior to the pandemic refused to return to the trade and have since left the industry for more stable jobs.

Attracting new employees into the industry was one of the challenges faced by many hotels around the world due to the sharp increase in demand following the opening of the travel borders. Other service-related businesses including airports, attractions, hotels, have raised their salaries to retain existing employees and attract new hires.

UEMS was able to secure the hotel project in May 2022 with RC Hotels, which includes Fairmont Singapore and Swissotel The Stamford. Starting with the provision of Room Attendant services, UEMS expanded the offering to provide other hospitality services such as laundry and runner support services. Following this, UEMS also commenced the contract to provide Room Attendant and a carpet cleaning specialist services to the Conrad Centennial Singapore.

UEMS is further gearing up to increase its market share in the hotel industry through expansion in various related services. At UEMS, we ensure we deliver consistent quality services and partner with our clients closely to meet their objectives. We continuously strive to be future-oriented in our business objectives and true to our word when serving our stakeholders.

# New Project Wins and Success

## New Wins -

### Metta School

BY TEO LI TING

We are happy to share that UEMS has been awarded the housekeeping contract for Metta School. Metta School is our existing client where we currently provide Fire Safety Manager services. They have further extended their housekeeping contract to UEMS.

The team successfully mobilised this account with 3 local housekeepers on 1 Mar 2023 within short notice.

This new win serves as a valuable addition to UEMS's growing clientele and we look forward to providing quality services to our valued clients. This win also aids in expanding our presence in the provision of cleaning services in the educational sector.

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



## New Wins -

### Kitchen Stewarding Service at Haidilao

BY THERESA SHI



UEMS is proud to share that we have been awarded the Kitchen Stewarding service contract for Haidilao.

Upon the commencement of the contract in end of 2022, the team has been working tirelessly and putting in their utmost effort to ensure a smooth and seamless transition. We are glad to be given the chance to provide the Kitchen Stewarding services to three restaurants under Haidilao in Singapore. This is one step towards building a long-lasting relationship with a prominent F&B brand and add to our ever-growing client profile.

UEMS looks forward to more landmark wins and most importantly, continue to provide quality Kitchen Stewarding services to our valued clients.



## Renewal Wins - RC Hotels

BY CARMEN CHAN

RC Hotels comprises Fairmont Singapore and Swissotel The Stamford, with a total of 2028 guestrooms.

UEMS is fortunate to clinch this account to provide Housekeeping services to the hotel. A significant team of staff has been deployed to the hotel and many staff have achieved good reviews from hotel guests and management personnel. UEMS looks forward to forging a stronger partnership with RC Hotels in 2023.



## Renewal Wins - Conrad Centennial Singapore

BY CARMEN CHAN



Pontiac Land is the owner to the renowned Millenia Walk, Centennial Tower, Millenia Tower, Ritz Calton Millenia and Conrad Centennial Singapore. Conrad Centennial Singapore is a modern and sophisticated hotel with 512 guestrooms, including 25 suites spanning over 31 floors with luxury amenities. UEMS has started providing Housekeeping services to the hotel in terms of Room Attendants and Project Specialists. Our staff have received numerous compliments from the hotel guests and hotel management for the excellent services delivered.

## New Wins - Citadines Connect City Centre

BY CARMEN CHAN

Citadines Connect City Centre Singapore is situated within walking distance to Dhoby Ghaut MRT Station and Plaza Singapura. It offers 175 studio rooms averaging 19 sqm, as well as facilities including a business centre, rooftop terrace restaurant, swimming pool, outdoor terrace and gymnasium.

UEMS was appointed as the sole provider for Housekeeping services for the entire hotel. All our staff deployed to this project have a strong background in managing Housekeeping operations in the hotel industry. This enabled UEMS to showcase the quality and customised hospitality solutions to the hotel client and its guests. UEMS is looking forward to this exciting journey with this new hotel project.



## New Wins - Reach Community Services Society

BY TEO LI TING



This is the first collaboration between UEMS and Reach Community Services. Reach Community Services Society (RCSS) has various services supporting families, youth and seniors. Currently, UEMS is supporting Senior Centre @ Bukit Gombak Vista with housekeeping services. With the close working relationship with the client, we are privileged to expand our services to other service centres. UEMS is looking forward to an enriching working relationship with RCSS.

## New Wins - Banking Computer Service

BY TEO LI TING

UEMS is delighted to clinch the new contract to provide housekeeping services at Banking Computer Service, offering cleaning services at their new office located at Ubix.

The team mobilised this new win within 2 days. Despite the short notice, the team has worked round the clock to ensure the successful mobilisation of manpower and resources for the contract.

The team will continue to deliver quality service to our client. We look forward to forging an even stronger partnership in the years to come.



## New Wins -

# Woodlands Health Portering, Support Logistics and Mail Room Services Contract

BY ZHANG QIANG

We are very heartened to share that we have successfully won the contract for the provision of Portering, Support Logistics and Mail Room services to Woodlands Health for the upcoming Woodlands Health Campus.

Woodlands Health Campus will serve the North-western population and will open progressively from the end of 2023. When fully opened, the Campus will have about 1,000 beds in its acute and community hospital, along with almost 400 beds in the long-term care facility. It has plans to increase its capacity to a total of 1,800 beds to meet future needs.

This new win is a milestone to UEMS, as it allows us not only to build our service partnership with Woodlands Health (the newest public healthcare institution in Singapore), but also to establish our presence in all public acute hospitals, further strengthening our market position as the leading healthcare support services provider. We are thankful for Woodlands Health's trust and will do our best to make the mobilisation and operations successful.

## Renewal Wins -

# Vanguard Healthcare Care Home Housekeeping Services Contract

BY ZHANG QIANG

We are very honoured to announce that we had successfully renewed our contract with Vanguard Healthcare for the provision of Housekeeping services to its five (5) care homes.

As a subsidiary of MOH Holdings, Vanguard Healthcare aims to contribute to the growth and development of eldercare services in Singapore. Currently, there are five care homes under Vanguard Healthcare's management, including Pearl's Hill Care Home, Woodlands Care Home, Tampines Care Home, Bukit Batok Care Home and Senja Care Home. We are very proud that we have been the selected service partner to provide high standards of housekeeping services to them since 2017.

We would like to express our appreciations to our hard-working operations teams at the homes who made this renewal possible and our client Vanguard Healthcare who values and trusts our service delivery. We will definitely continue putting in our best effort to further strengthen this service partnership for many more years to come.



## Renewal Wins -

# Sengkang General Hospital Healthcare Attendant Services Contract

BY ZHANG QIANG



We are very proud to share that we have successfully renewed our contract with Sengkang General Hospital (SKH) for the provision of Healthcare Attendant (HCA) services. With the renewal, we will continue to provide high standards of services to SKH.

We started providing the services to SKH in 2018 when the hospital just opened. This successful contract renewal attests our service quality and support provided to SKH in the past years. We appreciate SKH's recognition and will certainly continue supporting SKH with our best effort to build an even stronger service partnership. We also would like to thank our HCA staff at SKH for their unwavering efforts in ensuring the highest service standards possible at all times, which made it possible for us to renew this contract with SKH.

## New Wins -

# Siemens Healthcare and Siemens Energy IFM Services Contract

BY ZHANG QIANG

We are very delighted to clinch the contract for providing Integrated Facilities Management (IFM) services to Siemens Healthcare and Siemens Energy, both of which are located at Siemens Centre.

With this new win, we will further strengthen our capability and capacity as a leading IFM services provider in Singapore. Equipped with our strong track record in providing IFM services, we are very confident

to ensure smooth transition and stable operations for this project.

We are very appreciative to Siemens Healthcare and Siemens Energy 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 them.



# Thoughts from the Leaders

## Emotional Balance and Inclusivity

BY KARYN CHENG

The ever-changing business landscape and operating environment consistently challenge our resilience and overall well-being. At UEMS, mental well-being is just as crucial as physical health. As a community that values our people, it is critical to recognise how maintaining emotional balance and building inclusiveness at work can better prepare us to cope with such challenges.

To maintain emotional balance is to be in control of our thoughts, feelings, and behaviours despite difficulties or facing stressful situations. It is important to constantly remind oneself to regulate the emotions, keep problems in perspective and to bounce back from setbacks. To foster emotional balance, it is encouraged that we practise mindfulness techniques, take timely breaks, and communicate openly with colleagues and friends. I would also like to encourage all to take up strongly mental wellness courses found in our Year 2023 course calendar.

Creating an open and safe environment through inclusiveness at work is equally essential. This entails establishing a culture where everyone feels welcome and valued. By embracing diversity and promoting a sense of belonging, we are likely to feel at ease expressing our thoughts and opinions,



resulting in greater mutual understanding and respect.

In my opinion, maintaining emotional balance and inclusiveness could benefit both individuals and the Company, leading to increased job satisfaction, higher productivity, and overall success. Let us work together to maintain this culture of support, respect, and collaboration that defines our organisation.



## Everybody Matters

BY TERESA CHAI

I am proud to be a part of UEMS' family having been working here for more than 2 decades. The company has come a long way since the beginning and the driving factor of our continuing success is being able to value each staff within the company.

At UEMS, we believe that communication is a vital component and we treat each staff of the company importantly. Active listening and communication build engagement and trust and in turn; drives commitment of staff to achieve company's goals and objectives.

Recognition and celebration with staff are planned regularly over events such as Happy Staff Happy Customer, Long Service Award, Dinner & Dance, among various company events to appreciate every staff's hard work. Through these activities, staff's motivation and satisfaction are increased and these are also important. Organising these activities is also an integral way in effective management as we continue our growth journey.

At UEMS, we believe everyone matters.



# Learning Trip to Taiwan Senior Managers' Training (SMT)

BY EILEEN KOH

In today's globalised business landscape, it is crucial to keep up with the latest trends and practices in your industry. I recently had the privilege of attending the Senior Managers' Training (SMT) in Taiwan from 16 March to 18 March 2023, where I learned valuable insights from my Taiwanese counterparts on how they run their businesses.

## POSITIVE CULTURE AND STRONG BONDING

One of the most impressive things I observed was the strong emphasis on positive culture and team bonding among Taiwanese colleagues. They placed great importance on team spirit and camaraderie, which translated into a highly productive and efficient work environment. Colleagues were genuinely supportive of each other, creating a sense of unity that extended beyond the workplace.

This positive outlook spilt over into their personal lives as well, creating a supportive and cohesive team dynamic. By fostering a positive culture and strong bonds within the team, the Taiwanese businesses I visited were able to achieve high levels of employee engagement, productivity, and ultimately, success.

## MANAGING THE DEMANDS OF CLIENTS

Another important lesson I learned was the importance of understanding clients' needs and finding innovative solutions to meet them. Our Taiwanese colleagues were highly skilled in managing demanding clients and negotiating complex business deals. They took the time to listen and understand their client's requirements, and then offered personalised solutions that exceeded their expectations.

This approach allowed them to build long-term relationships with their clients, which translated into repeat business and a strong reputation in the market. By prioritising client satisfaction and providing tailored solutions, they were able to differentiate themselves from their competitors and achieve greater success.



## OVERCOMING CHALLENGES

Like any business, our Taiwanese colleagues also faced their fair share of challenges, including a shortage of manpower and inflationary pressures. However, I was impressed by how they approached these challenges with creativity and resilience. They implemented cost-saving measures that did not compromise on quality or customer satisfaction, such as optimising processes and automating certain tasks.

The Taiwanese colleagues also emphasised the importance of continuous learning and development, which allowed them to stay ahead of the curve and adapt to changing market conditions. By being agile and flexible in their approach, they were able to overcome challenges and thrive in a competitive business environment.

Overall, my learning trip to Taiwan was an enriching and invaluable experience. It provided me with a unique perspective on how businesses operate in a different cultural context, and how we can apply these insights in our operations in Singapore. By fostering a positive culture, prioritising client satisfaction, and being agile in our approach to challenges, I believe we can achieve greater success as a team.

## Artificial Intelligence (AI) in Workplace Safety

BY MARTIN LIM

Artificial Intelligence (AI) is revolutionising various industries, including workplace safety. There are many ways in which AI can improve workplace safety. For example, AI-powered cameras and sensors can help identify potential hazards and alert workers when they approach unsafe areas, while machine learning algorithms can assist in predicting and preventing accidents before they happen. Additionally, AI can help keep track of worker's movements, posture, and health status, alerting supervisors in real-time when someone appears to be in danger or is suffering from fatigue or stress.

### Advantages of AI in workplace safety include:

- Predictive maintenance: With AI, sensors can alert workers about required maintenance, reducing equipment failure and lowering risks.
- Risk assessment: AI can identify potential risks and hazards and suggest preventive measures to reduce workplace accidents.
- Enhanced situational awareness: AI-powered analytics can quickly alert supervisors and workers about accidents or hazardous situations in real-time.
- Research: AI can help conduct research on why and how accidents occur and suggest interventions or corrective measures to reduce such incidents in the future.

### Disadvantages of AI in workplace safety include:

- High deployment costs: The upfront costs of artificial intelligence technology for workplace safety can be a deterrent to some organisations.
- Unfamiliarity and resistance: Some employees may resist the adoption of AI, leading to a lack of trust and unrest among employees which can create undesirable consequences.
- Technical malfunctions: AI technology may malfunction, leading to false positives or misleading reports which could lead to confusion and wrong decisions.
- Dependence on technology: Over-dependence on AI could cause employees to rely solely on AI safety mechanisms and, therefore, ignore other critical safety considerations.

