

UEMS TIMES

www.uemsgroup.com

DIVERSITY, EQUITY AND INCLUSIVITY



THOUGHTS FROM
THE LEADERS

P11

TECHNOLOGY
ADVANCEMENT

P26

EMPLOYEE
ENGAGEMENT

P30

IN THIS ISSUE

JAN – JUN 2024

2 MESSAGE FROM CHIEF EXECUTIVE OFFICER OF UEMS SINGAPORE & TAIWAN

5 UEMS BUSINESS SERVICE

7 NEW PROJECT WINS AND SUCCESS

11 THOUGHTS FROM THE LEADERS

17 STAFF SPOTLIGHTS

23 TRAINING INNOVATIONS

25 NEW TECHNOLOGIES

26 TECHNOLOGY ADVANCEMENT



29 ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) INITIATIVES

30 EMPLOYEE ENGAGEMENT



33 HEALTH & SAFETY

34 FROM THE CLIENTS' HEARTS

UEMS Times is published biannually by
UEMS Solutions Pte Ltd
60 MacPherson Rd
#03-08 Siemens Centre
Singapore 348615

UEMS

UEMS SOLUTIONS PTE LTD

“Together, we’ve achieved great things. I’m excited to keep working with you to drive our company to new heights. Let’s build on our successes and reach even greater goals.”

A REFLECTION ON THE FIRST HALF OF 2024

The year started with excitement and zeal as we set ambitious targets and goals, fuelled by the successes and lessons learned from past years. Despite the challenges posed by an ever-changing and dynamic business landscape, our strong resilience and unwavering commitment to excellence have spurred us forward.

The various achievements are not just milestones; they are testaments to the hard work, creativity, and collaboration of every staff member. Together, we have once again overcome obstacles, embraced opportunities, and emerged stronger than ever.

STAYING AHEAD OF THE CURVE

In today's rapidly evolving landscape, staying ahead of the curve is of paramount importance. Complacency is our greatest adversary, and stagnation can sharply hinder our progress. We must continuously innovate, adapt, and anticipate changes to maintain our competitive edge.

Therefore, it is critical for all of us to embrace a mindset of continuous improvement and discovery. We must seek new ideas, technologies, and methodologies that can propel us forward. Another key success factor is fostering close collaboration across teams, leveraging diverse perspectives to spark creativity and drive innovation.

Our ability to innovate and evolve is what sets us apart. It is through innovation that we create value for our customers, inspire our colleagues, and secure our position as leaders in our industry. In this new year, let us challenge ourselves to think beyond conventional boundaries, pioneer new solutions, and shape the future of our company together.

CONTINUING OUR DIGITALISATION & INNOVATION JOURNEY IN OUR BUSINESS

In UEMS, the first half of the year saw an upgrade to Electronic Permission to Work (ePTW) with new

features, including additional compliance with security requirements. The roll-out of ePTW to all our FM and IFM customers will help reduce the administrative burdens for facility teams in preparing paperwork for contractors. ePTW is now offered directly to customers as part of our digital solutions offerings, along with Smart Toilet and Entrypass.

Speaking of Smart Toilet, its new version has shown great results, reducing the number of alerts sent to housekeepers by nearly six times while still maintaining the quality of service and user satisfaction levels. This is a prime example of how real-time data using IoT can help operations teams improve productivity. We will be extending this to all our current and new customers.

We have also refreshed our Housekeeping mobile app with a new UI and new features requested by various housekeeping teams. It is now available on iOS devices as well.

For most teams, a day does not go by without a conversation about AI and Generative AI and their integration into the UEMS technology stack. While the hype around these technologies is valid, we have been working to ensure that some of their features are adopted into our proprietary system, UETrack™, in the coming months.

ROAD TO NET-ZERO

One aspect of growing importance in recent years is the sustainability journey. We recognise the urgent need to address climate change and its impact on our planet. Our approach began with a thorough inventory of our greenhouse gas emissions in 2022. By cataloguing our emissions in 2023, we gained valuable insights into our environmental footprint, encompassing Scope 1, Scope 2, and Scope 3 emissions. From this baseline, we are now working to pinpoint areas for improvement.

In 2023, we introduced our Net Zero Targets aligned with our key strategic objective and our pledge to achieve carbon neutrality by 2050. Additionally, we set an interim reduction target of 26% by 2030 for Scope 1 and Scope 2 emissions, as part of our journey towards achieving Net Zero by 2050. These commitments align with the International Energy Agency's (IEA) Net Zero Emissions by 2050 Global Pathway, published in 2022.

As part of this commitment to net zero, we have planned several decarbonisation initiatives across the company. We participated in the Plant-a-Tree programme organised by the National Environment Agency (NEA), in which UEMS planted 10 saplings as part of our commitment to have a positive environmental impact on future generations. We have introduced sustainability courses for all our staff



to choose from in their training plan for the year. We believe that increased awareness of sustainability practices and individual responsibilities is key to a long-term solution to climate change challenges. We will continue to pursue our commitment to achieving our net zero target by 2050.

OUR CONTINUED GROWTH JOURNEY

On the business front, I am proud to share that our growth journey continues in the first half of 2024, during which we have further expanded our market share in the hospitality industry by winning notable new projects from Resorts World Singapore, Pullman Hillstreet, and Carlton City Hotel. We also renewed our partnerships with Hotel Swissôtel The Stamford and Momentus Hotel Alexandra. In addition to expanding in the hospitality industry, we have also grown our facilities management business by securing a prestigious contract for the provision of Integrated Facilities Management services at One Raffles Place, a Grade A commercial development comprising two towers and a podium.

On the healthcare front, we have won a new contract for the provision of health attendant services with Sengkang General Hospital and renewed the housekeeping contract with Man Fut Tong Nursing Home.

“I am filled with great gratitude for the dedication and hard work each of you has contributed to our success. Your commitment, passion, and resilience are truly the driving forces behind our achievements.”

These wins are never easy, especially in a highly competitive business environment. They are a testament to the company's ability to garner new market share and the confidence our clients have in us. Congratulations on these great achievements and for flying UEMS' flag high.

CONGRATULATIONS TO ALL WHO HAVE BEEN PROMOTED

People are at the centre of our hearts. I would like to extend my warmest congratulations to all staff who have been promoted. Your dedication, expertise, and unwavering commitment to excellence have earned you this well-deserved recognition. This achievement not only reflects your personal growth but also underscores your invaluable contributions to the team and company.

As you embark on this new chapter in your career, I encourage you to take pride in your accomplishments while staying focused on the journey ahead. Your leadership and initiative have already made a significant impact, and I am confident that you will continue to inspire those around you with your enthusiasm and determination. Your contributions have not only made a significant impact on our company's success but have also motivated those around you to reach higher and achieve more.

Remember, with each new milestone comes new opportunities and responsibilities. Your continued hard work, creativity, and collaborative spirit will be instrumental in our ongoing success and growth plans. Let this promotion serve as a testimony to what you have achieved and as motivation for what you can accomplish in the future. Once again, congratulations on this remarkable achievement. Your promotion is a source of pride for all of us, and I look forward to seeing your continued growth and success in your new role.

KUDOS TO ALL STAFF

I am filled with great gratitude for the dedication and hard work each of you has contributed to our success. Your commitment, passion, and resilience are truly the driving forces behind our achievements. Every project completed, every challenge overcome, and every innovation introduced is a testament to your exceptional talents and unwavering dedication. Your efforts not only advance our goals but also build a

supportive and dynamic workplace where collaboration and growth thrive.

I want to take this opportunity to thank each one of you for your invaluable contributions. Whether you are on the front lines or working in HQ, your work has always been appreciated. It is your collective efforts that make our team exceptional. Together, we have achieved great things. I am excited to keep working with you to drive our company to new heights. Let's build on our successes and reach even greater goals. Thank you once again for your hard work and dedication. Here's to many more achievements together!

On this note, it is with great pleasure that I announce we have been awarded “The Most Senior-Friendly Employer Award (Silver)” on 15 March 2024. This award demonstrates our strong commitment to employing and providing seniors with equal work opportunities, reflecting our dedication to fostering a diverse and inclusive workforce.

GRATITUDE TO OUR CLIENTS

As always, I would like to express my deepest appreciation to our customers. Your continued trust and support have been integral to our success and growth. I am immensely grateful for the opportunities you have given us and the confidence you place in us. Your partnership drives us to consistently strive for excellence and deliver the highest quality of service and solutions. Your constructive feedback and collaboration spur us to innovate and improve continuously. We look forward to many more years of successful partnership and shared accomplishments.

CONCLUSION

Looking ahead, the second half of 2024 promises even greater possibilities and opportunities. As we continue to innovate and adapt to an ever-evolving landscape, we remain committed to pushing boundaries, fostering a culture of diversity, equality, and inclusion, and delivering quality services to our customers.

UEMS Business Service

(Full Suite of UEMS Services)

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

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

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

Soft IFM Services – Environmental Services

- Housekeeping Services
- Disinfection Services
- Linen and Laundry Management Services
- Kitchen Stewarding Services
- Other Environmental Services (Landscaping / Horticulture Management, Pest Control, Waste Disposal, Grease Interceptor Maintenance among others)

Soft IFM Services – Support Services

- Porter Services
- Health Attendant Services
- Visitor Management Services
- Inpatient Meal Services
- Concierge Specialist Services
- Other Support Services (Admin Support, Security Services, Event Management, Logistic Support, Occupational Safety and Health Management, Contract Management, Financial Management among others)

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
- Epoxy Coating Services

Leveraging on Drone Technology – Future Focus, Imagine New Ways and Solutioning Mindset

BY M. FIRDAUS



The utilisation of Unmanned Aerial Vehicle (UAV) drone technology for facade cleaning represents a pioneering and forward-thinking approach, offering numerous advantages over traditional methods. These drones are capable of accessing challenging areas, mitigating safety hazards for workers and enhancing cleaning efficiency for buildings with intricate designs.

Guided by UEMS core values, FIRST, External Façade Maintenance embarked on the planning and testing efforts to harness drone technology for façade cleaning.

Leveraging drone technology for facade cleaning will achieve heightened standards in

- ✓ **Safety:** Drones eliminate the necessity for workers to physically access elevated or hazardous areas, reducing the risk of accidents and injuries associated with conventional facade cleaning methods such as Gondola, Rope Access and Boom Lift.
- ✓ **Efficiency:** Drones have the capability to swiftly clean large areas effectively, saving time and labour costs. Moreover, they can access areas that are typically challenging to reach using traditional methods, including curved or irregularly shaped surfaces.
- ✓ **Precision:** Drones can be precisely programmed to adhere to specific cleaning patterns and trajectories, ensuring thorough and consistent cleaning results.
- ✓ **Environmental Impact:** Deploying drones for facade cleaning can reduce the consumption of chemicals and water in comparison to traditional cleaning techniques, rendering it a more environmentally sustainable option.
- ✓ **Cost-Effectiveness:** Although the initial investment in drone technology may be substantial, UEMS remains confident that the long-term savings derived from increased efficiency, decreased labour expenses and minimised equipment maintenance will ultimately make it a financially sound solution. These cost savings can then be passed on to clients, further enhancing the value proposition.