In conclusion, when AI is implemented carefully with robust safety management mechanisms, it can bring significant safety improvements to the workplace. Overall, AI can be an invaluable tool for improving workplace safety, and its applications are constantly evolving to make workplaces safer and more efficient. UEMS is constantly looking to leverage AI technology to improve productivity and protect lives of all employees.

## Accelerating Productivity

BY JULIUS FAM

Teamwork can be a powerful tool for accelerating productivity in the workplace. When employees work together effectively, greater outputs and better efficiency can be achieved as compared to working individually.

Effective collaboration among team members promotes the sharing of good ideas, areas of expertise and best practices, resulting in faster completion of tasks and higher-quality outputs being achieved through joint efforts. Proper allocation of tasks based on an individual's strengths allows each team member to focus on their area of expertise, resulting in faster completion time and higher quality of work.

Working in a team can be highly motivating, as team members can encourage and support one another to achieve the desired outcome, which in turn creates a positive and conducive work environment where everyone is focused on achieving the common goal together.

At UEMS, we prioritise strong teamwork, and I am grateful for the supportive working environment and colleagues who are always willing to lend a helping hand whenever needed.

In the words of Phill Jackson, **"The strength of the team is each individual member, the strength of each member is the team."**

## Take Ownership at Work

BY ZHANG QIANG

Taking ownership is a key to success at work. It requires us to treat our work as our own business, put in our fullest efforts to achieve desired outcomes, go beyond just completing tasks, and take full responsibility for our work and its impact. When we embrace ownership, we not only demonstrate our commitment to excellence, but also create a positive environment that fosters accountability and collaboration to achieve our common goal.

Embracing ownership at work requires us to be proactive and take the initiative to identify and solve problems. It means setting high standards for ourselves and consistently delivering results. It also needs us to be reliable and meet our commitments, even when faced with challenges. Furthermore, it requires us to be open to feedback and continuous learning and improvement.

When we take ownership, we inspire others to do the same. We create a culture where everyone feels empowered and motivated to contribute their best work. We build trust and credibility with our team and our stakeholders. We become drivers of positive change and innovation.



## The Power of Innovation

BY JOSEPHINE WONG

We have all heard the phrases “innovate or perish” and “don’t rest on your laurels”. Innovation is vital in the workplace because it allows companies to leverage new and bigger opportunities and hence attain an edge over their competitors. It is even apt to call innovation the engine of growth in the business world.

Innovation does not need to involve developing new products, inventions and technologies. It also represents new ways of doing things in our processes and modifying business models to adapt to changes.

At the crux of innovation is an openness to explore, imagine and conceive new methods and / or models and apply this in the way we conduct our work. The process of innovation is a mental exercise, when the different ideas we have created in our mind connect with one another to give birth to a new solution. This process requires us to shed our complacency and move away from rigid ways of thinking. Having the drive and will to change and innovate is critical because that is the first step to success.

At UEMS, we have continuously pushed our boundaries to reach beyond what we can achieve in our business and day-to-day work. While we have continuously and consistently invested in automation, mechanisation and technologies, we are continuing to embark on the latest advancements and actively collaborating with strategic partners to develop new R&D and innovations.

One key area where innovation is picking up at rocket speed is in the field of Sustainability. Innovation in Sustainability involves making intentional changes to our processes and services to yield long-term social, economic and environmental benefits for our organisation. Although we are in a nascent stage, we foresee deep structural changes in how we embed Sustainability as a core value and fundamental practice in our organisation’s culture.

We may not have immediate breakthrough developments in innovative solutions overnight. However, we believe that true innovation stems from the willingness to question old beliefs and methods, and tackle problems with new solutions. It is through this innovative mindset that promotes greater productivity, growth and an overall progressive culture.



## Step Up and Lead

BY ALVIN TAN

Recognising that something needs to be done is a crucial moment. It presents a choice between settling for the status quo or striving to make things better. Do we wait for someone else to take the lead, or do we step up and become a leader ourselves? Solving complex problems requires leaders of all levels, but stepping up to take charge without being appointed may have certain consequences. We may unintentionally step on toes, come across as insincere, or ruffle some feathers.

In many cases, people look to their leaders for direction, especially when roles are unclear. We become loyal followers who carry out requests from our superiors and collaborate with our colleagues. While this provides a certain degree of comfort to our bosses, it also means that we don't make waves or bring about the needed change. Even when we spot problems, we often don't act without a clear directive from above.

So, the question is, are we ready to take charge of situations that lack leadership? Are we disruptors of the status quo who choose to lead instead of letting things be? Do we offer a higher value proposition than simply carrying out our boss's directives?

Here are some ways to step up:

- **Invite yourself:** Sometimes, we need to take the initiative and get ourselves into the room, even if we have not received an invitation.
- **Take charge:** Once we are in the room, we need to participate actively and take the lead when an opportunity arises.
- **Gain supporters:** Even if we step forward, not everyone will follow us. We need to seek the tacit approval of would-be supporters.

Being a voluntary leader requires initiative, but it also requires humility. We must be willing to seek permission and garner support. When we can do both, people will choose to follow us of their own accord.

Let us use our unique skills and abilities to make a significant contribution to UEMS's success. This can be a challenging but rewarding experience that requires focus, determination, and a willingness to take risks and make bold moves when necessary. By stepping up and becoming leaders ourselves, we can make a positive impact on our organisation and beyond.

## Perspectives from a Newly Joined Finance Director

KAITLYNN TAN

As a newly appointed Finance Director, I have had the opportunity to observe and interact with the leaders of our company. These experiences have provided me with valuable insights into their thoughts, philosophies, and vision for our organisation. In this article, I will share some of the key thoughts from our leaders that have resonated with me.

### PEOPLE-CENTRIC LEADERSHIP

One common thread that runs through the thoughts of our leaders is their deep commitment to people-centric leadership. They believe that the success of our organisation lies in nurturing a strong and motivated workforce. Our leaders prioritise the well-being, growth, and development of each employee, fostering an environment where individuals can thrive, collaborate, and contribute their best to the company's financial success. As the Finance Director, I am inspired to develop my team's skills, nurture talent, and foster a culture of continuous improvement.

### EMBRACING DIGITAL TRANSFORMATION

In the digital age, our leaders embrace the potential of technology to transform our business and financial operations. They advocate for the adoption of cutting-edge tools and digital solutions that optimise processes, improve efficiency, and enhance decision-making. By embracing digital transformation, our leaders position our organisation to thrive in an increasingly tech-driven world. It is important for us to be open-minded, stay agile, and leverage emerging technologies to enhance our financial processes, streamline operations, and deliver greater value to our stakeholders.

### CULTIVATING A CULTURE OF COLLABORATION

We believe that cross-functional collaboration leads to better decision-making and fosters a culture of shared responsibility. As the Finance Director, I have been encouraged to collaborate with colleagues from various departments, understanding that our collective efforts are instrumental in driving financial success and organisational growth.

### TRANSPARENCY AND ETHICAL PRACTICES

Our leaders strongly advocate for transparency and ethical practices in all aspects of our financial operations. We believe that maintaining high standards of integrity builds trust with stakeholders, including employees, customers, and investors. As the Finance Director, I have learned the significance of upholding ethical principles, ensuring accurate financial reporting, and adhering to regulatory compliance.

### CONCLUSION

My initial experiences as the Finance Director in our company have given me valuable insights into the thoughts and vision of our leaders. Their emphasis on embracing innovation, fostering collaboration, upholding ethical practices, and investing in talent development sets the foundation for our organisation's financial success. As I embark on this new journey, I am eager to contribute to the growth and prosperity of our company, guided by the wisdom and inspiration provided by our esteemed leaders.



# Sustainable Tips and Tricks at Workplace

BY ELIZABETH TAN



Creating a greener workplace brings about a lower ecological footprint, while providing a healthier and more productive environment for everyone to work in. Here are some Tips and Tricks to help you embrace workplace sustainability.

## #1 RECYCLING AND REUSE WHERE YOU CAN

Recycling is something everyone should be doing at this point. Make sure you separate paper and recyclables from the general trash and place it in proper recycling bins. Creating dedicated spaces where people at the workplace can share surplus equipment and supplies is a leap towards greater sustainability, saving money while keeping the environment cleaner.

## #2 GREENER MEALS

This does not mean eating more vegetables, although that is healthier. It means using reusable containers to bring foods to work to minimise single-use disposables. You can also keep reusable plates and utensils at work to minimise waste.

## #3 GO DIGITAL

Paper waste is still produced in this digital era. Using recycled paper would help greatly, if we could not totally go paperless. Keep files backed up on your computer; if you are worried about the computer crashing and losing everything, save them on the cloud. This switch would not only reduce operating costs but could also make information more accessible to your team, while also keeping important data safe in the cloud server rather than a filing cabinet.

## #4 USE LESS ENERGY

With computers and other electrical devices becoming the central tools used at most workplaces, setting your computers to energy-saving settings, they will automatically shut down when not in use, as the 'standby' setting still uses energy. For devices used occasionally such as printers and scanners, it would be good to unplug them when not used. Please do not forget to turn off the lights and power points when not in use.

## #5 SHARING GREEN IDEAS

No one knows where the problems exist better than employees! When you embrace sustainability in the workplace, everyone benefits. Make this year one to remember by adopting green practices that work and trying new and innovative ways to make our workplace a healthier, happier, and more sustainable one.

Source: <https://www.freeimages.com/>

## The Importance of Staff Training and Upskilling

BY MICHELLE LEE

In the current ever-changing work environment, we need to ensure all staff are up to date on the latest work processes and protocols especially crucial in the healthcare industry. Training is one way to aid our operative staff gain new skills and knowledge that can improve their work performance and increase productivity.

Staff training aids in developing skills and competencies that will help them perform their jobs better. From boosting their job satisfaction to learning new skills and knowledge needed to perform higher-level tasks, training can be fun and allow our staff to open their mind to different perspectives. It is also a great chance to deepen their professional knowledge.

When we engage our staff through training and upskilling, this allows them to break away from their daily routine tasks and instead challenges them to embrace new skills or work processes. We hope to inculcate the positive mindset of upskilling and staying relevant ahead of our times instead of the negative notion of adding to the workload. Training also allows staff to reflect upon their career development and it can even empower them to be more innovative at work.

Training is also an opportunity for staff to come together and build camaraderie through learning together. Our Trainers engage our staff through different methods and make it more interactive so that all staff can enjoy the training sessions with us.

## Effective Communication Skills

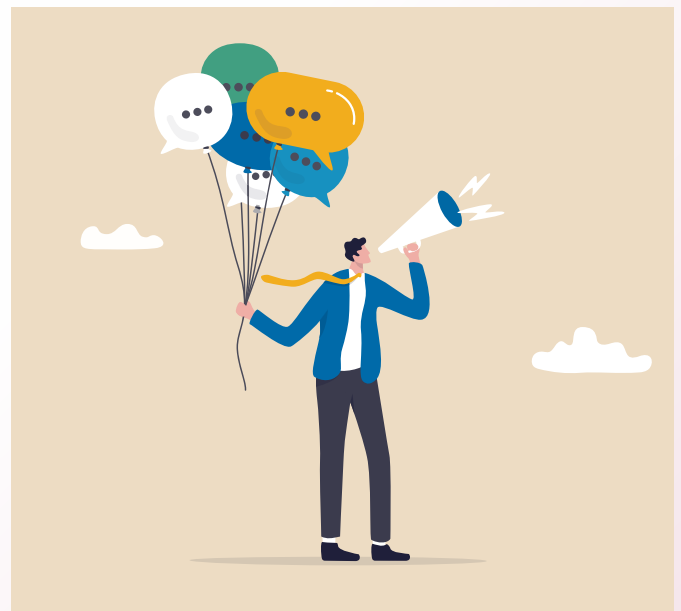
BY TEO LI TING

Every workplace interaction, written, virtual, or in-person, involves communication. In fact, we communicate so frequently, we rarely even think about it. Yet the ability to communicate effectively might be your most critical skill as a leader.

An important step to becoming an effective leader is to develop effective communication skills. Communication is the transmission of meaning from one person to another or to many people, whether verbally or non-verbally. Effective communication enables leaders to lead.

As a leader, studying the communication process is important. Communication skills, including the ability to resolve problems, work in teams, and adapt to various audiences, are critical in today's workplace. If we can recognise how communication takes place and comprehend its process, we can develop strategies to ensure that communication is effective and meets the needs of all the staff that are under our care.

Always pay close attention to what you say and how you say it. Observe how others around you communicate and the positive and negative reactions they elicit.



Thus, a leader who is equipped with the correct communication skills could improve the relationship with coworkers, build connections with customers and encourage active listening and open-mindedness within the team.

## Staying Ahead of Competition

BY MOHAMED FIRDAUS BIN JASNI

The External Façade Maintenance team at UEMS has earned a significant reputation in the façade maintenance industry in Singapore. This team has established itself as a leader in the market by providing excellent safety management systems, delivering superior service standards, and maintaining unwavering quality services. As a result, the company has seen a consistent increase in orders and service requests from various industries in Singapore.

In a highly competitive industry, UEMS External Façade Maintenance has focused on its unique value proposition, which included a top-notch safety management system, highly competent team and the ability to embrace innovations and technologies. With the recent Heightened Safety regulations by the Ministry of Manpower, the External Façade Maintenance team has further reviewed and updated

its processes and procedures to ensure compliance with safety guidelines. Senior Management members have also been actively participating in safety time-out sessions to ensure safety remains everyone's responsibility.