Stay tuned to our progress!!

New Project Wins and Success

New Wins -

One Raffles Place IFM Services

We are excited to announce that we have won a new Integrated Facilities Management contract with One Raffles Place under OUB Centre Limited. This win is significant as it marks our foray into our management of Grade A Office Buildings.

This win is also a testament to our team's dedication in providing exceptional service in the facilities management industry. We look forward to pooling our expertise to deliver quality service for One Raffles Place.

This partnership allows us to expand our reach in the Commercial Sector and further solidify our reputation for excellence in facilities management.



New Wins -

Singapore Navy Museum A&A Works



We are thrilled to announce that we have been awarded the Addition & Alteration (A&A) Works for the Singapore Navy Museum under the Defence Collective Singapore. This project involves the enhancement of building maintenance and safety lights at the Navy Museum.

This is a huge achievement for our team, showcasing our expertise in Project Management and A&A Works. This also cements our existing Facilities Management contract with the Defence Collective Singapore's Navy Museum. We look forward to a long-lasting partnership in the years to come.

New Wins - Housekeeping Services for PAP Community Foundation Sparkletots Preschool @ Punggol

We are thrilled to announce our win in the provision of Housekeeping services to PAP Sparkletots Punggol with effect from 1 March 2024.

We are honoured to continue our strong relationship with PAP Community Foundation and honoured by the trust placed in us. We are committed to our goal of delivering excellent standards, ensuring a safe and hygienic environment for students and staff.

This win reflects our dedication to client satisfaction and high-quality service.



New Wins - Conrad Hotels Cluster Housekeeping Services



We are extremely delighted to announce a significant expansion in our partnership with the Conrad Hotels in Singapore, as UEMS has been awarded with the housekeeping contracts for both Conrad Singapore Orchard and Conrad Centennial Singapore. This

milestone marks a pivotal moment in our journey of providing top-notch hospitality services and underscores our steadfast dedication to excellence across all aspects of our operations.

Our journey began with the provision of room attendants to Conrad Centennial Singapore since 2022. Through dedication, hard work, and unwavering commitment to delivering impeccable services, we have earned the trust and confidence of our valued client, leading to this remarkable expansion. It is through collaborative efforts and mutual respect that we can achieve new milestones and elevate guest experiences to unprecedented levels.

We would like to express our sincere gratitude to our esteemed clients for their continued partnership and trust in our capabilities. As we embark on this exciting new chapter, we remain committed to upholding the highest standards of service excellence. We look forward to forging stronger bonds, exceeding expectations, and creating lasting impressions on every guest who walks through the doors of these iconic hotels.

New Wins -**Pullman Hillstreet / Carlton City Hotel / Resort World Singapore Housekeeping Services**

We are elated to share our recent success in securing new Housekeeping contracts with Pullman Hillstreet / Carlton City Hotel and Resort World Singapore. This new win marks a momentous stride forward for us, solidifying our commitment to delivering excellence. With our focus on quality, reliability, and outstanding service, we are confident that these partnerships will set new benchmarks for excellence in the hospitality industry.

Recognising the critical importance of maintaining cleanliness and hygiene standards in hospitality environments, our dedicated team of housekeepers pledges to uphold the highest standards of cleanliness, ensuring that every guest at the hotels enjoys a comfortable and memorable stay.



We would like to extend our heartfelt appreciation to them for this opportunity to be chosen as their Housekeeping service provider and are fully committed to exceeding their expectations in all aspects. Our objective is not only to meet but to surpass the stringent standards set by the hotels, enriching the overall guest experience and contributing to their ongoing success.

**New Wins -****Frasers Hospitality Stewarding Services**

With a reputation for unparalleled service and uncompromising quality, Frasers Hospitality sets the standard for premium accommodation experiences by offering luxury serviced apartments and residences.

UEMS is honoured to share that we have been awarded the Stewarding contract for Fraser Place Robertson Walk and Fraser Suites River Valley, which are two esteemed properties of Frasers Hospitality. We are committed to upholding the high standards set by Frasers Hospitality, ensuring that the guests' dining experience is meticulously managed and maintained.

As an integrated facilities management (IFM) organisation, we understand the importance of attention to details and service excellence for the provision of stewarding services to the hospitality industry. Our dedicated team of professionals is fully equipped with the necessary skills to meet the unique needs of Frasers Hospitality. With our proven track record and unwavering dedication to quality, we look forward to delivering exceptional stewarding services that exceed expectations and contribute to the continued success of these esteemed properties.

Renewal Wins - Man Fut Tong Nursing Home and Medtronic Housekeeping Services



We are proud to announce that we have successfully renewed our housekeeping services contracts with Man Fut Tong Nursing Home and Medtronic.

These successful contract renewals underscore our commitment to excellence and highlight the strong relationships we have built over the years with them. We greatly appreciate our clients for entrusting UEMS



and we also extend our gratitude to the hardworking staff whose dedication and professionalism have been instrumental in securing these renewals.

Going forward, we remain committed to putting our best effort into delivering quality services and strengthening our service in the coming years.

Renewal Wins - Swissotel The Stamford & Fairmont Singapore (RC Hotels) and Momentus Hotel Alexandra

We are thrilled to share the renewal of our cleaning contracts with Swissotel The Stamford & Fairmont Singapore (RC Hotels), and Momentus Hotel Alexandra with whom we have partnered since May 2022 and February 2023 respectively. This renewal is a testament to the exceptional quality and reliability of our services, which include housekeeping room attendant services, midnight public area housekeeping services, laundry attendant, and expert marble stone care services.

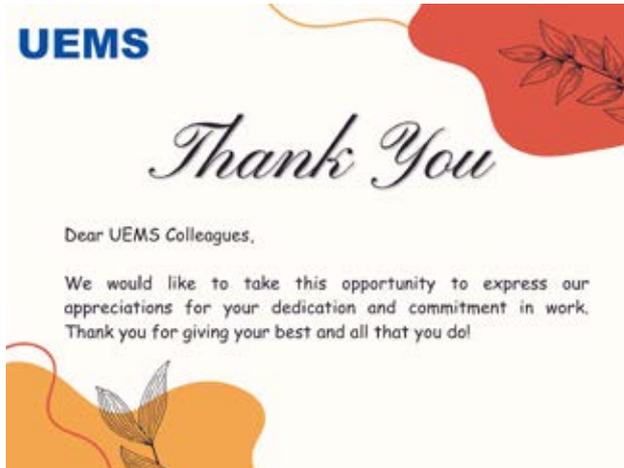
We look forward to future partnerships and contributing to the ongoing success and excellence of the hotels.



Thoughts from the Leaders

Greening HR: Cultivating Eco-Friendly Workplace

BY KARYN CHENG



A Happy Employee Appreciation Day poster was launched in March 2024 to express appreciations to our employees for the dedications and continued commitments in work.



A poster to Join the Movement in April 2024 encouraged employees to give pledge for the commitment to foster a culture of Diversity, Equity, and Inclusivity in building a better workplace for all.

Sustainability is an integral part and a key driver of business growth and development. As the Company embraces the journey towards sustainability, Human Resource can play an increasing role in the efforts in green agenda and promoting an environmentally conscious work environment.

With the formation of UEMS Diversity, Equity and Inclusivity (DEI) Committee since last year, various green initiatives were discussed with the aim to integrate sustainability in areas such as recruitment and onboarding, training and development, employee engagement and corporate social responsibility programmes.



A poster for participation in Corporate Social Responsibility Programme. A group of employees have participated in UEMS Food Donation Drive, a collaboration with Food from the Heart that aims to provide reliable, consistent and sustainable food support to the less fortunate through efficient food distribution programmes.

In addition to the above small steps we made, a series of other green initiatives that we aim to roll out this year include - exploring workshops/ seminars that raise greater awareness on sustainability and promote eco-friendly practices, as well as equipping employees with knowledge to foster a culture where everyone can contribute to environmental goals; engaging in partnership and collaboration in community projects and green causes which create more opportunities to build a sense of purpose and commitment to sustainability for all employees; obtaining employee feedbacks and suggestions for continuous improvements.

Through these efforts, we hope to cultivate an eco-friendly workplace for all.

Posters credit to Grace Siong

Embracing Experience: Encouraging Seniors to Join Blue-Collar Industries

BY EILEEN KOH

In an era where the workforce is evolving rapidly, there is a growing need to tap into the vast pool of talent and experience that senior citizens possess. While industries like housekeeping, portering, health attendants and kitchen stewarding offer opportunities for meaningful employment post-retirement, they often face challenges in attracting enough seniors to fill these roles.

One of the main obstacles is the prevailing stigma and misconceptions surrounding blue-collar jobs, which can deter seniors from considering such positions. Many older individuals may perceive these roles as menial or beneath their skill level, overlooking the value and satisfaction that they can derive from contributing to essential services, such as in healthcare.

However, it is time to challenge these stereotypes and recognise the immense potential that seniors bring to blue-collar industries. Their wealth of experience, strong work ethic and reliability make them invaluable assets in roles that require attention to detail, interpersonal skills and a commitment to excellence.

Moreover, post-retirement employment in blue-collar industries offers seniors an opportunity for continued engagement, social interaction and personal fulfillment. It allows them to stay active, maintain a sense of purpose and contribute meaningfully to their communities while enjoying the benefits of supplementary income and structured routines.

To bridge the gap between industry demand and senior participation, UEMS has implemented targeted initiatives to attract and retain older workers and formed partnerships with grassroots organisations. This includes offering flexible work arrangements, providing training and upskilling opportunities and fostering a supportive and inclusive work environment that values diversity and experience.

By embracing the experience and expertise of seniors, blue-collar industries can not only address staffing shortages but also enrich their workforce with a diverse range of perspectives and skills. Together, let's break down barriers, challenge stereotypes and create opportunities for seniors to thrive in post-retirement employment. After all, age is just a number and experience is invaluable.

Bosses Vs Leaders

BY SAZALI SA'ADON

These two terms are normally intertwined and at times, often get confused all together. However, these two roles differ in their missions and methods.

A boss has a know-it-all attitude while a leader has an open mind. Leaders adopt a growth mindset, are open to new ideas, adjust their practices to a more productive way and will easily adopt better solutions in ensuring that those around them succeed.

Bosses have strategies to achieve certain goals. Often seen as controlling or authoritarian, they assign tasks, give deadlines and make important decisions. At times this can be seen as insensitive to his employees' needs.

Leaders, however, work hand-in-hand with his followers to achieve the best possible results. They work to build meaningful relationship and are not scared to roll up their sleeves to get the work done.

Let's then deconflict and decide what we are going to be when the time calls for us to helm a bigger role. These roles have a wider impact on those under their charge and are often overlooked. Such issues include workplace mental health, work fulfilment, team efficiency and productivity.