UEMS External Façade Maintenance's commitment to innovation is demonstrated in their latest exploration into state-of-the-art façade cleaning using drone technologies in 2023. This new technology will enable the company to provide more efficient and effective façade cleaning services to its customers. By embracing the core values of being future focus, imagining new ways and adopting a solution mindset, UEMS can stay ahead of the competition and provide unparalleled services to its customers.

Overall, UEMS External Façade Maintenance's exploration



**Demonstration of Safe Work Processes**

into state-of-the-art façade cleaning technology is an exciting development for the company and the industry. The company's commitment to safety, quality, and innovation has positioned it as a leader in the market, and this new venture will undoubtedly enhance its reputation further. Customers can expect to receive even better services and results, making UEMS the "go-to" company for all their façade maintenance needs. More information about this journey will be shared, so stay tuned!

## The Importance of Emotional Intelligence

BY THERESA SHI

Emotional Intelligence is a crucial skill for leaders in any industry or organisation. It is the ability to understand and manage one's emotions, as well as those of others. A leader who possesses high Emotional Intelligence can connect with their team members on a deeper level, communicate more effectively, and create a positive work environment.

Leaders with high Emotional Intelligence can easily recognise and empathise with the emotions of their team members. They are more likely to address problems before they escalate and provide support to employees who are struggling. They also know how to communicate their own emotions in a clear and constructive manner, which creates a sense of trust and transparency.

In a people-oriented industry like ours, we need leaders who can effectively manage conflicts by approaching them with empathy and understanding, instead of resorting to harshness or aggression. It is easier to lead the team with a positive attitude and inspire their team members to do the same. Hence, Emotional Intelligence is an essential trait for leaders to possess. It enables them to connect with their team members on a deeper level, communicate more effectively, and create a positive work environment. By mastering the emotions and those of others, we can inspire our teams and achieve greater success.



## Transitioning into New Opportunities

BY JEREMY VINCE ONG

I joined UEMS in 2020 as an Assistant Contract Manager posted to Sengkang General Hospital (SKH). During my tenure, I oversee the hospital's Housekeeping operations in critical areas such as Emergency Department (A&E), Operating Theatre (OT) Specialized Cleaning, Intensive Care Unit (ICU), High-Dependency Unit (HDU), Radiology Department, Isolation Wards, Retails and Offices.

In 2022, I was given the opportunity to take on the role of Contract Manager for Housekeeping and Healthcare Attendant services. This has enabled me to broaden and sharpen my leadership skills. Working in a hospital environment has been challenging, especially when it comes to manpower sourcing, recruitment, training and retaining staff. Even though it was challenging, I have made many friendships and experienced the execution of healthcare policies, which has made the management of this portfolio enriching and meaningful. I am proud to have led a great team comprising Bernard Teo, Joey Chua, Danny Lee, Thio Yu Ying, Shazrul and Cheryl Chan during my time at SKH. SKH has given me a great opportunity to grow my leadership and management skills during the pandemic. It was also the first time I oversaw a big team with a large headcount at a single institution.

I would like to share a motivational quote which I often share with my colleagues working in healthcare institutions.

***"Our parents brought us here to this wonderful part of the world; we are born with a pair of hands to help one another. We gathered here at the hospital not just to do a job but to save lives, every cleaning effort is important and will potentially save someone from getting an infection. Do good for others and do good for ourselves, life will be meaningful."***

In early 2023, I am fortunate and grateful to hand over the SKH Contract Manager portfolio to Bernard Teo and assume the new role as the Head of Hospitality and Commercial Services overseeing multiple business contracts in this new division. I trust that with this extensive experience handling Healthcare and Hospitality Housekeeping, I will be able to open up more business opportunities that would enable UEMS to soar to greater heights in the years to come.





# Staff Spotlights

## Ms. Mastura Binte Jauhar

**Patient Service Associate, (PSA), Singapore General Hospital (SGH), Visitor Management Services (VMS)**

Joining the hospital industry has always been a dream of mine, and I was thrilled to see the advertisement for the Patient Service Associate (PSA) position for Visitor Services at Singapore General Hospital in UEMS. However, I had concerns about my age and whether I would be accepted for the role. Nevertheless, I was elated when I was shortlisted and joined the company six months ago on 31 October 2022.

Initially, it was challenging to handle unhappy customers, but with my positive attitude, support from my family, and help from my colleagues and superiors, I managed to breeze through the first three months and was confirmed. I am grateful to have such a motivated and supportive team.

In my previous retail job, I felt that conversations with customers were insincere as the primary objective was to sell a product and hit sales targets. I even had to share about products I did not believe in to fulfil my

employee duty. However, in Visitor Services, I have the opportunity to interact with people without a sales target. I can be truthful and explain our hospital policies, and that brings me joy.

Despite facing different challenges, I always try to empathise with our customers and meet their needs without flouting the hospital policies. After each hard day at work, I look forward to my off days, where I visit my husband in Kota Tinggi. Making coffee for him, spending time talking, and sharing with him is my therapeutic session - my job as a PSA.



## Be Nimble, Adaptive!

**BY SAZALI BIN SAADON**

Flexibility in the workplace means quickly adapting to new circumstances as they arise. An employee who is flexible can change their plans to navigate and overcome unanticipated obstacles. This is especially important in our fast-moving and dynamic industry.

Running a lean Projects Management team with numerous projects, with varied clients, has taught us that regardless of the knowledge and tenacity one possesses, its applicability would only be potent if one chooses to be creative in approaching the problems within the sphere.

There are times when one is tasked to work on the given role, put on multiple hats and move out of the comfort zone. Where most people would falter due to inefficiency and possible loss of direction, one

should take this opportunity and strive to improve in the face of these challenges.

These are the reasons we grow. Growth demands us to be uncomfortable. Growth demands us to serve beyond our means.

At the end of the juncture, work satisfaction overshines its demands. Notably, the heartening part is when UEMS's project designs are adopted across upcoming ServiceSG sites across the nation. In the success we share, we remember and thank our leaders, mentors, peers and our partners who have supported us along the journey.

Be nimble and adaptive in response to each situation and effectively respond to each problem!



## Ms. Brenda Loo

### Administrative Executive, Sengkang General Hospital (SKH)

#### Can you tell us a bit about your role at the company and what you enjoy most about it?

Hello everyone! My name is Brenda, and I am currently an Admin Executive at the UEMS Sengkang General Hospital site. I am passionate about my work and find it exciting to come in every day, especially since my boss challenges me to improve the system and make things more efficient.

I am lucky to work with an amazing team of colleagues at the Sengkang Housekeeping Site who have been my greatest support. Our office is always filled with fun and laughter, which makes it easier to manage stress when we are piled up with work. Whenever we feel overwhelmed, one of my colleagues would stand up and "dance," bringing laughter and joy to the team. I am grateful to have such a fun-loving and supportive team, and I believe it contributes to our success in making a positive impact in our workplace.

#### When did you join UEMS?

I joined UEMS when UEMS took over the housekeeping contract at Sengkang General Hospital in 2020 and have been with UEMS since then.

#### Can you tell us about a work project or accomplishment you are proud of?

Every month, we have the Happy Staff Happy Customer (HSHC) event, where we bond with our clients and staff over food and activities. As a member of the organising team, it has been a rewarding experience seeing the happy faces of the staff. It is my biggest accomplishment, and everyone looks forward to these events. The management has been very supportive of these events, allowing us to dress up and have fun. One exciting aspect is our "Fashion Show", where staff can showcase their hidden talents. Overall, these events create a positive work culture, and I'm grateful to be a part of it.

#### How does the company support your professional development, and what opportunities are available?

UEMS has been instrumental in supporting our professional development by sponsoring us to attend courses to upgrade our skills. Recently, the management provided us with a list of courses to choose from, allowing us to select the ones we're

interested in. The options were diverse, ranging from data analysis and conflict resolution to life skills that we can apply in various settings. I appreciate this opportunity as it enables us to acquire new knowledge and skills to benefit our work and personal lives. The management's commitment to our growth and development is truly commendable, and I am grateful for their support.

#### What do you appreciate about the company's culture?

What I find exciting about the company's culture is our focus on technology and how it can make work easier and safer for everyone. At SKH, our clients fully utilise the *UETrack™* suite of applications. One application that helped me in my work is *UETrack™* Vaccination, which tracks our staff's vaccination records. During Covid-19, the app helped our team register their mandatory ART test results before reporting to work, making it easier to track results electronically rather than manually. Such apps contributed to a more efficient and organised work environment. I'm grateful for the company's investment in technology, making our work more comfortable and safer.

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

I enjoy hiking at Bukit Timah and taking long walks around the nature parks in Singapore with my family. Being surrounded by nature helps me disconnect from my daily busy life, which is why I strongly encourage others to walk in nature. It's a great way to calm down and destress.

#### Do you have other skills or talents that we are not aware of?

One of my passions is singing. We had a karaoke set up at our site BBQ last year, and it was incredibly enjoyable. We sang until our throats were sore for the next few days!

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

I thrive on the daily challenges that come my way at work, and I'm grateful for the supportive team surrounding me. My colleagues bring joy and laughter to the workplace no matter how tough the day gets. It's a pleasure to work alongside such a fantastic team.

## Mr. Thota Ramesh

### Supervisor, Commercial Housekeeping, 100 AM Mall

Thota Ramesh joined UEMS as a Housekeeping Supervisor serving 100 AM Mall in Feb 2018. He has been with UEMS for 5 years.

As a Housekeeping Supervisor, he ensures that the mall premises are well maintained and areas are kept clean at all times. Ramesh is a hands-on leader and has gained many compliments and respect from his fellow housekeepers and with the customers.

Working in the cleaning line can be challenging, especially when dealing with our elderly fellow housekeepers. He has been very patient with them, understanding their issues and assisting them in resolving any issues they face. It also takes a lot of charisma to win their hearts. Respect begets respect.

His effort and hard work contributed to securing the renewal of the contract year after year with 100 AM Mall. This marks an



important milestone for UEMS as it is a recognition of our quality services delivered at the mall and continuity of the strong service partnership with 100 AM Mall.

His strong work ethic is a good reminder that anyone with the right attitude can impress.



## Ms. Wang Jin Hua

### Health Attendant, Alexandra Hospital (AH)

work experience very enjoyable. The most important aspect for me at work is having a positive and supportive team.

Although there were challenges in the beginning, such as language barrier due to the multi-nationality environment, adapting to the working environment of a hospital, and learning a new job scope, I overcame these challenges with everyone's encouragement. I took the initiative to register for a short-term English course to improve my language skills, and with everyone's help, I was able to learn and become a Health Attendant - a great achievement for me.

Apart from being a Health Attendant, I am also a multi-skilled staff member who can perform periodic jobs such as floor scrubbing, floor burnishing, toilet descaling, and curtain changing. In addition, I had to learn how to cook when I arrived in Singapore, as my husband is a cook, and I was not used to the taste of local food.

However, with practice and guidance from YouTube, I am now able to cook delicious food, especially my favourite dish, braised fish (红烧鱼).

Aside from cooking, I also enjoy dressing up and always presenting myself in a neat and fresh appearance. I am very grateful to have such supportive colleagues and management who motivate and encourage each other. Their encouragement has been instrumental in motivating me to continue working with the company.

I believe that self-readiness and setting clear objectives are important when working in a foreign country, as there are many differences in culture and behaviours that we may not anticipate. Lastly, I would like to express my sincere gratitude to the company for giving me this opportunity to work and grow in Singapore.

I am very grateful to the company for giving me this opportunity to work in Singapore. Let me first introduce myself - my name is Wang Jinhua and I come from Fujian, China. Before moving to Singapore, I was a housewife in China. However, I realised that I needed to work to support my family and provide them with a better life. Singapore was my top choice because of its typically tropical climate and the fact that many citizens speak Chinese.

I joined the company in May 2016 and have been working as a housekeeper at Alexandra Hospital. I have found my colleagues, peers, management, and clients to be kind and friendly, which has made my



## Mr. Yu Fuqiang Supervisor, Hospitality Services, RC Hotels



Fuqiang first joined UEMS as a Supervisor at Sengkang General Hospital taking care of Emergency Department (A&E) Housekeeping. During his tenure, he was exposed to managing the pandemic response in the healthcare institutions which has equipped him with knowledge of Infection Control protocols. Prior to joining the healthcare institution, he was the Housekeeping Supervisor at one of the 5-star hotels in Singapore.

Upon the successfully clinching of the hotel contracts, Fuqiang volunteered to return to the hotel and continue his passion for driving service quality to the guests. Fuqiang has received many guest compliments and positive reviews from hotel clients. He displayed an exemplary attitude and energy at work making him a good role model for his peers. People often look for him to solve complex issues on the ground and he always delivers favorable results.

At RC Hotels, he typically inspects 50-70 rooms daily and ensures turnover of rooms is being monitored closely for the arrival of VIPs and groups. Fuqiang has recently been promoted to Senior Supervisor and he believes that doing things with passion will bring satisfaction to everyone.

## Beat The Sun In Starring Contest!

BY GUNA SILLVAN, BUILDING MANAGER,  
URBAN REDEVELOPMENT AUTHORITY (URA)



This is how my Facilities Management (FM) journey started and progressed since I joined UEMS... New challenges arise daily and may sound impossible sometimes but I adopt the motto "Nothing Is Impossible!"