Would you then be a boss, a leader or perhaps a hybrid between?

Harnessing Generative AI in Facility Management

BY SRINIDHI GOPALAKRISHNA

As the FM industry continues to evolve, the integration of Generative AI stands out as a transformative development and improves the success rates of technology adoption. By adopting AI, facility managers not only improve operational efficiency but also pave the way for more proactive, predictive and even prescriptive management practices. While challenges do exist, the potential benefits of Generative AI in enhancing the overall sustainability, security, and user experience of facilities are undeniable.

As technology advances, Generative AI will undoubtedly become an integral part of the FM digital toolbox, driving the industry towards a more efficient and innovative future. Here are some examples of how we can harness this transformative technology.

OPTIMISE COSTS THROUGH PREDICTIVE & PRESCRIPTIVE MAINTENANCE MODEL

One of the most significant applications of Generative AI in FM is in predictive maintenance. Traditional maintenance schedules are based on time or usage intervals, which can lead to unnecessary maintenance or unexpected failures. Generative AI, however, analyses data from various sensors within the facility to predict when a piece of equipment will fail. This predictive capability allows for maintenance to be scheduled just in time, reducing downtime and extending the lifespan of the equipment. For instance, AI can monitor HVAC systems, elevators, and lighting systems, alerting managers to issues before they

disrupt operations. This can lead to a demand-based servicing model than the traditional model.

IMPROVING CUSTOMER SERVICE AND EXPERIENCE

Generative AI technologies are not limited to back-end operations alone; they also enhance the customer experience. For example, Gen AI-powered chatbots can handle routine inquiries and requests from building occupants, freeing up human staff to tackle more complex issues. In retail environments, AI systems can analyse customer traffic and behavior to prescribe store layouts and product placements to building teams.

ENERGY MANAGEMENT AND SUSTAINABILITY

Generative AI also plays a crucial role in energy management, optimising the use of resources to ensure facilities operate more sustainably. By analysing data on energy usage patterns and external factors such as weather conditions, AI can adjust systems to operate at peak efficiency. This not only helps in reducing the carbon footprint but also significantly cuts down energy costs. For example, AI-driven systems can dynamically adjust heating, ventilation, and air conditioning (HVAC) settings based on real-time occupancy data, thereby conserving energy while maintaining comfort.

With UETrack™- SmartFM digital solution capabilities, we are working to include Generative AI capabilities to enhance the digital transformation for FM teams.

Uniting Finance and Procurement: Building a High-Performing Team

BY KAITLYNN TAN

In the realm of business operations, the synergy between finance and procurement is pivotal. In this article, we'll delve into strategies for building and nurturing such a team to drive organisational success.



Alignment of Goals and Objectives:

The foundation of a high-performing finance and procurement team lies in the alignment of goals and objectives. It is imperative that both departments understand the overarching strategic goals of the organisation and how their roles contribute to achieving them. This alignment fosters cohesion and clarity, enabling our teams to work towards shared objectives.



Cross-Functional Collaboration:

Break down silos between finance and procurement by promoting cross-functional collaboration. Encourage regular meetings and joint projects that require collaboration between the two departments. The Oracle NetSuite project is indeed a good platform to foster such camaraderie! By fostering an environment of cooperation, teams can leverage each other's expertise and perspectives to optimise processes and achieve better outcomes.



Clear Communication Channels:

Effective communication is essential for seamless coordination between finance and procurement teams. Establish clear communication channels, such as regular meetings, email updates, and collaboration platforms, to ensure that information flows freely between departments. Transparent communication fosters trust and prevents misunderstandings that can hinder productivity.



Investment in Training and Development:

Equip our team members with the knowledge and skills they need to excel in their roles. By embarking on the Career Conversion Programme (CCP), we seek to upskill our team members with Enterprise Resource Planning (ERP) knowledge. Team member would also receive a certificate of completion from Oracle NetSuite upon fulfilment of the requirements. Continuous learning and development empower team members to adapt to evolving industry trends and best practices.



Embrace Technology and Innovation:

Leverage technology and innovation to streamline processes and drive efficiency within finance and procurement operations. Explore digital tools and solutions that automate repetitive tasks, improve data accuracy, and enhance collaboration between departments. Embracing technology not only increases productivity but also positions the team for future success in a rapidly evolving business landscape.

By implementing these strategies, we can cultivate a high-performing finance and procurement team that not only meets but exceeds expectations, driving value and innovation throughout the organisation. Together, finance and procurement can leverage their combined strengths to optimise processes, mitigate risks, and contribute to the overall success of the organisation.

Navigating Uncertainty in the Business Environment

BY JOSEPHINE WONG

In today's dynamic world, uncertainty has become a constant companion for businesses across industries. Our business world has changed dramatically over the past few decades and we now live in an intensely connected society where change is endless, fast-paced, and unpredictable. In the face of these changes, navigating uncertainty becomes even more crucial for sustained success.

We are probably familiar with the **VUCA** model, where **V**olatility, **U**ncertainty, **C**omplexity and **A**mbiguity represent the reality of challenges faced by businesses and organisations which they have little control over.

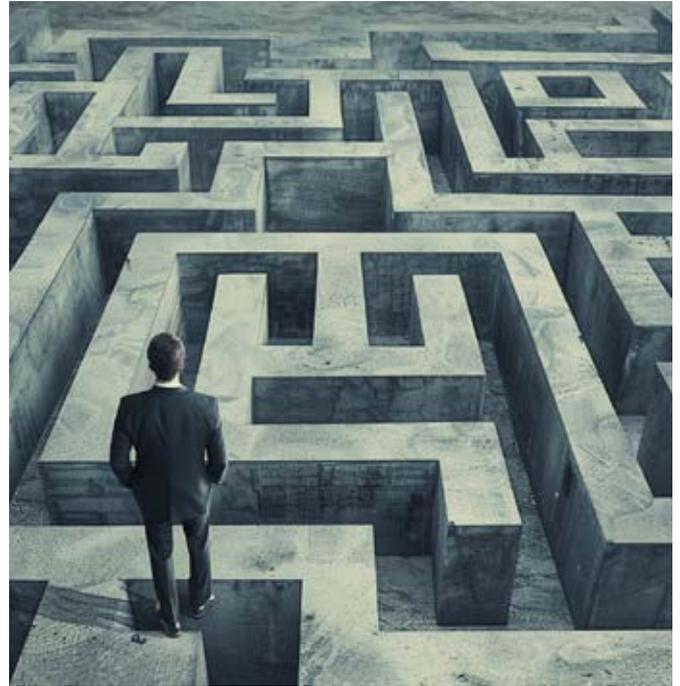
Over the years, our industry has witnessed significant shifts driven by substantial regulatory changes, rapid technological disruptions, the emergence of new market players and other macro-environmental factors which impacts our business. These changes bring both opportunities and challenges, requiring us to adapt and innovate to stay ahead.

To navigate uncertainty effectively, we must embrace a strategic mindset centred around flexibility, innovation and resilience. The conditions surrounding VUCA demands a high degree of clarity, wisdom, adaptability and internal capabilities. It is only through these qualities that leaders can develop a clear vision, make the right decisions, create effective plans, manage risks and foster continuous innovation.

Next, fostering a culture of continuous learning and adaptation within our teams is essential. By encouraging creativity and embracing change, we empower our employees to identify opportunities amidst uncertainty and formulate innovative solutions to address emerging challenges.

Leveraging technology as an enabler of productivity and efficiency is critical. Digital solutions such as IoT-enabled sensors, predictive analytics and cloud-based platforms enhance operational efficiency and enable us to anticipate and respond to client needs more effectively in an evolving environment.

To navigate uncertainty effectively, we must embrace a strategic mindset centred around flexibility, innovation and resilience.



By pooling and mobilising shared resources and expertise, we are able to strengthen our capabilities and enhance our ability to traverse uncertainty collaboratively while seizing opportunities for growth.

This is an era of collaboration and we see more players moving away from competition towards forging strategic partnerships and alliances with complementary service providers and industry stakeholders. By pooling and mobilising shared resources and expertise, we are able to strengthen our capabilities and enhance our ability to traverse uncertainty collaboratively while seizing opportunities for growth.

In conclusion, while uncertainty may present challenges, it also offers opportunities for expansion, transformation and innovation, while maintaining the core of a customer-centric and sustainable business. Navigating uncertainty with confidence requires skill, resilience and teamwork.

Embracing New Challenges: Navigating Growth in Hospitality, Commercial and Integrated Facility Management

BY JEREMY ONG

In the dynamic landscape of commercial cleaning and integrated facility management (IFM), the journey towards expansion in 2024 presents a tapestry of challenges and opportunities. As we delve into uncharted territories, building new relationships, and cultivating trust, we encounter a myriad of obstacles that test the mettle of our team. However, it is through the lens of these challenges that we uncover our true potential and pave the way for sustainable growth.

The first half of 2024 has marked a pivotal moment for us as we embarked on new opportunities to expand our commercial cleaning and full IFM services to major sites such as INSEAD. Yet, amidst the excitement of venturing into new projects and territories, we are confronted with the daunting task of establishing rapport and credibility with prospective clients. The journey from unfamiliarity to trust is a delicate dance, requiring patience, persistence, and a steadfast commitment to excellence.

One of the cornerstone principles guiding us through this journey is having a solution mindset and the unwavering confidence in our team's capabilities. With a roster of skilled professionals equipped with diverse expertise, we approach each challenge with a sense of assurance and adaptability. Whether it's navigating complex stakeholder dynamics or addressing the unique needs of our clients, our team stands united in its resolve to deliver exceptional results.

As we set our sights on the burgeoning hospitality sector, the landscape of opportunity unfolds before us. The consistent growth witnessed in the first half of 2024 is a testament to the industry's resilience in adversity. However, with the impending tightening of foreign work quotas looming on the horizon, the demand for reliable and sustainable manpower supply has risen. In light of these developments, the need to source new manpower options emerges as a pressing challenge for our business. With expansion comes the responsibility to nurture a workforce that is not only skilled but also aligned with our core values and commitment to excellence. It is a delicate balancing act, requiring us to explore innovative recruitment strategies while upholding the highest standards of integrity and professionalism.



In our quest for growth, embracing new challenges is not merely a choice but a necessity. Through adversity that we discover our resilience, resourcefulness, and capacity for innovation. Every obstacle encountered serves as a stepping stone towards greater heights, propelling us on our journey towards success.

As we navigate the complexities of the hospitality, commercial cleaning and IFM businesses, we do so with a sense of optimism and determination. Armed with a competent team, a steadfast commitment to excellence, and an unwavering focus on building lasting relationships, we stand ready to embrace the challenges that lie ahead.

In conclusion, the growth path is paved with obstacles, but we unlock our true potential by embracing these challenges. In the ever-evolving world of hospitality, commercial cleaning and IFM, resilience, adaptability, and a spirit of innovation are the keys to success. As we embark on this journey, let us embrace each challenge as an opportunity for growth, and together, we shall conquer new horizons moving forward. To many good years ahead with these amazing journeys.