I was new to UEMS and was posted to the Urban Redevelopment Authority (URA) Centre in mid-November 2022. It was a great opportunity for me to enhance my competency and knowledge in the FM field. Here is my "3Ds Law": Discuss, Decide and Do.

### DISCUSS:

I strongly believe in teamwork. Open-minded team members and constructive sharing of ideas will always lead to positive results. Points of view from all parties shall be evaluated tactfully in how we deliver our services. Discussion sessions with our client are vital in day-to-day operations to mitigate issues that arise.

### DECIDE:

When there is room for a healthy discussion, expect a good decision. In our position, we need to do numerous homework especially the technical proposals to be put up for our client's consideration and to assist them in making decisions in their best interest. We have been doing this promptly.

### DO:

Execution requires strong support. Our UEMS management and term contractors are giving their best to assist my team onsite in delivering the outcome that meets our client's satisfaction even though this requires working around the clock.

The above 3Ds are crucial to keeping up with the fast phase and high standard required by URA. I believe with all the support that has been shown to me and my team, we will march on positively and strongly.

## Year 2023 Promotion



**Constance Chong**  
HQ - CEO Office  
Executive Secretary  
to CEO



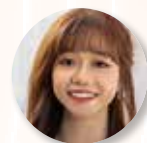
**Swee Tai Seng**  
HQ - Finance  
Assistant Manager



**Carmen Chan**  
HQ - Hospitality &  
Commercial Services  
Assistant Manager



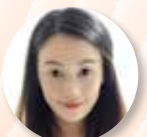
**Karyn Cheng**  
HQ - Human  
Resource  
Director



**Chin Si Min**  
HQ - Human  
Resource  
Senior Executive



**Chua Kea Kean**  
HQ - Human  
Resource  
Senior Executive



**Ng Hui Ping**  
HQ - Human  
Resource  
Senior Executive



**Sarah Woo**  
HQ - WSH & Quality  
Assurance  
Senior Quality  
Assurance Lead



**Jeremy Ong**  
HQ - Hospitality &  
Commercial Services  
Head, Hospitality &  
Commercial Services



**Sazali Bin Sa'adon**  
HQ - Non-Healthcare  
Key Account Manager



**Jenny Khoo**  
HQ - Non-Healthcare  
Lead Manager,  
Contracts & Project  
Management



**Liv Liew**  
Quality & Training  
Assistant Manager



**Li Lieneng**  
Quality & Training  
Senior Executive



**Grace Khor**  
Alexandra Hospital  
Housekeeping  
Account Director



**Law Yin Jie**  
Alexandra Hospital  
Housekeeping  
Senior Operations  
Executive



**Denise Ang**  
Buddha Tooth Relic  
Temple and Museum  
Senior Executive,  
Housekeeping



**Thomas Sajan**  
Buddha Tooth Relic  
Temple and Museum  
Senior Technician



**Wendy Tan**  
Khoo Teck Puat  
Hospital Portering  
Senior Contract  
Manager



**Seah Seow Meng**  
National Heritage  
Board  
Senior Executive,  
Housekeeping



**Brian Cao**  
Ng Teng Fong  
General Hospital  
Stewarding  
Senior Operations  
Executive



**Muhammad Rifki  
Bin Johani**  
PA Cluster  
Property Manager



**Janie Wang**  
PA Cluster  
Contract Manager



**Keefe Tan**  
PA Cluster  
Senior Executive,  
Project



**Muhammad Najib  
Bin Abdul Aziz**  
PA Cluster  
Senior Manager



**Marri Sravan**  
Renci Community  
Hospital  
Operations Executive



**Bernard Teo**  
Sengkang  
General Hospital  
Housekeeping  
Contract Manager



**Sures  
Ramachandran  
@ Sures S/O  
Ramachandran**  
Sengkang General  
Hospital  
Senior Executive,  
Logistics



**Rajeswari D/O  
Thurairaj**  
Sengkang  
General Hospital  
Housekeeping  
Operations Assistant



**Tang Soon Wei**  
Singapore Pools  
Administrative  
Executive



**Arulraj Daniston  
Israel**  
Singhealth  
Polyclinics  
Senior Manager



**Aswini A/P K  
Chandran**  
Tan Tock Seng  
Hospital Portering  
Service Coordinator



**Canny Chua**  
Tan Tock Seng  
Hospital Portering  
Service Coordinator



**Guna Sillvan**  
Urban  
Redevelopment  
Authority  
Building Manager

# Mental Wellness

## Mental Wellness

BY BRANDON CHOO



As we continue to navigate the challenges of the pandemic, we would like to emphasise the importance of mental wellness and remind you of the resources available to support your well-being.

According to a recent survey by the Ministry of Manpower, about one in seven employees in Singapore reported experiencing symptoms of depression, anxiety or other mental health conditions. We understand that these are challenging times, and we are committed to supporting your mental wellness.

**Corporate Challenge:** As a sub-challenge under the National Steps Challenge NSCTM, Corporate Challenge offers organisations a great platform to promote staff cohesion, health and wellness. Organisations of any workforce size can be part of Corporate Challenge and be collectively rewarded when they meet the terms and conditions of the Challenge. HPB had registered UEMS under the National Steps Challenge™ Corporate Challenge where the Health Promotion Board has encouraged us to be active and sweat it out.

Mental wellness can bring several benefits, including:

**Improved productivity:** Mental wellness programs, such as stress reduction and resilience training, which can help employees manage their emotions and work more efficiently. This can lead to higher productivity, better quality work, and increased job satisfaction.

**Better employee engagement:** When employees feel supported and cared for, they are more likely to feel engaged and committed to their work. Mental wellness programmes can help to create a positive work environment and foster a sense of community among employees.

**Reduced absenteeism and turnover:** Mental health issues can lead to absenteeism and high turnover rates. By promoting mental wellness, companies can reduce the number of days employees is absent due to mental health issues and retain valuable employees.

**Improved company culture:** Companies that prioritise mental wellness are viewed as more caring and supportive of their employees. This can improve the company's reputation and attract top talent.

**Cost savings:** Mental health issues can be costly for companies in terms of lost productivity, increased healthcare costs, and workers' compensation claims. By investing in mental wellness programmes, companies can reduce these costs and increase their bottom line.

In conclusion, we are here to support your mental wellness. We care about your well-being and want to ensure that you are able to thrive both personally and professionally.



# Monthly Healthy Day

BY BRANDON CHOO



Monthly Healthy Day is a special day each month where staff can focus on improving their health and well-being. In this article, we will discuss how the Monthly Healthy Day can improve your life and provide tips on how to make the most of this day.

Here at UEMS, we provide dedicated time for staff to focus on their health and well-being. This can help staff make healthier choices, improve their mental health, and reduce stress. By prioritising their health, staff can improve their overall quality of life.

Planning is essential for making the most of Monthly Healthy Day. The Workplace Health & Safety team plans activities that align with the health goals of our staff, such as participating in physical activity. We start by setting specific health goals to be achieved, such as incorporating more fruits and vegetables into your diet.

The Workplace Health & Safety Team has arranged for a Zumba session. A 60-minute session that allows sweating and team bonding at the same time, followed by a treat of fruits for promoting healthy eating. This session not only reduces screen time, yet these habits can improve your physical and mental health and help you maintain a healthy lifestyle. It can be a starting point for creating healthy habits that last a lifetime.

By incorporating healthy habits into your daily routine, staff can continue to prioritise their health and well-being. Making Monthly Healthy Day a regular part of your routine can help you maintain a healthy lifestyle and achieve your health goals.



# Training Innovations

## Effective Operative Training Methods and Techniques

BY MICHELLE LEE

Training is an essential part of our company's growth and success. Well-trained operatives are more productive and efficient in their job scope, enabling them to contribute better as a whole. With the importance of staff training, choosing the right training methods and techniques are critical as different training methods come with its benefits, challenges and goals.

There are different learning styles for different people – some are visual learners, some need hands-on experience, and some require an instructor to guide them. We have adopted the following methods and techniques in accordance with the dynamics of our operative staff.

We have implemented E-Learning for refresher training since 2021 and this is one of the most recognised staff training methods, especially as it enables all staff to learn in the comfort of their homes, according to their individual learning styles and needs. E-Learning combines interactive quizzes and videos to keep staff engaged and improve knowledge retention. It gives learners the freedom to learn on the go with a smartphone. They can easily manage work with learning by taking the online courses at their preferred time. Although this method is more effective with learners who are more tech-savvy or literate, we also utilise other training methods and techniques for other types of learners.

For our new Operative training, our Trainers hold an important responsibility in ensuring that all staff are trained and competent prior to deployment. All learners go through the theory training which is a combination of visual presentation and video resources before the hands-on practical which enables them to put into practice what they have learnt. Our Trainers often coach learners step-by-step and ensure they remember the most important technical methods and safety protocols while executing their job roles.

## Continued Digitisation of Training

BY LIV LIEW

As UEMS moves towards training digitisation with E-Learning and Learning Management System (LMS), here are some updates on what is in the pipeline for 2023.

We will be updating contents of our current 3 E-Learning modules: Infection Control, Code of Conduct and Workplace Safety & Health to be more relevant and relatable to our learners. This includes increasing awareness of safety rules and protocols to further reduce workplace incidents and move towards achieving zero incidents. Once content updates are completed, the updated modules are then launched as 2023 E-Learning for all to complete. In addition, to tackle language barrier, there will be a Mandarin version for all 3 modules.

Continuous improvement efforts have been carried out pertaining to our Learning Management System (LMS). The adoption of technologies plays an important role across digital transformations. Sometimes, when there is a problem, we try to find the perfect solution. We propose the solution, discuss, execute and test it. The end goal of the system is to digitise training attendance, records and reports to reduce storage costs, save time in retrieval, and make it more efficient to track this for compliance. The Technology Services Team has been working closely with the Training Team to continuously upgrade the system for it to be as user-friendly as possible.

In essence, digital transformation is sometimes even more difficult than traditional transformation for its successful execution and adoption. Nevertheless, we are taking strides to advance in this journey to digitise training.



# New Initiatives in the Training Journey

BY JOE NG TEOW KIAT



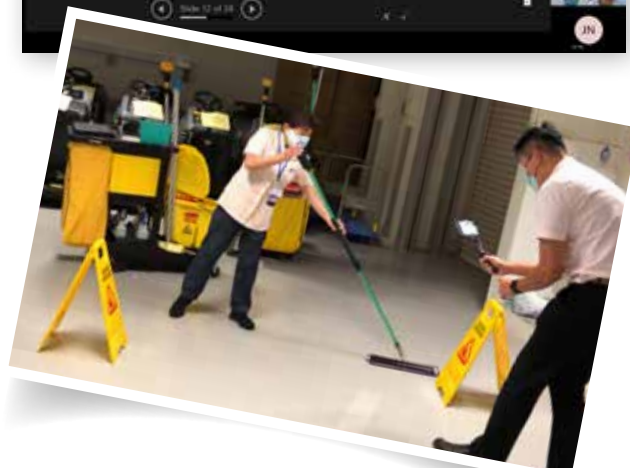
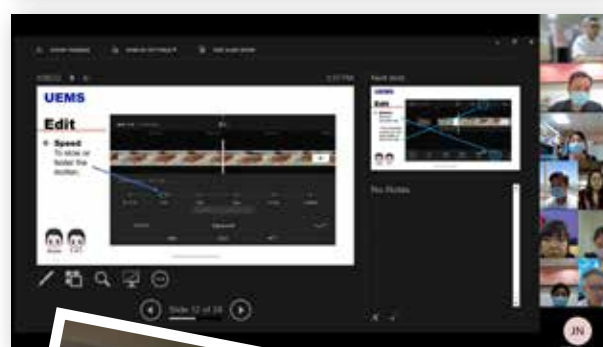
Staying relevant and competitive in the present time, it is essential to continue to learn and upskill throughout one's career. Technology has since revolutionised many aspects of our lives, including how we learn and train. With new technologies, training has become more accessible, engaging and effective.

At UEMS, we have introduced the use of Digital Media as part of our enhancing and refining our training resources. We are phasing out the traditional use of printed materials and have since created customised training videos that meet the operational needs of the particular facility and benefit our staff with literacy difficulties.

One of the most significant benefits of technology in training is that it allows learners to choose the most relevant content and progress at their own pace. With the online learning platforms, learners can access training materials and resources from their laptops, tablets and smartphones. This approach also makes learning more engaging and improves the retention and application of knowledge.

Our platform is such that learners will have to take the self-assessment test before they are able to proceed to advanced topics, while those who need more help can review the materials at their own pace. This flexibility is especially beneficial for UEMS as we are located at multiple sites in Singapore.

In conclusion, technology has transformed the way we learn and train. We will continue embracing and incorporating these technologies into our training programmes. As the saying goes, ***"One is never too old to learn."***





# Innovate & Reimagine Processes

BY CHOW CHIAN SHEN

As a Training Administrator, we play an important role in ensuring that all operative staff complete and attend the Workforce Skills Qualifications (WSQ) training courses that align with our company's objectives and adhere to our NEA cleaning business licencing requirements.

We implemented several new initiatives to improve the effectiveness of our working processes.

## "OPTIMISING COURSE ATTENDANCE: UTILISING NOTIFICATION STRATEGIES"

To ensure and remind the enrolled staff to attend the course on respective dates, we have utilised various notification methods such as sending email reminders a few days before the course with important information like the date, time, and location. WhatsApp messages with course-related updates or reminders will be sent individually to respective site leaders a few days before the course commencement. We will also check the staff's attendance on the registered dates. Follow-up arrangements will be made instantly if the staff is not attending due to unforeseen circumstances. All the actions made are essential to optimise attendance and to ensure that all new hires complete their WSQ courses as per NEA requirements.

## "EMBRACING GROWTH: THE IMPORTANCE OF ADOPTING A CONTINUOUS LEARNING CULTURE IN THE WORKPLACE"

At our workplace, we don't just see work as a repetitive cycle - we strive to create a culture of continuous learning. One of the ways we do this is by encouraging our onsite colleagues to take more responsibility for their operative staff, such as team leaders, supervisors and site managers. Rather than relying on reminders from us, they proactively check the WSQ schedules and nominate new hires accordingly. This not only saves time but also streamlines the working process. Through this approach, we create opportunities for peer-to-peer learning and foster a sense of ownership among our colleagues. Demonstrating a strong commitment to this responsibility could be recognised, reinforcing our culture of continuous learning. Ultimately, this helps us stay agile and adapt to the changing needs of our industry.

## "LICENSE RENEWAL AND KPI ACHIEVEMENT: THE IMPACT OF RESOLVING CHALLENGES"

We encountered a number of obstacles related to the nomination of courses, attendance and effective communication to employees across all levels of the operations. However, through the tireless efforts to deliver compelling messages about the value of training, offering flexible and innovative options, prioritise and track attendance effectively, we were able to overcome these challenges. By creating a culture of collaboration and continuous improvement, we hope to inspire all staff to embrace learning and development opportunities, which ultimately allowed us to achieve our KPIs and NEA cleaning business license renewal every year. This accomplishment is proof to our unwavering commitment to growth and improvement across the organisation.

## "IMPROVING PAYMENT PROCESSING THROUGH COLLABORATION AND INNOVATION"

In addition to effective communication and collaboration, it is also important for the Finance department and Training department to be open-minded and willing to try new payment methods. By being open to new ideas and willing to challenge existing methods, we managed to identify innovative solutions that helped to improve payment processing. E-claims has helped to optimise financial outcomes, support the organisation's long-term success and maintain a good relationship with the vendor.

In conclusion, we have implemented innovative initiatives that address the challenges of different situations. Overall, innovating and reimaging processes involve being open to new ideas and approaches whilst continuously looking for ways to improve effectiveness for all parties.

# Cultivating (Growth) Mindset

BY GRACE SIONG

THE  
MIND  
IS LIKE A  
**PARACHUTE**  
IT WORKS  
BEST WHEN  
**OPEN**



Growth Mindset and Fixed Mindset are 2 different states of mind that people believe. As the term interprets, Growth Mindset is a mentality and attitude of an individual who is open to feedback, embraces opportunities to learn and improves through efforts, while Fixed Mindset may believe the opposite and that individuals' abilities are relatively set.

So, what does Cultivating Mindset mean?

Cultivating Mindset is a process of acknowledging, accepting, and adapting to changes that we encounter in our daily life.

In UEMS, People and Technology are our main pillars to success. We strongly promote *Cultivating Growth Mindset* within the Company to ensure that our employees are given equal opportunities to improve and upskill themselves. After all, cultivating a growth mindset in our employees would enable all to benefit from better managing stressful situations professionally and being future focused on anticipating changes and accepting new challenges positively!

# New Technologies Exploration

## Robotics Showcase at UEMS HQ

BY ALVIN TAN

On 16 Feb 2023, Ms. Tan Cheh Tian, CEO of UEMS Singapore & Taiwan, hosted a team from SingHealth, led by Mr. Alson Goh, Deputy Group COO (Environmental Services, Facilities & Transformation, SingHealth) at UEMS's new office in Singapore. During the visit, UEMS showcased the latest advancements in robotics related to Environment Services, with support from SoftBank Robotics.

The demonstration included a range of robots, from small, autonomous cleaning robots to large commercial robots designed with the healthcare operations model. One of the highlights was the Phantas Robot, which integrates four different floor cleaning modes, making it incredibly versatile and usable for cleaning spaces with various types of flooring. The compact size of the Phantas allows it to be deployed in narrow corridors outside the wards for regular maintenance, where it can automatically navigate and create a semantic map of its surroundings in real-time using 3D environmental perception.

Another robot on display was the autonomous scrubber, which combines scrubbing, sweeping, and dust mopping capabilities in a single unit, providing up to four times more efficiency improvement and a significant reduction in energy consumption. The scrubber also has a 5-stage filtration system, recycling water and reducing more than 80% of water consumption, with minimal human intervention required for self-docking power charging and auto water refill with discharge. This robot is best suited for large public areas usage and offers a diverse range of path cleaning modes for the highest degree of flexibility in cleaning plan customisation.

After the demonstration, the visitors were briefed on potential collaborations with educational institutions and robotic companies in Singapore to further innovate the use of robotics in Environmental Services to augment daily operations. The pandemic has brought about higher demands for healthcare disinfection, making it imperative to use robotics to supplement housekeepers' daily work and allow them to focus on higher value work aspects. The use of Artificial Intelligence (AI) will transform work processes in Environmental Services, where heavy dependence on manual labour has been the norm.



Throughout the visit, the delegation had the opportunity to ask questions and engage in discussions with UEMS Senior Management on the potential applications of robots and how technology will evolve the way we operate. Overall, the visit was an enlightening experience, showcasing the evolving technology from various robotic companies and UEMS's collaborative ideology for the future of Environmental Services in the healthcare sector.



## Smart Technology

IN COLLABORATION WITH UEMS TECHNOLOGY TEAM

Technologies are becoming increasingly complicated and interconnected. Thanks to our colleagues in the Technology Services, we are able to enjoy the benefits of smart technology which is implemented in some of our government agencies. With the information processing relying largely on digital technologies and artificial intelligence, there is less human-to-human contact now, and more time will be dedicated to attending to issues which require more human intervention.

Smart soap dispensers are used in the toilets, commonly implemented in many buildings in Singapore. Our cleaners do not need to keep going to the toilets to check if the soap is running low as alerts will be sent and informed them when the low threshold is met. With data processors, data collected is consolidated and studied to understand the patterns of usage per toilet, and the frequency of the cleaners is deployed accordingly to the usage. Moving forward, one cleaner can take care of more toilets, concentrating on the more frequently used ones.



With our “QR code for Building Defects Reporting”, reporting any defects, anywhere within the building is only a fingertip away. Tapping on the advancement of the technologies, we are able to efficiently attend to the defects timelier. The complainant is also informed of the progress of the work done. The extra eyes of the users and public are now more resourcefully partnered with the smart linkage of the technology to tackle defects, and some predictive technologies can also suggest solutions to rectify the faults.

We also work with our pest control specialist on “SMART Rodent” which is a multi-catch unit dealing with rodents above ground. Attractants lure the rodent into the box, exterminating it efficiently and without toxicity. When the rodent enters the trap, sensors detect movement and body heat. A catch function is activated, immediately killing the rodent with an electrical current. The rodent is deposited into a plastic bag in a closed container. The trap is then automatically reset and ready for action again. No toxic bait is used.

There are more to share but we believe that this wave of smart technology has shaped the way new era of Facility Management (FM). Smart technology and humans are not competing with one another; they are complimentary, but only when the technology is used well.

# Technology Advancement

## Technology Trends in 2023 – How Artificial Intelligence (AI) Can Play A Key Role In Facility Management

BY SRINIDHI GOPALAKRISHNA

UEMS first developed a Machine Learning (ML) model for UETrack™ portering in 2019 to predict job load for portering teams. Since then, the technology stack for AI development has made big progress enabling us to develop more advanced capabilities not just into UETrack™ but also for an array of facility management services we deliver to customers.

Artificial intelligence (AI) has the potential to transform facility management by enabling more sustainable practices. AI-powered systems can help facility managers to optimise energy consumption, reduce waste, and improve the overall sustainability of their operations. Here are some ways in which AI can help in sustainability practices in facility management:

### ENERGY OPTIMISATION

AI can help facility managers to optimise energy usage by analysing data from various sources, such as occupancy sensors, weather forecasts, and energy consumption patterns. The system can learn the usage patterns of a particular space and adjust the lighting, HVAC, and other systems accordingly to ensure optimal comfort while minimising energy consumption. This can lead to significant energy savings and reduce the facility's carbon footprint.

### WASTE REDUCTION

AI can be used to identify areas of waste in a facility and develop strategies to reduce it. For example, AI-powered systems can analyse data from waste management systems to identify areas where waste is generated, the types of waste generated, and the frequency of waste generation. This information can be used to develop waste reduction strategies such as recycling programs or composting initiatives.

### WATER CONSERVATION

AI can help facility managers to optimise water usage by analysing data from various sources such as weather forecasts, occupancy patterns, and irrigation systems. The system can learn the watering needs of a particular space and adjust the irrigation system accordingly to ensure optimal watering while minimising water consumption. This can lead to significant water savings and reduce the facility's water footprint.



### PREDICTIVE MAINTENANCE

AI can be used to predict equipment failures before they occur, allowing maintenance teams to fix them proactively. This can help to reduce downtime and extend the lifespan of equipment, reducing the need for replacement and reducing waste. Additionally, AI-powered systems can help facility managers to optimise maintenance schedules, reducing the need for unnecessary maintenance activities and reducing the environmental impact of maintenance operations.

UETrack™ has built-in AI models in SmartToilet & SmartFM modules that will be progressively extended to benefit our operations team in their decision-making. We will continue to work with enormous opportunities available to automate work processes using AI.

Many existing software that we use (word, excel etc) have enabled AI features to make it easier for users to adopt automation in their daily activities. By adopting AI-powered systems, facility managers can reduce their carbon footprint, lower operating costs, and improve the overall sustainability of their operations.

# IoT and its Key Role in Facility Management

BY ANEESH PERIYE

The Internet-of-Things a.k.a. IoT describes physical objects embedded with sensors that communicate with computing systems over the internet to allow the physical world to be digitally monitored or even controlled.

IoT has a key role to play in growing **digitalisation of facility management services** as it allows for easier integration and automation of disparate building systems and processes such as security, and energy management.

IoT devices can gather and analyse real-time data from various sensors (which receive signals from sensors and then do something in response to those changes) and tell us data stories using some powerful dashboards. In the technology world with the help of machine learning and Artificial Intelligence (AI) tools, we can derive powerful forecasting models which can be used to predict the events based on these collected sensor data.

Because of these fascinating features, IoT can be used to **optimise building operations** and maintenance, **reduce energy consumption**, and

improve **occupant comfort** and productivity. For example, sensors can detect occupancy levels and adjust lighting and temperature accordingly, while also alerting maintenance staff to any potential issues or repairs needed based on the prediction by ML (Machine Learning) models. Facility managers can access real-time data and adjust various systems and processes from anywhere, allowing for faster and more efficient response times to any issues that may arise.

UEMS has developed a new architecture on UEMS cloud infrastructure that enables seamless integration between various types of IoT sensors as well as with IoT middleware. This central system helps us to manage a wide range of IoT sensors and is flexible to have different configurations depending on the use case. This allows for the automatic creation of unified work orders within the facility management system based on data collected by the building automation tool or for creating cleaning tasks within the smart toilet system based on the sensors equipped in the toilets. This key functionality **streamlines the operational processes** and reduces the need

for manual input, improving overall efficiency and consistency of services.

This new module in *UETrack™* serves as a bridge between the IoT devices and the *UETrack™* system, enabling communication between the two systems and ensuring that data is accurately captured and transmitted. This allows facility managers to have a comprehensive view of building operations, cleanliness, and maintenance needs, while also providing them with the ability to respond quickly and effectively to any issues that may arise.

Overall, IoT plays a critical role in facility management by providing valuable insights into building operations and enabling more efficient and effective management of various systems and processes. As technology continues to advance, the role of IoT in facility management is only expected to grow in importance.

At UEMS, we have adopted IoT sensors in our Smart Toilet and Smart FM programmes to deliver services to our customers.

## Single Sign-On (SSO) Implemented Across *UETrack™*

BY KAMAL MANI

As the number of systems in our daily lives continue to grow, memorising complex passwords for each of them becomes a challenge. So, in Technology Services, we implemented a new single sign-on (SSO) system which replaces all custom login credentials across *UETrack™* app. With this, all *UETrack™* modules offered through UEMS Cloud use MO365 login credentials to authenticate and access the application. SSO will work as a central place for all *UETrack™* system authentication.

With a single login, this will also allow users to browse different *UETrack™* applications under one screen such as Housekeeping, Smart Toilet, Entrypass and Hospitality.

The system allows *UETrack™* Support Team to better manage access controls for *UETrack™* applications across all the facilities. The SSO feature will reduce the number of helpdesk support associated with password-related tickets.

To strengthen security, Technology Services have a Multi Factor Authentication (MFA) enabled for all users through MO365 features. Technology Services target to onboard all *UETrack™* mobile applications to UEMS SSO to give a seamless, flexible login experience to all users.



## Cybersecurity Initiatives @ UEMS

BY ROBIN HO

As a growing organisation, it is essential to safeguard our digital assets and data from cyber threats. Cybersecurity has become a critical concern for businesses, as cybercriminals find new ways to exploit vulnerabilities and steal sensitive information. Here are some of the cybersecurity initiatives that we have implemented in UEMS from cyber-attacks.