Staff Spotlights

Ms. V Thamilselvi

Meal Service Associate (MSA), Singapore General Hospital (SGH)

Passion Transforms into Serving Meals

BY JAYASUTHA JAYABALAN

My name is Thamilselvi and I am 58 years old. For 39 years, healthcare has been my passion. I began my career as a nurse and later became a Senior Case Manager before stepping away from the profession some years ago. Seeking a new adventure, I was encouraged and supported by the Centre for Seniors (CFS) to apply for the position of a Meal Service Associate. I eagerly applied and was honoured to be accepted as one of the pioneer members of the team.

Following a period of training, I embarked on a rewarding journey. This role is undeniably challenging. The long hours spent on our feet, serving meals, clearing trays, pouring beverages and taking meal orders can be exhausting. However, amidst the challenges, there are moments of celebration. Witnessing the compassionate collaboration of the mind, heart and hands bring me immense joy as I support individuals on their path to recovery.

Engaging with patients as I serve their meals, exchanging small talk, I observe smiles shining through their eyes. I hear genuine expressions of gratitude and receiving numerous compliments for my service humbles me deeply. This role holds a special place in my heart.

I am inspired to go the extra mile, bringing culinary delights to those in need of care.

As Hippocrates put it's so well:

"Let food be thy medicine and medicine be thy food"





Mr Tan Cheng Kiat Deputy Manager, Sengkang General Hospital (SKH), Housekeeping

BY BERNARD TEO

CAN YOU TELL US A BIT ABOUT YOUR ROLE AT THE COMPANY AND WHAT YOU ENJOY MOST ABOUT IT?

In my role, I am tasked with managing the daily housekeeping operations at Sengkang General Hospital, addressing any incidents as they occur and promptly attending to users' requests. I derive satisfaction from analysing data to refine processes and boost efficiency, thereby enhancing productivity for our housekeeping team. Moreover, collaborating with my colleagues brings me immense joy, their camaraderie fosters a positive work environment characterised by laughter and seamless teamwork.

WHEN DID YOU JOIN UEMS?

On 15 January 2024, I embarked on an exciting journey, joining the esteemed team at SKH as a Deputy Manager. Transitioning from the hospitality industry – I was previously working in Marina Bay Sands to healthcare marked a significant mid-career shift for me. It represented not just a change of scenery, but also a new array of challenges and opportunities for growth. I eagerly anticipated delving into this dynamic sector, ready to absorb new knowledge and apply my transferable skills.

My decision to pivot toward healthcare stemmed from a desire for meaningful work, where each day presents the chance to make a tangible difference in the lives of others. I firmly believe that the dedication of healthcare professionals contributes immensely to the well-being of society. This belief fuels my aspiration for a long-term career in this field, driven by the prospect of both personal fulfillment and the ability to positively impact the lives of those in need.

CAN YOU TELL US ABOUT A WORK PROJECT OR ACCOMPLISHMENT YOU ARE PROUD OF?

Just into my three-month tenure, I have actively engaged in several development initiatives aimed at enhancing various facets of our operations. These efforts included troubleshooting to ensure data accuracy for periodic works, conducting data analysis for new product trials, and brainstorming strategies to boost staff morale and improve productivity.

To foster motivation within the team, I focused on cultivating a supportive environment where every member feels heard and valued. I prioritised listening

to their concerns and empathising with them, aiming to foster a sense of belonging in the workplace. Additionally, I incorporated motivational quotes into our daily briefing notes to inspire and uplift the team as they embarked on their daily tasks.

My passion for my work serves as a consistent source of motivation, driving my commitment to delivering top-notch performance and seeking opportunities for personal and professional growth. This enthusiasm pushes me to challenge myself daily, acquire new skills and ultimately, contribute to our collective success.

HOW DOES THE COMPANY SUPPORT YOUR PROFESSIONAL DEVELOPMENT, AND WHAT OPPORTUNITIES ARE AVAILABLE TO YOU?

UEMS Management consistently prioritises my professional development by actively offering me training opportunities and online courses sponsored by the company. Moreover, they maintain transparency by frequently communicating the company's strategic direction, nurturing a sense of alignment and purpose among employees.

Motivated by results, I excel in challenging environments and continuously establish ambitious goals for myself, serving as benchmarks to pursue. I am committed to excellence and constantly seek avenues for enhancement and achievement.

I am in search of a role where I can utilise my skills to create a noticeable and significant difference, making meaningful contributions to the organisation's goals.

WHAT DO YOU APPRECIATE ABOUT THE COMPANY'S CULTURE?

What I truly appreciate about the company's culture is its steadfast commitment to staff welfare and well-being. Celebrating achievements is deeply embedded in our culture, with clear and frequent processes established to acknowledge employee successes regularly.

The company goes above and beyond by hosting events like "Happy Staff Happy Customer" on a monthly basis, fostering a sense of gratitude among the team. Additionally, employees are recognised for their dedication, such as when they excel in the Glo Germ audits or receive commendations.

This emphasis on acknowledging performance not only reflects the company's appreciation for its employees but also serves as a source of inspiration for others. By prioritising the health, safety and well-being of employees, the organisation not only enhances its bottom line but also fosters a supportive culture that boosts employee engagement, motivation and commitment to the company's overarching goals and success.

OUTSIDE WORKING HOURS, WHAT ARE YOUR INTERESTS?

Three times weekly, I dedicate an hour or two to my gym sessions, where I engage in a mix of cardio and weightlifting exercises. This regimen not only helps me maintain physical fitness but also serves as a way to relax and de-stress after demanding workdays.

Another activity I hold dear is sharing delicious meals with my family. Beyond the enjoyment of savouring tasty food, these occasions provide precious chances for bonding and crafting enduring memories with loved ones and friends.

DO YOU HAVE OTHER SKILLS OR TALENTS THAT WE ARE NOT AWARE OF?

I deem myself adept in Excel, and my foray began with a basic aim of monitoring daily expenses. As I delved deeper into the software, I unearthed numerous formulas and functions that enhanced efficiency and saved considerable time with minimal effort.

What perpetually ignites my curiosity and motivates me to learn more is Excel's remarkable versatility. Its potential never fails to impress me, whether I'm employing it for professional assignments or personal endeavours. This continual voyage of exploration inspires me to delve deeper into its capabilities and broaden my expertise.

WHAT MOTIVATES YOU TO CONTINUE WORKING IN THIS JOB AND STAY ON WITH THE TEAM?

I derived immense satisfaction from collaborating with my UEMS colleagues deployed at SKH. The atmosphere was remarkably congenial and I felt genuinely inspired to come to work each day. What heightened the experience was the development of authentic friendships among us.

In a truly exceptional work environment, professional interactions extend into personal connections. When colleagues willingly spend time together outside of work, it speaks volumes about the positive and supportive dynamics within the team.

Since becoming part of the SKH family, I have consistently encountered approachability and warmth from my coworkers. They have consistently provided guidance and support whenever I faced challenges or setbacks, making me feel appreciated and bolstered in the workplace.

Take Five conversation with new staff at National University Hospital (NUH) Portering – Ms. Samantha Ooi

BY CLARIS ORTEGA



Samantha joined UEMS NUH Portering team as an Operations Executive on 9 January 2024. I distinctly remember her first day in the office, appearing somewhat apprehensive and uncertain. We made every effort to extend a warm welcome and it's hard to believe that almost four months have passed since then.

So, Samantha, please share some of your insights as a new hire and someone transitioning into a new industry.

"Hi, I'm Samantha. I joined UEMS in January 2024. My experience working in UEMS NUH Portering has been incredibly fulfilling and enriching. While the healthcare industry is not new to me, as I previously worked in patient relations and front-facing roles, my current role in NUH Portering is a significant departure.

The portering experience has taught me resilience, communication and the importance of teamwork within the department. Given the diverse cultural and demographic backgrounds of our team, adapting to the working culture has been paramount. Collaborating with colleagues of all ages has provided me with a deeper understanding of the challenges our team members face on the ground. Incorporating their valuable feedback allows us to improve and streamline our work processes. The diverse range of tasks also brings excitement and variety to my role.

Every day presents a fresh challenge for me to excel and achieve our work goals. I'm truly grateful for the opportunity to contribute to the team and look forward to continuing my journey with UEMS at NUH Portering."

With Samantha's enthusiasm and dedication since joining, we are confident that she will accomplish great things here at UEMS and we eagerly anticipate her future contributions.

Promotions



EILEEN KOH
Deputy General Manager
HQ - Healthcare



GRAYSON TAN
Senior Manager
HQ - Business
Development & Marketing



**DULAY REYNALDO JR
VERGARA**
Assistant Manager
HQ - Hospitality &
Commercial Services



SEE MENG YEW
Assistant Manager
HQ - Hospitality &
Commercial Services



**DE JESUS ROBERTSON
AUSTRIA**
Executive
HQ - Hospitality &
Commercial Services



CHUA KEA KEAN
Lead
HQ - Human Resource



KHOO LIM RU
Senior Executive
HQ - Human Resource



GERALDINE SOH
Lead
HQ - Human Resource



GRACE SIONG
Manager
HQ - Human Resource



**MUHAMMAD NAJIB
BIN ABDUL AZIZ**
Key Account Manager
HQ - Non-Healthcare



SAZALI BIN SA'ADON
Key Account Director
HQ - Non-Healthcare



SARAH WOO
Manager
HQ - QA & Sustainability



NOVIS LOONG
Senior Executive,
IT Helpdesk
HQ - Technology Services



TAN KAI SHING
Senior Lead
HQ - Workplace Safety
& Health



CHOW CHIAN SHEN
Senior Administrative
Executive
Quality & Training



BRYAN KOH
Senior Executive
Quality & Training



JOE NG
Senior Executive
Quality & Training



STEVEN HAN
Assistant Manager
Buddha Tooth Relic Temple
and Museum



THOMAS SAJAN
Technical Executive
Buddha Tooth Relic Temple
and Museum



**PARASURAMAN
KRISHNASAMY**
Senior Manager
Changi General Hospital
Housekeeping



NISHA MANOGAREN
Senior Executive
Khoo Teck Puat Hospital
Portering



CHOO HOO YIN
Service Coordinator
Khoo Teck Puat Hospital
Portering



**ROSZIAN BINTE
ROSLAN**
Assistant Manager
KK Women's and Children's
Hospital Housekeeping



RICHARD GINES HALILI
Deputy Manager
KK Women's and Children's
Hospital Housekeeping



LYNN LAY
Senior Executive
KK Women's and Children's
Hospital Housekeeping



NOR AINI BINTE SULONG
Senior Executive
Majlis Ugama Islam
Singapura



ORTEGA CLARIS
Senior Manager
National University
Hospital Portering



ABDUL HAFIZ BIN JUMADI
Assistant Manager
Non-Healthcare Float



FAHMI BIN MOHAMED
Manager
PA Cluster



MASDARSONO BIN MOHD AMIN
Manager
PA Cluster



NORBADARIAH BINTE SABARRUDIN
Senior Manager
PA Cluster



MARRI SRAVAN
Senior Executive
Renci Community Hospital



SULAIMAN BIN SURANI
Executive
Sabana Facilities
Management



MUTHUVEERU MUTHUKUMAR
Manager
Sabana Facilities
Management



SYED KHALID BIN SYED ABU BAKAR
Senior Technician
Sabana Facilities
Management



JOEY CHUA
Deputy Manager
Sengkang General Hospital
Housekeeping



BAUTISTA HARLENE DUREZA
Executive
Sengkang General Hospital
Housekeeping



PATTAGUAN HANNAH PEARL PASION
Executive
Sengkang General Hospital
Housekeeping



WENDY CHAN
Assistant Manager
Sengkang General Hospital
Housekeeping



NICHOLAS KOH
Assistant Executive
Sengkang General Hospital
Portering



BRIAN CAO
Operations Manager
Singapore General Hospital
Meal Services



AKKISHETTY VINAYKUMAR
Senior Executive
Singapore General Hospital
Visitor Management



BUI THI NGOC HAN
Administrative Assistant
Singhealth Polyclinics



CANNY CHUA
Assistant Executive
Tan Tock Seng Hospital
Portering



GRACE LIM
Administrative Executive
Tan Tock Seng Hospital
Portering



SARAH TING
Manager
Urban Redevelopment
Authority Facilities
Management



Mr. Ha Danh Duan Operations Executive, Khoo Teck Puat Hospital (KTPH), Housekeeping

BY ALAN LIM

Ha Danh Duan (Duan) began his journey with UEMS as a housekeeper in 2015, right after completing his bachelor's degree in Machinery Manufacturing Technology. His dedication and exceptional performance quickly propelled him through the ranks, earning him promotion to Supervisor in 2018, Senior Supervisor in 2021 and ultimately, Operations Executive in 2022.

Throughout his tenure, Duan has been instrumental in maintaining operational excellence. During the critical period from July 2021 to June 2022, he played a pivotal role in ensuring seamless operations by proposing innovative solutions to address operational challenges and providing crucial insights for enhancing efficiency. Known for his approachable demeanour and willingness to lend a helping hand, Duan cultivated strong relationships with his colleagues, earning their trust and respect. His open communication style and genuine concern for their well-being created a sense of camaraderie within the team, encouraging teamwork and mutual support.

Drawing from his experience as both a housekeeper and supervisor, Duan has demonstrated exceptional leadership in overseeing daily operations. He has cultivated a positive rapport with our ground staff, attending to their needs and going above and beyond by personally addressing minor machinery and equipment issues on-site, thereby saving costs and averting potential delays. In the absence of our manager, Duan adeptly managed operations, relying on the support of his peers to ensure continuity and success.

Additionally, Duan's exceptional interpersonal skills extended to our clients, where he built enduring relationships based on trust, transparency and professionalism. By understanding their needs and expectations, he ensured that our services consistently met or exceeded their standards, thereby enhancing client satisfaction and loyalty.

Duan's remarkable leadership qualities and unwavering dedication exemplifies the values we uphold at our company. His contributions have been invaluable in driving our success and have served as a source of inspiration for our colleagues, fostering a culture of excellence within our team. We extend our deepest appreciation to Duan for his outstanding service and commitment, and we look forward to continued collaboration and success together.

Manasan Jeffer De Leon & Valeriano Sharmaine Dysico Shift Leaders, Sengkang General Hospital (SKH), Portering

BY TAN WEI NENG



Singapore, renowned for its efficient healthcare system, thrives on the contributions of a diverse workforce, including foreign portering staff who play a crucial role in the smooth operation of healthcare facilities. This article sheds light on the experiences of two such individuals, Manasan Jeffer De Leon and Valeriano Sharmaine Dysico, who serves as Shift Leader at UEMS deployed to SKH Portering.

Since joining UEMS in 2021, Jeffer and Sharmaine have navigated the challenges of working in a foreign land, particularly in a fast-paced and competitive environment that can strain work-life balance. Their roles entail long hours, physically demanding tasks and exposure to various illnesses, underscoring the demanding nature of their profession.

However, the greatest emotional burden for both Jeffer and Sharmaine stems from being separated from their families. Jeffer, a devoted father to a young daughter, feels the weight of missing out on her formative years, harbouring dreams of providing her with a quality education. Meanwhile, Sharmaine yearns for the warmth and companionship of her parents, recognising the irreplaceable support that only family can offer.

Despite these hardships, Jeffer and Sharmaine draw strength from each other, forming a bond that fuels their determination to persevere. Their shared resolve stems from a common aspiration to secure a brighter future for their loved ones, propelling them forward in adversity.

While their contributions may go unnoticed by many, healthcare professionals and patients alike deeply value the dedication and professionalism demonstrated by foreign colleagues like Jeffer and Sharmaine. Their unwavering commitment enhances the efficiency and effectiveness of healthcare delivery in Singapore, underscoring the indispensable role played by every member of the healthcare workforce.

Once again, we express our gratitude for their invaluable contributions and reaffirm our dedication to their welfare and professional advancement within the company.

Training Innovations



The path to success starts with setting clear goals and objectives. Embracing a mindset of continuous learning and development is crucial for growth.

Nurturing Growth & Progression: Cultivating the Path to Success

BY GRACE SIONG

Image by jcomp on Freepik

Career aspirations vary among individuals. A well-defined career aspiration and goal can guide the direction and purpose of achieving the objectives.

Nurturing growth and progression is like tending a garden which requires patience, dedication, and strategic approach. Likewise, career development requires time, effort, and dedication.

The path to success starts with setting clear goals and objectives. Embracing a mindset of continuous learning and development is crucial for growth. It enhances our capabilities and opens door to new opportunities. As we progress and equip with new skills and knowledge, we gain valuable insights and new perspectives.

In summary, nurturing growth and progression are a continuous journey with continuous learning, the willingness to embrace changes and accept

feedback for improvements. Let us also remember to celebrate the milestones we have achieved to keep our spirits high and inspire us to pursue even more successes.



Roll-out of New Environmental Services Professional Leadership Programme

BY STEVEN CHEW

In our ongoing commitment to excellence, UEMS has initiated a new training programme titled "UEMS Environmental Services Professional Leadership Programme" for our housekeeping site leaders, commencing on 14 March 2024.

This comprehensive programme encompasses a range of topics designed to provide our site leaders with the necessary skills and knowledge to effectively manage the demanding healthcare housekeeping environment.



ENVIRONMENTAL SERVICES TECHNICAL SKILLS

- Environmental Services Operations
- Waste Management Operations
- Linen Management Operations

EFFECTIVE ENVIRONMENTAL SERVICES MANAGEMENT SKILLS

- Executive Team Management
- Financial Management
- Key Performance Indicators Management
- Administrative Skills
- Reporting & Audit Management

REGULATORY COMPLIANCE

- Ministry of Manpower
- Ministry of Health
- National Environment Agency
- Singapore Civil Defence Force

This training equips healthcare site leaders with a comprehensive understanding of healthcare housekeeping operations. It emphasises the paramount importance of patient safety through rigorous infection control practices, effective manpower management for optimal patient and staff service outcomes, adept utilisation of *UETrack™*

modules to support housekeeping operations, proactive monitoring and promotion of workplace safety, seamless integration of infection prevention control standards with waste management operations, proficient management of linen operations and a sound grasp of financial management, audit procedures and regulatory compliance.

We take pride in announcing that the inaugural cohort of six site leaders deployed to various esteemed healthcare institutions — namely Alexandra Hospital, Changi General Hospital, KK Women's and Children's Hospital, Khoo Teck Puat Hospital, Sengkang General Hospital and SingHealth Polyclinics will graduate in August 2024. This milestone marks the culmination of their diligent efforts and dedication to enhancing their leadership capabilities in healthcare housekeeping operations.

Throughout the programme, participants will undertake a rigorous curriculum of seven meticulously crafted course assignments. Furthermore, as a pivotal part of their training

journey, participants must deliver a comprehensive course presentation to UEMS Management. This presentation will provide them with an opportunity to showcase their newfound knowledge, share insights gained from their experiences and articulate their strategies for implementing best practices in their respective healthcare settings. It also serves as a platform for them to engage directly with UEMS leadership, fostering dialogue and collaboration toward continuous improvement and excellence in environmental services management.

The successful completion of these assignments and the final examination underscores their unwavering commitment to mastering the critical competencies required to excel as leaders in healthcare housekeeping. We commend their dedication and perseverance and look forward to celebrating their achievements as they embark on the next phase of their professional journey.

New Technologies

Cleaning Transformed Through Technology

BY ALVIN TAN



In recent decades, the robotics industry has undergone remarkable advancements in research, development, manufacturing and application worldwide. Today, industrial robot cleaners are common in commercial buildings, hospitals and various other spaces across the globe.

Singapore's Environmental Service (ES) industry has sought innovative solutions to challenges such as labour shortages and an ageing workforce. Since 2019, UEMS has been at the forefront of testing and deploying autonomous hard floor scrubbers. These robots are specifically designed to clean approximately 50% of hard floors at deployment sites, allowing our housekeepers to focus on more intricate areas requiring manual attention, such as edges near walls, fixtures and furniture.

The introduction of autonomous scrubbers has significantly alleviated the workload for our housekeeping staff, empowering them to undertake more specialised tasks like spot-cleaning to tackle stubborn stains. Moreover, these robots have played a crucial role in maintaining high levels of cleanliness and hygiene across our facilities.

At UEMS, we firmly believe in leveraging cleaning robots and other forms of automation to enhance the capabilities of our housekeepers rather than replacing them. With the current labour crisis compounded by an ageing workforce, it is imperative to implement solutions that enable our housekeepers to manage their complex cleaning routines more efficiently.

Recognising the importance of driving innovation and embracing technology, we collaborate with

industry solution providers to accelerate our transformation through work process redesign and increased technology adoption for environmental solutions. We also conduct trials of new technology solutions and share best practices to ensure that our clients have access to the most effective and efficient solutions available, thereby enhancing overall business performance and competitiveness.

In addition to deploying indoor autonomous floor cleaners, we are exploring the implementation of outdoor autonomous road sweepers to reduce the manual workload of our housekeepers, especially in areas exposed to harsh weather conditions. Moreover, we are partnering with industrial organisations to trial an autonomous waste-picking robot, which would significantly reduce the need for hourly checks by cleaning staff.

Furthermore, we are studying the potential use of AI-equipped robotic dogs for inspections, enabling them to activate housekeepers or other autonomous robots for further cleaning as needed. These initiatives are geared towards streamlining cleaning and maintenance procedures, reducing manual workloads and enhancing overall productivity.

As part of our commitment to adopting technology, we collaborate with industry solution providers to train and upskill our cleaning professionals in operating high-performance, reliable and user-friendly robots. By equipping our team with the necessary skills and tools, we ensure that they can deliver best-in-class service while staying abreast of industry advancements and demands.