### VULNERABILITY ASSESSMENT AND PENETRATING TESTING

Vulnerability assessment and penetrating testing (VAPT) are crucial cybersecurity initiatives that can help identify and address vulnerabilities in our organisation's system, network, and applications. It is also part of the key requirement committed to ISO 27001:2013, thus implementing the necessary measures to address them before cybercriminals can exploit them. We have been conducting this assessment with the help of an independent cybersecurity consultant to ensure maximum security compliance that aligns with industry standards.

### UPDATING AND PATCHING HARDWARE AND SOFTWARE

Proactive updating and patching of both hardware and software is critical to addressing vulnerabilities and preventing cyber-attacks. These are usually tasked during our monthly scheduled maintenance or when emergency patching is necessary to address any zero-day vulnerabilities. Our hardware devices such as firewalls and switches are also updated regularly to ensure they are protected against the latest threats.

### ACTIVE MONITORING OF CYBERSECURITY ALERTS FROM CSA

Cyber threats are constantly evolving, and it is essential to stay informed about the latest threats and vulnerabilities. By actively monitoring security alerts from cybersecurity agencies and other industry peers, we keep ourselves informed and take necessary measures to protect our organisation from cyber-attacks. You should also subscribe to industry newsletters and alerts to stay updated on the latest trends and best practices.



### CYBER AWARENESS NEWSLETTER

One of the most effective ways to improve cybersecurity is by bringing awareness to employees about the risks and best practices in the cyber world. A cyber awareness newsletter is a great tool to keep our staff and colleagues informed about the latest threats and providing them with practical tips on how to protect themselves and the organisation from cyber-attacks. We have been doing our part by sending weekly newsletters and covering topics such as phishing, password security, malware, and social engineering.

### CYBERSMART TRAINING

Cybersecurity awareness training is an essential initiative to educate employees about cybersecurity best practices and prevent cyber-attacks. We conduct monthly training for all non-operative staff while extending various resources that they can use in daily activities. We will also be extending this training to our site teams during our planned Technology Week happening on Q3 – Q4 2023 so do stay tuned for the latest updates from us.

### PRO BONO IT CLINIC

Lastly, as part of our commitment to ESG, it is important that we give back to the community by providing pro bono IT clinic services. This new initiative will start from Q3-2023 and will extend to all UEMS staff where we plan to setup an IT Clinic (half-day) at different sites to provide free IT support for all our staff. The services that we will be providing includes assessment, installation and troubleshooting of both their personal laptops and their mobile devices. We will also be giving free advisory on how to protect themselves online and steps to prevent themselves from becoming the next victim of online scams.

## UETrack™ for Hospitality

BY ANEESH PERIYE

UETrack™ Hospitality is a new addition to the UETrack™ suite of products. This new application is a part of UEMS's digitalisation initiative for its hospitality teams. This innovative app promises to improve productivity, increase staff efficiency, and improve communication between concierge teams.

The app's features include real-time updates on work summaries by staff and instant communication between housekeeping staff and supervisors. With this app, respective supervisors can review and approve the summary of work done (rooms cleaned) as part of the acknowledgement and approval. Based on the approved summary, the system can automate the productivity report and billing requests among internal teams.

This application also includes a reporting system that enables managers to track staff performance and identify areas for improvement. The app's dashboard provides an overview of the hotel's cleaning operations, allowing managers to understand the productivity trend for each staff.

The application is designed with strong security measures to prevent unauthorised access or data breaches and the user interface of the application is intuitive and easy to use to make staff training easier.

We are thrilled to launch our new hospitality application and now available for download in the Apple App Store and Google Play Store to use in the hospitality business.

## New Updates on UETrack™ Entrypass

BY VYSHAK

UETrack™ Entrypass is a self-service mobile app that is designed to help businesses streamline their staff management processes, staff engagement and improve productivity. Since its launch last year, we have continued to add more features to improve the engagement with the users.

Here are some of latest updates added to Entrypass app.

- Upgraded web application interface developed on latest technology stack that improves the user experience for easy configuration and reporting.
- Personnel information of staff now includes their contact information, profile picture and language personalisation.
- Rostering feature for admin teams to easily update and schedule shift timings for the staff including bulk update.
- Reports & Dashboard for site teams to use for deriving attendance trends, workforce statistics and more.
- Notifications settings allows site teams to configure and setup daily email notifications to UEMS staff.

The mobile application, available on both Android and iOS, provides staff with a convenient and effortless way to record their attendance and address information with just a few clicks. The address verification is especially beneficial for foreign staff, as it ensures compliance with Ministry of Manpower (MOM) regulations. One of the primary benefits of using this system is the ability to reduce errors and inaccuracies in attendance tracking and prevent malpractices.

With this app, we are moving away from the traditional attendance-capturing methodology with the help of advanced technology. This app is secured with multiple features such as GPS fencing, face identification, and proxy GPS detection featured to avoid any kind of misuse. The app also allows supervisors to check the attendance and address history of their staff as part of the daily deployment process.

UETrack™ Entrypass provides a seamless solution that simplifies staff management and increases productivity for businesses. This solution is just one of several digitalisation efforts implemented through UETrack™ program to streamline work processes and procedures, making it easier for businesses to monitor their workforce and manage their operations.

# Environmental, Social and Governance (ESG) Initiatives

## Promoting Sustainability Through E-Waste Recycling

BY RICHARD KHOO

Singapore's solid waste management system focuses on two key pillars - waste minimisation and recycling.

How do we minimise waste? Recycling is an important method. In UEMS, our Procurement team, together with the Technology Services team, worked closely to arrange a free electronic waste (e-waste) recycling bin to be placed in the office to promote and to encourage our staff to properly dispose of the e-waste used in the company.

Recycling e-waste helps to conserve our earth's precious natural resources, as these materials can be recycled to make new products. This reduces the need to mine raw materials from earth.

Recycling reduces the waste sent to landfills and incinerators, prevents pollution to the environment due to the mining of raw materials and conserves natural resources by using less energy.

With so many benefits of recycling e-waste, let's work together to recycle our e-waste such as mobile phones, iPads, laptops, power banks, batteries, and cables and conserve as many resources for our future generation.





## Clean & Green Day 2022 at Sengkang General Hospital (SKH)

BY BERNARD TEO



**UEMS Housekeeping Team**

Sengkang General Hospital (SKH) hosted its annual Clean and Green Day on 3 Nov 2022 at level 1 compound area. The event was organised by the SKH Environmental Services Department to promote environmental awareness and encourage individuals to take action to protect our planet, with the 5Rs (Reuse, Reduce, Reuse, Repair, Recycle) as the main theme for this year. Additionally, SKH's Clean and Green committee launched "The Green Corner", where educational videos promoting the 5Rs were showcased. Numerous recycling bins were made available, and the public donated their unwanted clothing at the event.

At UEMS, we strive to be environmentally responsible and support the Clean and Green Day to raise awareness about the importance of environmental conservation. We understand that the actions we take today have a significant impact on the health and well-



**Housekeeping Supervisor Basha, Mascot Captain Green with ACM Joey and the students**



**Operations Executive, Siti with Housekeeper, Song Qiujiu managing the recycled bottle jewellery holder booth**

being of future generations. Thus, we are committed to doing our part to create a cleaner, healthier world.

The Clean and Green Day event provided an excellent opportunity for individuals, families, and communities to come together and take action to protect our planet. Participants, from visitors of the hospital to SKH staff, engaged in various activities, such as understanding the 5Rs, recycling unwanted products, and turning them into gifts. Moreover, there were numerous game booths that educated the young and old visitors on the importance and impact of recycling.

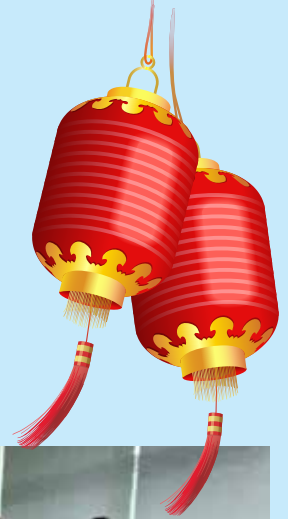
UEMS Housekeeping Team @ SKH played a pivotal role in making the event a huge success. Our team manned the booths, hosted the visitors, and imparted knowledge of creating a brighter, cleaner, and more sustainable future for ourselves and future generations. As part of the programme, UEMS Housekeeping Team @ SKH supported the event by providing a limited-edition reusable bag, which was redeemed by the public after participating in the activities.

Our team had an enjoyable time making a difference with the general public to create a cleaner, healthier, and more sustainable future for ourselves and future generations.

# Employee Engagement

## Chinese New Year Celebrations & Lion Dance

BY CHRYSTALBELLE TEE



Chinese New Year is a joyous occasion that brings together family, friends, and colleagues to celebrate the start of a new lunar cycle. After a challenging period of 3 years marked by the Covid-19 pandemic, this year's festivities held even greater significance as people were finally able to gather and reconnect without restrictions.

At our new headquarters, the Year of the Rabbit was welcomed with a vibrant celebration that included a mesmerising Lion Dance performance. The dance, which symbolises wisdom and power in Chinese culture, is traditionally performed during the Lunar New Year to bring good luck and prosperity to the audience. UEMS recognises the significance of this cultural tradition and its ability to bring blessings to and uplift the spirits of UEMS colleagues, who had weathered the pandemic with resilience and determination.

The festivities culminated in a delectable company dinner, where colleagues shared laughter and stories over mouth-watering dishes. It was a heart-warming moment, as people reflected on the importance of human connection and the value of coming together to celebrate milestones and achievements.



UEMS wishes everyone a productive and meaningful Year of Rabbit, filled with joy, health, and success. May the spirit of the Lion Dance continue to inspire and bring good fortune to all.



Chinese New Year Lo-Hei Celebrations with Staff & Clients

## Inaugural SGH Visitor Management Services (VMS) Appreciation Day on 20 Jan 2023

BY LINNA TAN



**Honourable guests – Mr. Jim Gu, Chief Operating Officer, Visitor Services & Admitting Services, SingHealth Chief Operating Officer, SNEC Operations & Mr. Tan Jack Tian, Group Chief Operating Officer, SingHealth at the Inaugural SGH VMS Appreciation Day on 20 Jan 2023.**

On 20 Jan 2023, SingHealth co-organised the inaugural Visitor Service (VS) Appreciation Day in SGH, in collaboration with UEMS. The event was held at the function room in SingHealth Tower, and was attended by both senior management members from SingHealth and UEMS and staff who came together to celebrate and show appreciation for our Patient Service Associates (PSA) and Concierge Specialists. This event will now be an annual tradition moving forward.

The atmosphere was lively and uplifting, as many staff members gathered to bond and chat. Upon arrival, every guest was presented with a set of oranges and a special appreciation gift from SingHealth. The event featured speeches by Mr. Jim Gu (COO Visitor Services, SingHealth & COO SNEC) and Ms. Tan Cheh Tian (CEO, UEMS Singapore & Taiwan). We were also honoured to have the Group COO of SingHealth, Mr. Tan Jack Tian, taking the time from his busy schedule to join the celebration and addressed the UEMS Visitor Services Team with words of appreciation for their hard work in supporting SingHealth throughout the pandemic.

Since it was just two days before Chinese New Year, we took the opportunity to include a “Lo-hei” session. With three tables of yusheng, our Cluster Director, Alvin Tan, led the “Lo-hei auspicious speech” and staff and management mingled while tossing up the ingredients for a new year of good luck, fortune, health, happiness, youth, prosperity, and abundance of wealth and success.

We had a wonderful time interacting and connecting with each other over a sumptuous buffet lunch. The smiles on everyone's faces were evidence of the event's success.

Let's pat ourselves on the back for a job well done!



**Preparing for the big lo-hei**



## Chinese New Year Lo-hei with Clients and Staff at National University Hospital (NUH) UET

BY CLARIS ORTEGA



**The UEMS Senior Management team and NUH Portering team shared the CNY celebration mood with Ms. Clara Sin, Chief Operating Officer, Group Service Transformation & Medical Records, National University Health System, Singapore & the Executive Services Team of National University Hospital.**

On 3 Feb 2023, NUH Portering hosted a delightful and inclusive Chinese New Year Celebration. The event brought together our porters, NUH clients, and other service partners in a cohesive and joyous celebration. The festivities commenced with a delicious lunch of traditional Chinese New Year dishes with auspicious meanings, which were served to our porters by our UEMS senior management, NUH senior management, and the site team. At NUH, we believe that food has the power to foster strong bonds and connections.

The highlight of the celebration was a mass Lo-hei, where NUH senior management, UEMS senior management in the hospital came together to toss the ingredients and share auspicious greetings. This symbolic act was meant to usher in great abundance,

good health, and the best of luck for everyone. As we tossed the ingredients high in the air, we joyously exclaimed, "Heng Heng, Ong Ong, Huat Huat" - traditional Chinese New Year blessings for a prosperous year ahead, and may it be as fortunate as the year of the rabbit.

The event was a heartfelt expression of our deepest appreciation for the hard work and dedication of our porters. It was a moment of camaraderie and togetherness as we celebrated the Chinese New Year in a spirit of inclusivity and unity. We are grateful for the opportunity to come together and share in the festivities, and we look forward to many more memorable celebrations in the future.



## A Coral Year; Stronger Together!

BY JULIUS FAM, MICHELLE WONG AND GRACE SIONG

The year 2023 marks a memorable year for UEMS as we celebrate our 35th anniversary, which is also known as the Coral Year!

Since the inception of the Company in 1988, UEMS has been continuing the evolution and growth journey, achieving many significant milestones and emerging stronger in the market.