Technology Advancement

ePTW is now offered as a Digital Solution

BY PERIYE ANEESH

ePTW stands for Electronic Permit To Work and it's designed to streamline the permit application, approval, and tracking process within facilities.

We are now offering our popular ePTW (Digital version of Permit to Work) application as a full-fledged digital solution. Previously offered as a value-added service to a couple of facilities, ePTW has undergone significant enhancements and is now ready to empower a wider audience. This addition strengthens UEMS's digital solution portfolio, providing a user-friendly and efficient way to manage permits across your facilities.

This digital solution eliminates the need for paper-based permits, reducing administrative burdens

and improving overall efficiency. ePTW facilitates better communication between facility personnel, contractors, security and other stakeholders involved in permit-related activities.

The launch of ePTW as a standalone solution strengthens UEMS's commitment to providing innovative digital tools for facility management. This addition complements their existing suite of digital solutions, empowering facility managers to optimise operations and enhance building performance. UEMS offers expert support and ongoing maintenance, ensuring your ePTW experience is seamless and effective.

KK Women's and Children's Hospital's (KKH) Toilets Get a Tech Upgrade: Cleaning Gets Smarter!

BY PERIYE ANEESH

Imagine toilets that tell you when they need cleaning! At KKH, that's becoming a reality. Here's the lowdown:

- **Sensor Savvy:** Toilets are equipped with sensors that detect usage.
- **Data Stream:** This usage data is sent to Microsoft Azure, a powerful cloud system.
- **AI Analyses:** Clever AI software analyses the data to understand cleaning needs.
- **Smart Tasks:** Based on this analysis, AI creates targeted cleaning tasks.
- **Efficiency Boost:** This means toilets are cleaned only when necessary, optimising the cleaning staff's time.

This innovative system, powered by sensor technology, cloud computing, and AI, promises two key benefits; Improved Productivity and Demand-Based Cleaning.

KKH's smart toilets are a shining example of how technology can revolutionise even the most mundane tasks, leading to a cleaner and more efficient environment!

Cybersmart Series: Don't Be a Scam Victim, Be Alert

Understanding the Role of Social Engineering and Mitigating Deepfake Risks

BY ROBIN HO



Among the sea of scams, the emergence of deepfake technology presents a new dimension of concern. Deepfakes are AI-generated hyper-realistic images, videos, or audio recordings that convincingly depict individuals saying or doing things they never actually did. While deepfakes hold the potential to worsen the sophisticated impersonation attacks, it's essential for individuals not to succumb to fear but instead adopt a mindset of vigilance and scepticism.

To prevent falling victim to deepfake-related scams, individuals can employ several strategies:

- **Stay Updated:** Keep up with the latest on deepfake tech to understand its risks. Being informed helps you spot fake content online.
- **Check Sources:** Verify where content comes from, especially if it seems fishy or too good to be true. Look for and cross-reference information with reputable and trustworthy sources.
- **Understand Context:** Deepfakes often spread misinformation. Think critically about why and how content is shared before believing or sharing it.
- **Share Verified Information:** Spread accurate information from reliable sources with your friends and family to keep everyone in the loop. You never know how many benefits it reaps to prevent misinformation just by receiving and sharing reliable content from our loved ones.
- **Be Cautious:** With digital manipulation everywhere, be sceptical of sensational content. Don't share anything without making sure it's legit.



By promoting media literacy and critical thinking, individuals can reduce the dangers of deepfake technology and help create a safer online environment.

Upgrades to UETrack™ Housekeeping apps

BY KAMAL MANI

The launch of the UETrack™ Housekeeping Inspection mobile app initially generated considerable enthusiasm among UEMS site and customer teams. By digitising the inspection workflow and incorporating various inspection types, the app leveraged mobile technology to streamline processes significantly.

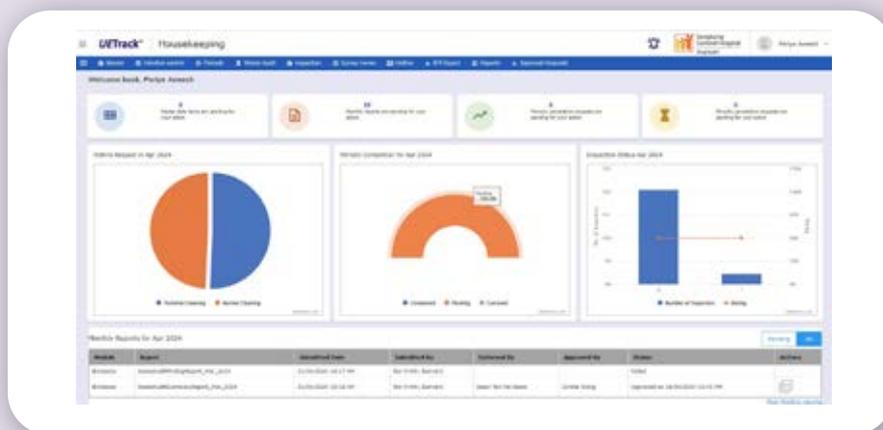
This year, we're excited to unveil a major update to the Inspection mobile app. The revamped version features a fresh, user-friendly interface and several new functionalities that enhance overall user experience. The design is focused on ease of use, with streamlined navigation and simplified workflows that cater to both seasoned and new users, ensuring consistency with other UETrack™ applications. These improvements were guided by valuable feedback from our users.

Key enhancements in the UETrack™ Housekeeping app include:

- **Single Sign-On with M365 Credentials:** Simplifies access and improves role management.
- **Switch Facility Feature:** Allows users to manage multiple facilities from a single account, enhancing flexibility across all housekeeping apps.
- **Enhanced Dashboard:** Provides critical insights into approval requests, performance trends, and other operational metrics, facilitating more effective management of housekeeping functions.
- **Cross-Platform Availability:** The app is now available for download on both iOS and Android platforms, enabling immediate access for all users.



These updates underscore our commitment to continuously improving our solutions to meet the evolving needs of our clients and enhance the efficiency of their operations.



Environmental, Social and Governance (ESG) Initiatives

UEMS Plant-a-Tree Programme

BY CRYSTALBELLE TEE



In our organisation, we strongly hold the belief that ensuring sustainability is a shared obligation, and collaborative efforts play a crucial role in attaining environmental sustainability.

As part of our commitment to environmental, social, and governance (ESG) principles, we are thrilled to share our recent participation in the Plant-a-Tree programme organised by the National Parks Board (NParks). Through this initiative, we reinforce our commitment to environmental sustainability with each tree planted. We have successfully planted a total of 10 trees at the vicinity of Toa Payoh Lorong 5, carefully selecting the two species - *Kopsia Fruticosa* and *Gardenia Sootepensis* - to enrich our local ecosystem.

Joining the #OneMillionTreesSG movement aligns perfectly with our commitment to combat climate change and restore ecosystems. Furthermore, this empowering initiative resonates deeply with our company's values and aspirations. Our dedication to environmental sustainability extends beyond

mere actions. It is about sowing the seeds of sustainability today to nurture a greener, healthier world for future generations. Each tree we planted represents a step towards establishing sanctuaries for biodiversity and helping alleviate environmental challenges.

We encourage all our employees and stakeholders to join us in this meaningful endeavour towards a more sustainable future. By coming together, we can take collective actions to make a positive impact on our environment and beyond. Let us continue to lead by example and inspire others to take action for the betterment of our planet.



Employee Engagement

Chinese New Year Lo Hei at Singapore General Hospital, Visitor Management Services (SGH VMS)

BY LINNA TAN



The SGH Visitor Management Services staff pantry was again infused with festive cheer as we welcomed the Year of the Dragon. A lavish buffet spread adorned the pantry, enticing all with its array of delectable dishes catering to diverse palates. Colleagues gathered eagerly, indulging in the feast while soaking in the celebratory ambience. Seizing the moment, both SGH & UEMS Management graced the occasion, extending heartfelt wishes for a prosperous year ahead to all present.

A highlight of the festivities was the traditional 'Tossing of Good Fortune and Prosperity,' known as the Yusheng ceremony, deeply embedded in the Lunar New Year customs across various Asian cultures. This spirited ritual saw team members, including non-Chinese colleagues and clients, coming together around a large plate of vibrant ingredients. As each element was added, auspicious phrases reverberated in unison, echoing blessings of health, wealth and happiness for the forthcoming year. Beyond a mere tradition, this ritual fostered unity and shared optimism for the future.

The morning commenced on a jubilant note, brimming with camaraderie and warmth. Colleagues seized the opportunity to mingle, exchanging well-wishes and offering symbolic oranges, a gesture symbolising luck and prosperity to one another. The palpable sense of community strengthened the bonds among team members, reinforcing a collective spirit of support and solidarity.

Here's to a year replete with prosperity, good health and boundless happiness for all our esteemed team members! As we navigate the journey ahead, fuelled by the memories of this jubilant celebration, may they serve as a guiding light, inspiring us to overcome challenges and seize opportunities with unwavering resolve.

Wishing everyone – 年年有鱼，大吉大利，招财进宝，财源广进，鸿运当头，青春永驻，步步高升，生意兴隆，满地黄金，甜甜蜜蜜!

Sengkang General Hospital (SKH) Housekeeping - Good luck for the dragon year (龙年吉祥) Lou Hei!

BY BERNARD TEO



In the vibrant tapestry of Chinese culture, traditions are woven intricately, each thread representing values, beliefs and hopes passed down through generations. Among these cherished customs, one particularly stands out for its colourful display and profound symbolism — the tradition of Lou Hei, also known as Yu Sheng or Prosperity Toss. This culinary spectacle isn't merely about sharing a meal, it's a communal experience that embodies the spirit of renewal, abundance, and collective prosperity.

The origins of Lou Hei can be traced back to the Guangdong province of China, where it was initially celebrated as a prelude to the Lunar New Year festivities. Over time, this tradition spread its roots across various Chinese communities worldwide, evolving into a cherished practice not confined to any specific occasion but embraced during festive gatherings, corporate events and family reunions.

Over at SengKang General Hospital, UEMS Housekeeping Team also practices this tradition, besides its culinary delight, Lou Hei serves as a powerful metaphor for collective aspirations and the importance of community. It embodies the Chinese value of togetherness, reminding participants that shared dreams and efforts lead to greater success than individual pursuits alone.

As we gather around the table, chopsticks in hand, let us partake in this joyful ritual, embracing the spirit of renewal and abundance that Lou Hei brings into our lives. For in the simple act of tossing a salad, we find a profound reminder of the richness of tradition and the boundless potential of unity.

CNY Lo Hei at Chang General Hospital (CGH), Housekeeping

BY STEPHEN SHI

As the Chinese New Year of 2024 dawns upon us, the timeless tradition of the vibrant Lo-Hei or Yee Sang toss continues to hold sway, serving as a poignant symbol of good health and prosperity. At CGH Housekeeping, this cherished custom extends beyond mere ritual, embodying the spirit of togetherness and shared joy that defines the Lunar New Year festivities.

In addition to the customary prosperity toss led by the management team, the UEMS housekeeping team at CGH has orchestrated a grand luncheon, inviting all UEMS staff to partake in the revelry. The event unfolds amidst a captivating spread of

delectable cuisines, accompanied by an array of exciting games and activities. It is a heartening sight to witness colleagues from diverse backgrounds and cultures converge, forging bonds of camaraderie and unity in the spirit of celebration.

This melting pot workplace serves as a testament to the beauty of cultural diversity, as individuals from various nationalities come together to revel in the joyous atmosphere of the Lunar New Year. As laughter fills the air and friendships blossom, it is evident that these shared moments create lasting memories, fostering a sense of belonging and community among all who partake.



With hearts brimming with warmth and spirits soaring high, it is safe to say that anticipation for next year's celebrations is already palpable. As we bid farewell to the Year of the Rabbit and embrace the promise of new beginnings, may the bonds forged during this festive season continue to flourish, enriching our lives with love, happiness and prosperity in the years to come.

Building a Secure and Vibrant Workplace: Nurturing Safety and Wellness Initiatives

BY JEREMY ONG

In any work environment, fostering a culture of safety and well-being is paramount. At UEMS, we prioritise this through regular toolbox meetings where safety topics are extensively discussed. These meetings aren't just about information dissemination; they're interactive sessions featuring physical examples and role-playing scenarios. This hands-on approach ensures that safety practices aren't just understood but also ingrained in our daily routines.

Moreover, our site supervisors play a crucial role in preaching healthy lifestyle. They consistently remind team members to stay hydrated and nourished during hot weather, recognising the fundamental link between physical wellness and workplace safety.

Additionally, our commitment extends beyond our immediate workspace. The UEMS HQ safety officer regularly conducts briefings at our sites, imparting invaluable knowledge about safety protocols and best practices for our team. These initiatives not only



empower our staff with essential safety knowledge but also cultivate a shared responsibility towards creating a safe and healthy work environment. Together, through proactive measures and education, we strive to promote a workplace where safety and wellness thrive hand in hand, ensuring the well-being of all our team members.

Healthcare Team Appreciation Party

BY LEE TUCK YANG



On Behalf of Organising Committee:

- Alvin Tan (Advisor)
- Nick Wang (Advisor)
- Alan Lim (Photographer and Video Producer)
- Brian Cao Vu Linh (Advance Party)
- Aaron Chen (Refreshments IC)
- Divanka Sandakalum Peiris (Planner)
- Nurfajriah Binte Zamari (Entertainment and Logistics)

The Covid-19 pandemic posed significant challenges for both Healthcare Institutions and UEMS staff deployed within them. In response to the needs of our clients, UEMS has expanded and refined our Healthcare Team and HQ Administrative Team. These teams have demonstrated remarkable dedication to collaborating with clients, adapting to evolving demands and navigating the dynamic global and local landscape.

We take pride in their accomplishments and eagerly anticipate their ongoing success, wherever their deployments may take them, as demand for the most capable and reliable teams continues to grow.

To express our gratitude to our Site and HQ leaders for their resilience, perseverance, and

achievements during and after the pandemic and to foster team spirit and collaboration, an appreciation party was held on 20 January 2024, at CSC@Changi II. The event required the largest chalet to accommodate our expanding team. Attendees enjoyed a serene seaside ambience and delectable barbecue prepared by professional chefs. It was an unforgettable evening where bonds were strengthened through shared drinks, karaoke and mahjong.

The party was graced by Ms. Tan Cheh Tian, Chief Executive Officer of UEMS Singapore and Taiwan, Mr. Srinidhi Gopalakrishna, Chief Technology Officer of UEMS Singapore and Taiwan and Ms. Josephine Wong, General Manager for Corporate Strategy and Communications, alongside Deputy General Manager, Ms. Eileen Koh, who led a champagne toast.

Ms. Tan and Ms. Koh personally expressed their appreciation to the leaders and teams for their unwavering commitment and efforts. In turn, Site and HQ leaders conveyed their gratitude and determination to continue contributing. While 2024 may bring its own set of challenges, but it also presents opportunities for UEMS to deliver greater value and satisfaction to both customers and staff, in close partnership with our clients.

Health & Safety

Establishing Safety Foundations: Why Workplace Safety Culture is Important

BY TAN KAI SHING



Roll call at Khoo Teck Puat Hospital (KTPH) Housekeeping Team

In any workplace, safety should be a top priority. It is not just about compliance; it is important to build a strong safety culture and creating an environment where every staff feels valued, protected, and empowered. Firstly, prioritising safety protects staff from physical harm, reducing the risk of accidents and injuries. This not only preserves their health but also maintains productivity levels by preventing downtime due to injuries. What is even more crucial is that staff injuries do not become a burden on their families, especially for those who are the primary breadwinners.

A strong safety culture means that safety is not just about setting rules, but also the way of thinking that influences every action and decision making. Staff who feel safe are more engaged, productive, and loyal. They are more likely to speak up, contribute ideas for improvement, participate in safety activities and adhere to safety protocols.

Furthermore, a good safety culture improves how people look at a company. Clients, business partners, and stakeholders are more likely to trust and work with businesses that focus on keeping their staff and stakeholders safe. This can lead to long-term success and sustainability.

Establishing safety foundations requires commitment from all levels of the company. Leaders need to lead by prioritising safety in policies, practices,



Photo credit: www.safeworldhse.com

and communications. Staff should be actively involved by spotting dangers, offering ideas for improvement, and participating in safety awareness training and activities.

In conclusion, prioritising a positive workplace safety culture is not just about meeting legal compliance; it is a strategic decision with far-reaching benefits. By emphasising safety, company can protect their most valuable asset—their people—while also building a positive reputation and achieving sustainable growth.



Dialogue Session with Changi General Hospital (CGH) Housekeeping Team



From The Clients' Hearts

Alexandra Hospital Housekeeping

Your hard work doesn't go unnoticed. Thank you for keeping everything so clean and tidy!

- MICHELLE ONG, AH Institution Lead (AH),
Assistant Director, Group Hospitality

Great Job Aru!

Thank you for going above and beyond to make a positive difference in patient experience and care.

Dear Josephine, Eileen and Grace,

We would like to bring Aru's exceptional performance to your attention. His commitment to putting the needs of patients first is truly remarkable. His dedication sets a shining example for all. His compassionate approach to work is truly inspiring.

Thank you.

- MICHELLE ONG, AH Institution Lead (AH),
Assistant Director, Group Hospitality

Dear Michelle,

We would like to commend your Housekeeping manager Aru for helping us in Clinic A (ENT clinic) yesterday.

We had an elderly hearing-impaired patient who came in yesterday and unfortunately he soiled himself as he could not control his bowel movement – he passed motion in his pants and all along our corridor. We wanted to clean him up however the patient insisted that he only wanted a male staff to attend to him.

Aru, who was onsite to help our housekeeper immediately volunteered to help clean up the patient.

He helped to wash up the patient and maintained his respectfulness and professionalism throughout the episode. He really went above and beyond, putting our patient first in everything that he does.

Aru is truly an asset to your team and AH.

Thank you.

- SUSAN ONG, ENT and Eye Surgery Centres

Bright Vision Community Hospital

My heartfelt thanks to UEMS as well as Supply Chain colleagues at Bright Vision Community Hospital, for taking the whole morning to tidy up and clean the kitchen and kitchen store. This clearly shows the commitment and team effort that each of them has displayed to accomplish the tasks together.

Special thanks to UEMS colleagues, Rosnani, Noraishah, Manickam Devi, Norlaila and Amin, not forgetting my team Albert, Daniel and Edna for working together to make it happen.

- DESIREE LOH, Operations Manager,
Supplies and Contract Management

Ren Ci Community Hospital

A Heartfelt Thank You to the UEMS Housekeeping Team.

As I take a moment to reflect on the exceptional service provided by the UEMS cleaning housekeeping team, I am filled with gratitude and admiration. Your tireless efforts and dedication to excellence have not gone unnoticed. The attention to detail, the commitment to quality, and the passion for delivering outstanding results are truly commendable.

Your hard work has maintained and exceeded the high standards of cleanliness and hygiene, creating a comfortable and healthy environment for everyone. Your contributions directly impact the

well-being and productivity of our team, and for that, I am sincerely thankful.

Your Team success is a testament to your teamwork, perseverance, and enthusiasm. I have no doubt that you will continue to achieve even greater heights in the future. Your Team dedication to excellence is an inspiration to us all, and I look forward to continuing our partnership with UEMS.

Once again, thank you for your outstanding performance and commitment to excellence. Keep shining, and I wish you all the best for UEMS future endeavours!

- LENA POH, Executive, OFM
Ren Ci Community Hospital



Pledge Your Support For Second Chances!

BY JULIUS FAM

Congratulations to Yellow Ribbon (YR) for celebrating 20 years of championing second chances. YR has rolled out the Largest Patchwork Blanket Project for Singapore Book of Records to commemorate this milestone.

To show our support to the inclusive community, UEMS participated in the project and stitched 700 pieces of recycled fabric for the patchwork.

Thank you to all who have participated as your participation has indeed made this achievement possible!



Your Gesture Can Make A Significant Impact

BY GRACE SIONG



Food from the Heart (FFTH), a food charity association, that is devoted to providing consistent and sustainable food support to the less fortunate through food distribution programmes.

UEMS has partnered with FFTH to roll out food donation drive initiative in April 2024 to contribute to the community in need. Through joint efforts, we aim to amplify our outreach efforts and hope to support more individuals and families.

We believe every donation counts and the gesture of giving does make a positive impact on the community.

Serving Up Smiles with Every Meal – Singapore General Hospital (SGH) Meal Services

BY JAYASUTHA JAYABALAN

We are thrilled to share the exciting news of our recent partnership with Singapore General Hospital (SGH) for their meal services contract. Our team embarked on this journey in January 2024 and we are proud to report that it has been met with resounding success. This collaboration marks another significant stride in expanding our presence within the healthcare sector.

If you have ever perceived hospital food as mere sustenance, prepare to have your perspective transformed.

For patients confined to hospital rooms, grappling with the uncertainties of recovery, our Meal Service Associates (MSAs) are more than just deliverers of food, they bring smiles, kindness, and a dash of cheer when it is needed most.

Stepping into the role overseeing the Meal Services at SGH was enlightening and inspiring. Touring the kitchen where thousands of meals are prepared daily for patients was a fascinating experience. Witnessing the meticulous attention to details in catering to individual dietary requirements was



Showing how to look out for 'Visual Signs' before proceeding to serve a diet

truly impressive. The Food Service Department at SGH goes above and beyond, personalising diets to meet each patient's specific needs, fine-tuning ingredients, suggesting alternatives and adjusting textures, all while ensuring the retention of flavours patients enjoy.

In a significant enhancement to the patient experience, SGH management has introduced a secondary role for our MSAs. Alongside serving prescribed diets, MSAs now offer patients the opportunity to choose their meals for the following day. This privilege, once exclusive to private-class patients, has been extended to subsidised wards, thanks to the dedication of our MSAs.