We have come this far, and we must not let this historic occasion pass by without proper recognition. To commemorate this special occasion, a 35-year special committee has been formed to organise a series of programs and activities,

including Corporate Social Responsibility initiatives, Family Day event, Creativity programs and many other exciting activities.

The activities are thoughtfully planned by the Committee, chaired by Julius Fam, with the goal of giving back to society, strengthening working relationships among colleagues, promoting healthy and happy lifestyle, and encouraging environmental appreciation. Stay tuned for more sharing in H2 2023.

Let us all raise a toast to another successful and even stronger year together!

## CNY Lo-hei Celebrations with Clients and Staff – Changi General Hospital (CGH) Portering

BY IGNATIUS EDWARD

The Portering team in CGH recently hosted a festive Chinese New Year celebration on 30 Jan 2023, creating an enjoyable and casual atmosphere for interaction among the team. The highlight of the event was a sumptuous catered lunch buffet provided by the CGH's Dietetic & Food Services (DFS) team, which our porters thoroughly enjoyed.

To add to the auspiciousness of the occasion, we were honoured to have special guests from CGH and UEMS joining us for the traditional "Lo-hei", a prosperity tossing ceremony to usher in a new year of good luck, fortune and abundance. It was a joyous moment as we came together to celebrate the spirit of Chinese New Year and express our appreciation for our team's hard

work, dedication, and contributions to the hospital and the company.

We took this opportunity to thank each and every one of our porters for their unwavering commitment and efforts in ensuring smooth operations in our department. Their dedication and professionalism are truly commendable, and we encouraged them to keep up the good job they are doing. The event not only fostered camaraderie and a sense of community among our team members, but also served as a well-deserved recognition of their contributions to our department and the organisation as a whole.

In the new year, we look forward to more opportunities to celebrate and appreciate the hard work and dedication of our team members. The Portering team is committed



**The CGH Portering team enjoying the scrumptious buffet**

to create a positive and an inclusive work environment where team members feel valued and motivated to continue delivering exceptional service.

## CNY Lo-hei Celebrations with Clients and Staff – Sengkang General Hospital (SKH) Housekeeping & Health Attendant Services

BY BERNARD TEO

'Lo hei', also known as the tossing of 'Yu-Sheng', is a cherished traditional Chinese ritual that is commonly enjoyed during the festive period of Chinese New Year (CNY) in Singapore. It is revered as a symbol of abundance, prosperity, and good fortune, and is typically shared and relished during communal gatherings or special events.

'Lo hei' is a delightful medley of raw fish, shredded vegetables, crisp crackers, and an array of sauces and seasonings. As the dish is prepared, auspicious phrases are spoken, adding to the festive atmosphere. Once all the ingredients are meticulously arranged, the highlight takes place - the tossing! With great fanfare and excitement, the

entire ensemble of ingredients is joyfully tossed into the air, to achieve the highest toss possible, as it is believed that a higher toss brings better luck for the upcoming year.

At UEMS Housekeeping @ SKH, we had the pleasure of hosting a special guest, the 'God of Fortune', who graced us with his presence and bestowed upon our housekeepers' gold ingots, symbolising wealth and prosperity. The 'God of Fortune' also encouraged everyone to rub his inflated belly for better luck and fortune. It was a moment of joy and merriment as we embraced the traditions and customs associated with the auspicious occasion of Chinese New Year.



## Employee Engagement – UEMS @ SingHealth Polyclinics

BY ARULRAJ DANISTON ISRAEL ISRAEL



Organisations have come to realise that in today's constantly changing business, the most valuable asset is people. This means not just attracting the creme-de-la-creme and retaining them, but keeping our staff motivated and committed to achieving the organisation's goals.

Employee Engagement has been practiced since the commencement of service industries like Healthcare and Housekeeping, and the origins of engagement are as old as mankind itself.

History records that about 2,300 years ago, Alexander the Great of Macedonia was known to have achieved the engaged workforce by ensuring that he spent face time with his men, listening and addressing grievances, ensuring timely payment of salary, dressing like the rest of his army and most importantly by leading them from the front.

History is dotted with examples of leaders who have led their men by building a psychological commitment between their men and their ideology to achieve greatness. In this psychological context lies the roots of today's Employee Engagement theories and practices promoted in organisations.

An engaged workforce produces better business results and fosters employee loyalty. More importantly, our people are the ambassadors of the organisation. This is achieved when people understand their organisation respects their work, their contribution to the organisation goals, and their personal aspirations of growth, rewards and remuneration are met.

In conclusion, understanding employee engagement drivers, measuring and enhancing engagement offer better business performance by ambassadors of the organisation, and help sustain organisation growth through innovation and lower employee turnover.

Our findings highlight the three most important levers that the leaders at SingHealth Polyclinics have at their disposal to boost their (EE) employees' engagement:

- Help employees connect what they do to what they care about,
- Make the work less stressful and more enjoyable, and
- Reward employees with appreciation notes, and distribute vouchers or tokens of appreciation to recognise staff's hard work.

The management team at SingHealth Polyclinics has always viewed UEMS as 'one of them', and UEMS Staff are always invited to the festive celebrations such as Chinese New Year, Hari Raya, Deepavali and Christmas. This has greatly enhanced engagement, and our housekeepers really felt appreciated and cherished as they are seen as 'one of them'.

***"The way your employees feel is the way your customers will feel. And if your employees don't feel valued, neither will your customers."*** – Sybil F. Stershic



# Health & Safety

## Monthly Safety Dialogue Session

BY TAN KAI SHING



URA Dialogue Session



KTPH Dialogue Session



Time to speak up! Now is the chance to improve our communication on safety and health matters. Workplace Safety & Quality Assurance (WS & QA) department initiated the Monthly Safety Dialogue Session with staff onsite.

A schedule of the dialogue sessions has been rotated between healthcare and non-healthcare and the involved parties will be the Directors and Heads of the operational functions, WS & QA Head, Workplace Safety & Health Leads, Site Leaders and the ground staff. The reason for conducting these dialogue sessions is to gather feedback from staff as they are the ones who face challenges on the ground, especially if there are any high-risk activities that they face.

To avoid miscommunication, we believe that the most effective method is to conduct a face-to-face communication. Both positive and negative feedback are encouraged because it helps to break bad habits, reinforce positive behaviour and motivate continuous

learning. It can also enable us to work more effectively towards our key performance indicators.

UEMS strives to conduct two-way communication to better understand our staff and show concern in their daily work. An effective workplace communication can help to mitigate conflict, increase staff engagement, improve the direction for staff that we prioritise in workplace safety and health and increase the awareness of working safely. In UEMS, we encourage our staff to speak up and do the right thing and we assure them that they will not be penalised for speaking up.

By the end of the session, we hope that everyone can learn and gain some knowledge out of it. UEMS management will analyse the key takeaways and rectify shortcomings in order to ensure continual improvement in our Workplace Safety and Health Management system.

## UEMS Safety Alert

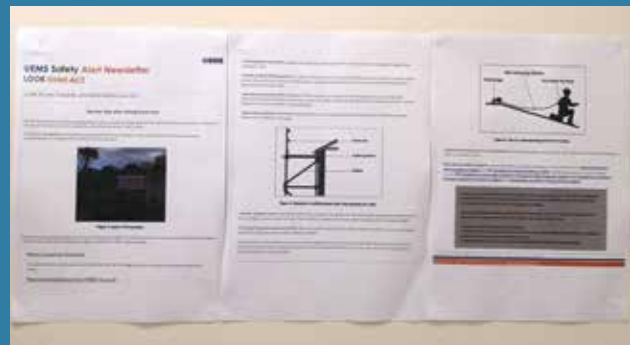
BY TAN KAI SHING

Why is Workplace Safety and Health important in every company? The reason is because employers want to ensure that all staff are able to work in a safe and productive environment.

As a responsible employer, UEMS wants to protect our staff from injury and illness as our people is our greatest asset. Without our staff, we are unable to operate smoothly. To create an awareness of safety and health, the Workplace Safety & Quality Assurance (WS & QA) department made an effort to share pertinent news and information on safety and health, on a bi-weekly basis, to all our employees, especially site staff, for them to lead safety effectively and disseminate the information to their staff to increase their safety and health awareness.

By doing this, we are hoping to change the mindset of our staff on safety-related matters. We do not want our staff to take the risk to perform high risk works without any safety control measures which can result in injury.

Safety in the workplace means keeping yourself and your co-workers safe from harm and danger. You must be conscious of your working conditions and your working methods. The mindset of being safe is what you do and think. Avoid unsafe acts and if you see these acts, please stop them immediately as this might save lives.



Ultimately, it is everyone's responsibility to make safety a part of the organisational culture. As an employer, UEMS hopes that all staff can go back to their home and be with their loved ones at the end of their work.





## Partnership with Health Promotion Board (HPB)

BY TAN KAI SHING

Health is very important to everyone. With a fit physical body, we can do almost anything. As a company, we care for our staff's health, and we wish to support their journey to a better health. To achieve this, UEMS collaborated with Health Promotion Board (HPB) to develop a series of programmes. HPB has created health promoting workplace clusters and company-based workplace health programmes, as well as continually provided targeted interventions for mature workers.

In March 2023, HPB kicked off this programme at the KK Women's and Children's Hospital (KKH). A total of 136 staff participated in this programme. The programme commenced with a pre-health survey and screening, followed by a consultation and report on the chronic disease management (based on the results of the health screening). Subsequently, a series of coaching such as healthy eating, cleaning, lifting ergonomics and stretching was conducted. In order to see if there is any improvement, a post-health screening would be done and this would be followed by the final report collection and review. Being healthy does not only mean being physically fit, but it also means being mentally and emotionally fit. Being healthy has to be a part of your overall lifestyle to help to prevent chronic diseases and long-term illnesses.

Finally, feeling good about yourself and taking care of your health are important for your self-esteem and self-image. Having good health can make your life journey more pleasant and meaningful.







JOB  
WELL  
DONE!

# From The Clients' Hearts

## APPRECIATION MESSAGE FOR YISHUN HEALTH PORTERING

"On behalf of YH OSS Team, please receive our heartfelt appreciation note..."

After almost a year of hard work and preparation, the Next-Generation Electronic Medical Record (NGEMR) system finally went live on 25 February 2023. From the preparation period till Go-Live, UEMS Portering Team and Yishun Health Operations Support Services team worked together as ONE to review work processes, as well as to plan, train and prepare each member in the department to be ready for a smooth Go-Live. We are appreciative and grateful to our UEMS Partner for the great support in this NGEMR Journey and we are confident that this new system will empower the department to improve work processes further and deliver better care to our patients."

– Ms. Shirley Goh,  
Senior Executive, Operations Support Services, Yishun Health

## APPRECIATION MESSAGE FOR EARLY LEARNING VILLAGE – COGNITA HOUSEKEEPING

"UEMS has been the provider of cleaning services at the Early Learning Village (ELV) since it opened its doors in August 2017. As the ELV is a purpose-built early childhood facility, we wanted a team that had a strong background in healthcare given the age of the students in attendance. Working in a complex as large and complex as the ELV with nearly 100 classrooms within one campus is always a challenge, the housekeeping team has done an excellent job of ensuring that the cleanliness of the facility is above the standard of what is required, evidenced by the positive feedback we constantly receive on the outstanding work of the team."

– Ms. Lisa Jelinek, Camp Manager, Early Learning Village – Cognita Housekeeping



## FEEDBACK FROM ACADEMIC STAFF

"**Arul** the cleaner that's been down with us the last few weeks, has honestly been a breath of fresh air. He has been cleaning to such a high standard. He's friendly with us and with the children and all the teachers have commented on his professionalism and positive attitude. Thank you for sending him to us, we really appreciate having him down here!"

"I am writing to commend the cleaner, **Aisiah**, that has been helping to clean the KG2 classrooms. We found that the balconies, classrooms and even the toilets are significantly cleaner than expected throughout the day. Aisiah also displays a professional and polite attitude to the staff working in our classrooms. We hope that she will be able to continue working in our classrooms."

"I just want to express my deepest gratitude and appreciation to **Nani**, our exceptional housekeeping lady who went out of her way to hunt for my ring last week which I left in the staff room. I had already left work when I realised it was missing, and remembered I took it off in the staff room. I asked a colleague to check with Nani if she had come across it. She searched the staff room tirelessly, and eventually found it hiding somewhere on the ground even though during her first search, it was nowhere to be seen amongst everything on the tables and shelves. Please share my gratitude and heartfelt thanks to her team and the contract company as she is a great asset to the organisation, and we are very proud of her hard work and dedication."

## RC HOTELS

"Last May 2022, we were fortunate to partner with UEMS Solutions Pte Ltd as our service provider for Housekeeping Services. This greatly helped us reopen Swissotel the Stamford and ramped up our operations when the hotel was converted back from a Stay Home Notice (SHN) Hotel.

Upon the opening of the travel borders, there was a surge in hotel demand, especially for tour groups and airline crew. UEMS has provided us with quality and reliable service and we have achieved quality ratings from our guests and auditors. There will be many opportunities for us to explore with UEMS in this business and we look forward to many more years of support and collaborations.

Wishing UEMS great success and prosperity in the years ahead and grateful for our collaboration."

– Mr. Lim Keh Jun,  
Director of Housekeeping, Fairmont Singapore & Swissotel The Stamford

## PEOPLE'S ASSOCIATION

"We are lucky to have Sazali and Keefe as our PMs for ServiceSG@NSC and ServiceSG@KCC. Their time, effort and consistent follow-up helped us to stay on track and ensure that we meet our deadlines. Their hard work should not go unnoticed. Keep up the good job!"

– Ms. Jeraldine Tan, Head, People's Association

# NGEMR Go-Live at Yishun Health (YH)

BY ALAN LIM, LINDA YANG, WENDY TAN

As early as mid-2022, Yishun Health (YH) involved UEMS in the planning of the Go-Live of the NGEMR (Next Generation Electronic Medical Record) system which was launched in Feb 2023.

For our Housekeeping contracts, each facility was granted two accounts, and needed to ensure that these accounts were created correctly and securely.

Subsequently, in Dec 2022, the Environment Services Department (ESD) invited the Team Leaders, Supervisors, Executives, and Managers from both KTPH Housekeeping and YCH Housekeeping teams for training. The training was essential to prepare the teams for the launch of NGEMR in Feb 2023. They were taught how to use the new system and its features, such as the rover phones, which would allow them to receive and acknowledge tasks seamlessly.

Before the official launch of NGEMR, both KTPH Housekeeping and YCH Housekeeping teams were invited once again for further discussions on the NGEMR transition, and ESD and UEMS concluded on how UEMS would proceed when NGEMR was down. This was important to ensure that there would be no delays in cleaning activities even if the new system encountered technical issues.

In addition to training, KTPH Housekeeping and YCH Housekeeping would be receiving one rover phone each from ESD. The rover phone was an essential tool that allowed Housekeeping teams to receive job requests and update their progress. The new system had many added features, such as multi-task options, which enabled the teams to view multiple job requests at once, making it easier for them to prioritise their tasks and be more efficient.



**UEMS team together with Ms. Yen Tan, Chief Operating Officer (Khoo Teck Puat Hospital & Yishun Health) at the NGEMR launch.**

Finally on 25 Feb 2023, the site management team from KTPH and YCH went onsite to support Yishun Health on the NGEMR Go-Live. The housekeepers were well prepared and able to follow the NGEMR downtime scenarios' guidelines and manually record the details in the request task form to record all cleaning activities. They also successfully used the rover phones to receive and acknowledge tasks seamlessly. Compared to the old system, where requests were made via WhatsApp or calls, the new system was more efficient and ensured that tasks were not missed, resulting in fewer delays.

Separately, in Jun 2022, during the announcement of NGEMR preparation timeline, the UEMS Portering team nominated a few site management representatives to be trained as NGEMR certified trainers together with the YH Operations Support Services (YH OSS) team. They went through extensive training, including two days of training conducted by the NGEMR trainer, and an End User Proficiency Assessment test. They also went through their solo presentation to be accredited as certified trainers for the

transport module. This journey was worthwhile and fruitful, where they worked together as one, building a closer bond with users and relevant stakeholders in ensuring a seamless transition towards Go-Live.

To ensure that the launch of NGEMR went smoothly, a full-dress rehearsal was held in Nov 2022, where the YH OSS team and UEMS Portering team collaborated by sharing their knowledge in building the transport module from ground zero, defining the specifications, performing user acceptance testing, training their ground staff on the usage of rover phones, and providing training to key users on the transport module. The transitioning of the job tracking system to NGEMR has provided them with a more comprehensive technology to replace the old method of receiving jobs via text messages. Under this new system, the availability of multiple option screens with more engaging features allowed our Portering team to perform tasks more efficiently.

With full support from the YH OSS team, we successfully transitioned to NGEMR Go-Live on 25 Feb 2023.



# Heroic Act at NUH Portering

BY CLARIS ORTEGA

It started like any other evening in Singapore, the bustling city-state was winding down after a busy workday. At 1800hrs on 19 Jan 2023, there was a sudden deafening "BOOM" sound that shattered the peaceful atmosphere at National University Hospital. It did not take long for people to realise that a car had caught fire near the main road leading to the hospital.

Panic and chaos spread across the accident site as the flames grew bigger. People were scrambling to find a way to help, but no one seemed to know what to do. Amidst the chaos, a hero emerged.

Ahmad Bin Rahmat, our UEMS porter stationed at the hospital's Emergency Department, heard the loud explosion and immediately rushed out to investigate. When he saw the car in flames, he did not hesitate for a moment. He ran to grab the nearest fire extinguisher and sprinted towards the accident site.

Upon reaching the site, Ahmad quickly assessed the situation and saw two security officers trying to keep the public away from the accident site and directing the traffic flow. He immediately handed one of the fire extinguishers to the security officers to put out the fire. He then stood by the security officer, rendering all the assistance needed until the Singapore Civil Defence Force (SCDF) arrived and took over the situation.

Ahmad's bravery and selflessness did not go unnoticed. He was later awarded the prestigious "Not All Heroes Wear Capes" award by UEMS for his heroic act. His quick thinking and decisive action not only helped to put out the fire but also prevented the situation from escalating further.



In times of crisis, it is people like Ahmad Bin Rahmat who reminds us that heroes exist in all shapes and sizes. It is the courage and determination of individuals like him that inspires others to be brave and selfless in the face of adversity.



## Continuous Learning With UEMS

BY MAVIS LAW

As a Senior Accounts Officer in the company since 2020, I am happy to be working with a team that embraces cohesiveness and constantly thinking out of our boxes to make our processes work swiftly in a fast-paced environment.

The company emphasises on integrity, transparency, and accountability, hence, provides a comfortable and supportive work environment for nurturing us. The company's culture of continuous

learning is something I am grateful for, allowing me to expand on my skillsets constantly.

Personally, I have benefited in my professional development thus far; and am more confident and motivated to take on new challenges. I look forward to contributing more towards the company's growth.

# Supplier Engagement - Building Relationships and Encouraging Innovation

BY RACHEL TEO



Supplier engagement is a critical aspect of procurement that involves building strong relationships with suppliers to ensure a reliable and efficient supply chain. In the wake of the Covid-19 pandemic, we have faced unprecedented challenges in managing supplier relationships due to the disruptions in supply chain networks.

After an arduous three-year period, we are thrilled that Singapore has finally lifted all Covid-19 restrictions, enabling us to reconnect with our regular suppliers in person. This invaluable engagement allowed us to not only showcase their latest products and stay abreast of the latest industry trends but also to gain insight into their

Environmental, Social and Governance (ESG) practices and commitment to sustainability. By prioritising ESG and sustainability in our supplier engagement, we can encourage innovation and work together with our suppliers to create a more ethical, responsible, and environmentally friendly supply chain, which in turn will benefit both our customers and our planet.

We are deeply appreciative of the unwavering support and dedication showed by our suppliers throughout our partnership, and we remain committed to fostering an even more fruitful collaborations in the future.



# UEMS Townhall Get-Together Session

BY GRACE SIONG



A Townhall session was organised on 19 May 2023 at UEMS HQ office with the opportunity to get together with one another.

Ms. Tan Cheh Tian, CEO of Singapore & Taiwan shared with us on various updates of the Company including our recent achievements, new wins and congratulated the newly promoted employees to recognise their hard work and efforts.

In conjunction with UEMS 35th Anniversary, we invited Mr Srinidhi, Chief Technology Officer, Singapore & Taiwan; also known as the UEMS' Technology Champion, to share with us on Technology Evolution of UEMS since its inception. It was an eyeopener for many of us on how technology transformed over the years and the remarkable journey as an early adopter of technology which keeps us abreast of the industry trends and to stay ahead of others.



2023 is a special year which commemorates UEMS' 35 years of success, and we could not let it slide without a celebration! Ms. Julius Fam, Chairman of the 35th Anniversary Committee, took the opportunity to share with us a series of programmes that the

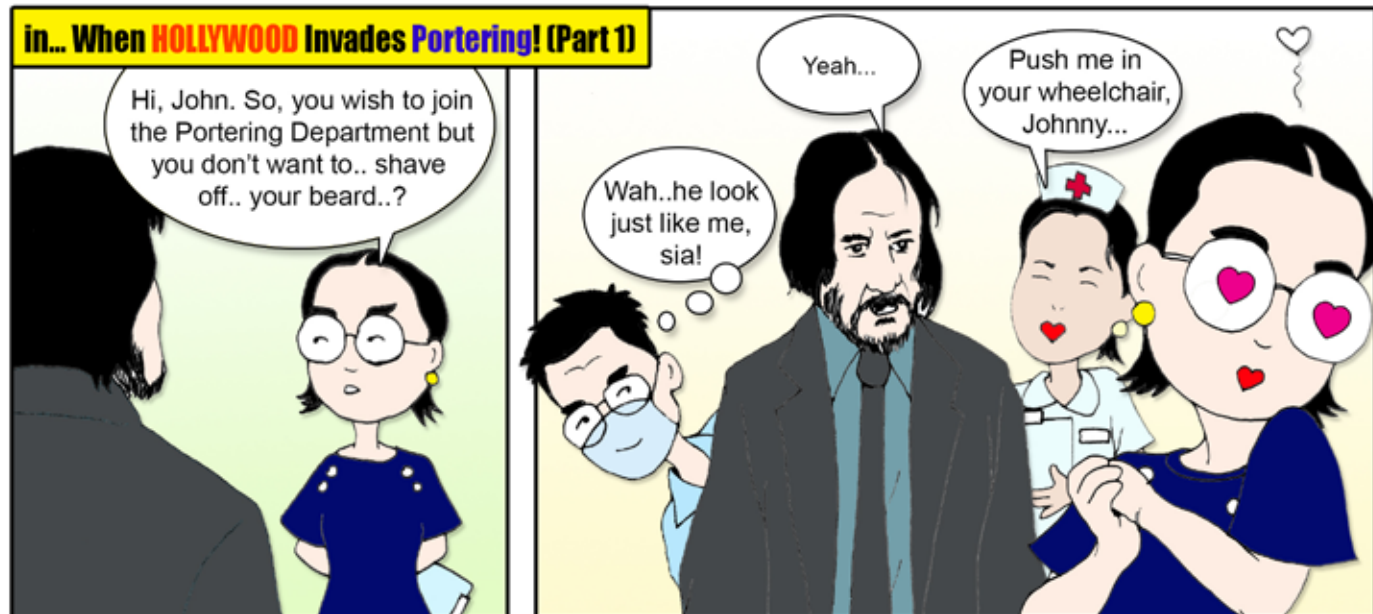
committee has lined-up monthly. We are thrilled and look forward to the participation.

Last but not least, the townhall session ended with networking and tea-time to catch up with our colleagues!

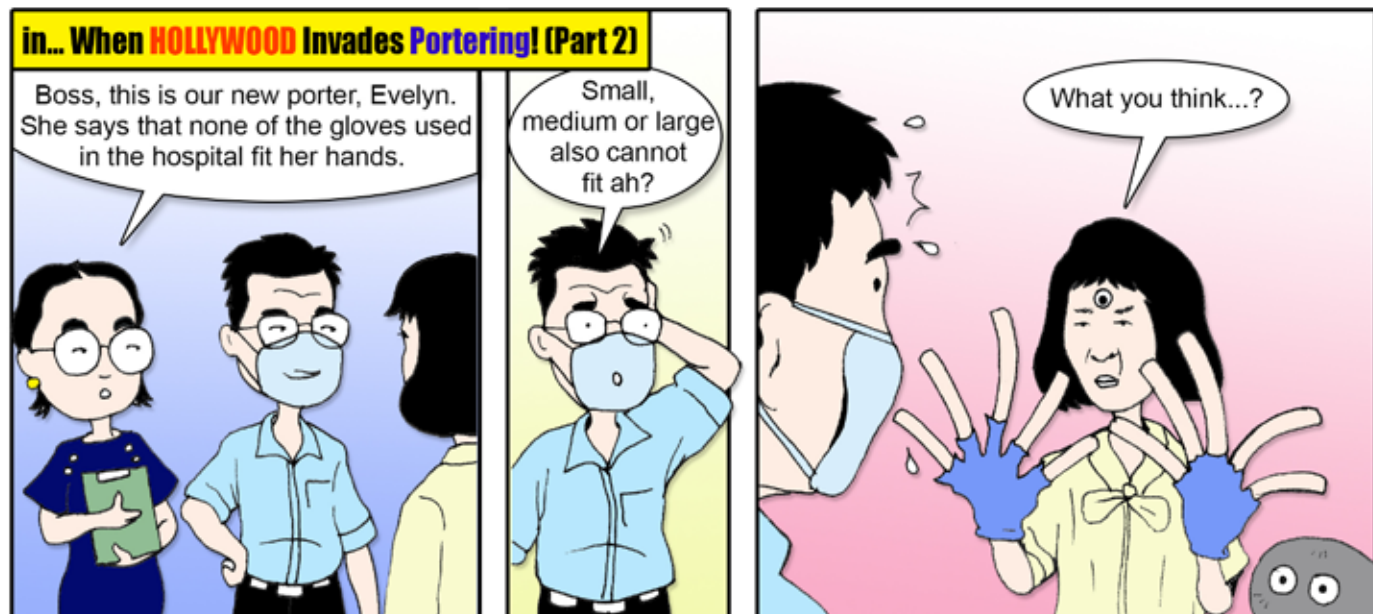


## TRAINING WITH ELLA!

## in... When HOLLYWOOD Invades Portering! (Part 1)



## in... When HOLLYWOOD Invades Portering! (Part 2)



## in... When HOLLYWOOD Invades Portering! (Part 3)