In the hospital setting, where routines are rigorously structured, the freedom to choose one's meals serves as a welcomed respite. The arrival of the MSA symbolises a personal connection – a warm greeting, a friendly smile and the assurance that this compassionate individual will return, offering nourishment and a moment of genuine human connection, complete with a warm cup of tea and a comforting biscuit.

We extend an invitation to join us in our mission, where we derive joy from warming the hearts of patients, where every meal serves as a beacon of hope and a gesture of care.



Training on how to read a meal slip and match to bed location of patient



Real meals are provided by kitchen and trainees practise their Meal Serving steps



Trainees being briefed before trying out the 5 Checks of meal serving

UEMS & Raffles Quay Asset Management (RQAM): Pioneering Service Excellence Together

BY SANDRA GOH

We are excited to announce our new partnership with Raffles Quay Asset Management (RQAM) for the provision of concierge services at two premium developments in Singapore's Marina Bay - One Raffles Quay and Marina Bay Financial Centre, the largest integrated mixed-use development in downtown. Our journey together commenced in January 2024 and this venture represents our first step towards expanding our footprint in the concierge services sector.

Service is at the heart of our operations and customer-facing staff are our critical assets. From the perspective of our customers, our staff's actions are a direct reflection of our service organisation. Quality service is personified through our people, requiring the right discipline, training, and support.

27 April 2024 was the beginning of an exciting learning journey as we embarked on our first joint service excellence training with RQAM. Team members were seen streaming in as early as 0800 hours in the morning in anticipation of what is in store for them. The training brought together the RQAM in-house team, the RQAM security team, and the UEMS concierge staff. The thrust of the training is to set new standards in customer service and security. Guided by Mr. Michael Yip's extensive 40-year experience in customer service, the course was



A group photo with Police Inspector Sani from SGSecure

designed to **INSPIRE, REFRESH** and **EDUCATE**.

In her opening address, RQAM Customer Service Manager Ms Karinne Guo, shared the collective vision for future customer experience and the goal of bringing these experiences **ALIVE**. She also outlined the high expectations for the upcoming sessions.

Day one was a resounding success, characterised by active participation and a shared desire



Group discussions and role play

to excel. The teams engaged in a dynamic exchange of ideas, fostering a culture of continuous learning and mutual respect. As the session concluded, participants left with not just new knowledge but also a renewed sense of purpose.

A highlight of the training was the insightful session conducted by SGSecure, emphasising the importance of vigilance and preparedness in today's security landscape. SGSecure's principles of staying alert, united, and strong resonated with our teams, reinforcing our resolve to maintain a secure environment where service excellence can flourish.



Ms Karinne Guo delivering the opening speech



Trainer Michael Yip guides the team through a light stretching exercise.

Looking ahead to the next two sessions, we are confident that the groundwork laid on day one will pave the way for a transformative experience for all involved. As we journey together, we are steadfast in our resolve to redefine standards, exceed expectations, and deliver unparalleled service experiences.

Navy Museum – Navy Day

BY KEEFE TAN

UEMS is glad to be part of Navy Day on 5 May 2024. Navy Day is an annual event celebrated by the Republic of Singapore Navy (RSN) to commemorate its founding and honour the dedication of its personnel throughout the years.

Held on the anniversary of the RSN's establishment, Navy Day typically includes a series of activities such as ship tours, naval demonstrations, and ceremonial events. It serves as an opportunity for the Navy to engage with the public, showcase its capabilities, and foster a deeper appreciation for maritime defence among Singaporeans. Additionally, Navy Day often features exhibitions and performances highlighting

the RSN's role in safeguarding Singapore's waters and contributing to international peace and stability.

Our UEMS Facilities Management team was tasked to assist the Defence Collective Singapore in setting up the event and providing all necessary support in both hard and soft services, ensuring the smooth operations of the site and making sure all participating guests enjoy the celebration.

Our team had worked closely with the Defence Collective Singapore in upgrading works, refurbishment works and conducting necessary maintenance work through the



museum in preparation for the event. We have activated all necessary resources to ensure the museum was ready to welcome guests on 5 May 2024.

UEMS is proud to be a part of the celebration of the RSN in its 57 years of service to Singapore defence in protecting Singapore's sealines and contributing to the regional peace and security of our nation.

Service Innovation Partnership (SIP) Programme at Alexandra Hospital

BY GRACE KHOR

I'm excited to share details about the recent Service Innovation Partnership (SIP) Programme conducted at Alexandra Hospital on 17 April 2024. The programme included an annual service review with our esteemed NUHS clients, where we discussed operational Key Performance Indicators (KPIs), ongoing improvement initiatives, and outlined plans for various accounts. Our NUHS clients also shared their strategic roadmap for collaboration.

After the review, senior management engaged in face-to-face dialogues with our Alexandra Hospital staff, gaining first-hand insights into their challenges and emphasising their crucial role in our operations. The SIP serves as a vital driver of continuous improvement and excellence across our operations.

This initiative fosters collaboration and mutual understanding between headquarters and site staff, creating a platform for staff to voice their concerns and contribute to enhancing our services. We value their input and believe that active engagement and open communication are key to our collective success.

Throughout the session, we discussed various topics, reaffirming our dedication to valuing, appreciating, and empowering our staff. We encourage our staff to continue sharing their ideas, concerns, and feedback, assuring them that we deeply respect and value their voices. By proactively addressing staff issues and demonstrating our unwavering commitment to resolving them, we strengthen trust, cultivate a positive work



environment and enhance overall staff satisfaction.

The key to a successful SIP is fostering active engagement, maintaining open lines of communication, and embracing collaborative problem-solving between senior management and staff. By integrating these elements into the SIP framework, we express gratitude for our staff's hard work and consistently acknowledge and appreciate their contributions. Together, we will continue our journey of driving continuous improvement and achieving excellence.

Most Senior-Friendly Employer Award 2023

BY JULIUS FAM

UEMS is committed to employing and providing seniors with equal work opportunities, reflecting our dedication to fostering a diverse and inclusive workforce. Recognising the immense value that mature workers bring to our organisation, we are proud to support and empower them through various initiatives and policies designed to promote their continued engagement and development.

COMMITMENT TO MERITOCRACY

At UEMS, we believe in a merit-based approach to hiring and career advancement. We make our hiring decisions based on skill sets, experience, and potential, rather than age. This ensures that all employees, regardless of their stage in life, have equal opportunities to contribute to and grow within our organisation.

COMPREHENSIVE TRAINING AND DEVELOPMENT

We prioritise the continuous professional development of our senior employees. By offering a range of training programmes and development opportunities, we empower our mature workers to enhance their skills, stay current with industry trends, and achieve their career goals. This commitment to lifelong learning helps our senior employees remain competitive and motivated.

SUPPORTIVE WORK ENVIRONMENT

Creating a supportive and inclusive work environment is central to our mission. We recognise that senior employees may have unique needs and challenges, and we strive to accommodate these through flexible work arrangements, health



UEMS is deeply honoured to be awarded with 'The Most Senior-Friendly Employer Award (Silver)' on 15 March 2024, presented by FastJobs.

and wellness programs, and access to resources that support their well-being. Our goal is to ensure that every employee feels valued and supported in their role.

MENTORSHIP AND KNOWLEDGE TRANSFER

To leverage the wealth of experience that our senior employees possess, we have instituted mentorship programs that pair them with less experienced colleagues. These programs facilitate invaluable knowledge transfer, fostering a collaborative environment where diverse generations can share insights, learn from one another, and drive innovation together.

RECOGNITION AND GRATITUDE

We are immensely grateful for the dedication and contributions of our senior employees. Their resilience and commitment have been instrumental in our organisation's

success. By recognising and celebrating their achievements, we reinforce the importance of their role in our workforce and inspire continued excellence.

LOOKING AHEAD

As we continue to champion diversity and inclusivity, we remain steadfast in our commitment to providing equal work opportunities for seniors. We believe that a diverse workforce is a stronger workforce, and we are dedicated to creating an environment where every employee can thrive, regardless of age.

UEMS is proud to lead by example in promoting equal work opportunities for seniors, and we look forward to building a future where every employee's experience and skills are valued and utilised to their fullest potential.

Promoting a Diverse and Inclusive Workforce



UEMS
UEMS SOLUTIONS PTE LTD

JOB VACANCIES

- ✓ HOUSEKEEPER / PUBLIC AREA CLEANER
- ✓ KITCHEN STEWARD / PANTRY ATTENDANT
- ✓ MEAL SERVICE ATTENDANT
- ✓ HEALTHCARE PORTER
- ✓ HEALTHCARE ATTENDANT
- ✓ ROOM ATTENDANT
- ✓ LINEN ATTENDANT
- ✓ HIGH RISE SPECIALIST
- ✓ HOUSEKEEPING SUPERVISOR
- ✓ HOUSEKEEPING TEAM LEADER
- ✓ CONCIERGE SPECIALIST
- ✓ PATIENT SERVICE ASSOCIATE
- ✓ TEAM LEADER (VISITOR MANAGEMENT)



SCAN TO APPLY

WE'RE HIRING
JOIN OUR TEAM

CONTACT US NOW TO FIND OUT MORE

+65 8428 5958	+65 8028 6650	+65 9825 5019
+65 9785 3688	+65 9754 6365	+65 9297 4221
+65 9625 4029	+65 9825 5726	

RECRUITMENT.TEAM@UEMSGROUP.COM



Embracing Innovation: UEMS at Interclean Amsterdam 2024

BY ALVIN TAN



UEMS at Interclean 2024

We are excited to share with you the enriching experience UEMS had at Interclean Amsterdam 2024, a hallmark event for the professional cleaning and hygiene industry. Held from 14-17 May 2024, at the esteemed RAI Amsterdam, this event not only underscored our company's commitment to innovation but also highlighted our proactive approach in exploring cutting-edge technologies that enhance our workforce's capabilities, thereby elevating cleaning efficiency and efficacy.

Interclean Amsterdam 2024 brought together over 900 exhibitors and welcomed approximately 30,000 visitors from across 120 countries. It served as a pivotal platform focusing on key industry themes such as Technology/Innovation/Digitalisation, Sustainability/Environment/ESG and Healthcare/Hygiene/Disinfection. This global gathering allowed UEMS to engage deeply with industry leaders, discover groundbreaking solutions and foster valuable partnerships.

Our participation at the event was marked by productive discussions with potential suppliers, exploring collaborative opportunities and initiating proof-of-concept trials at various sites. This strategic initiative reflects our commitment to staying at the forefront of technological advancements in the cleaning industry.

One of the highlights was the Robot Arena, where UEMS had the privilege of witnessing live demonstrations of state-of-the-art cleaning technologies. LionsBot captivated attendees with robots adeptly navigating intricate environments and executing precise cleaning tasks. Similarly,



Kärcher's Battery-powered Backpack Vacuum



i-team Global showcasing their i-escalator solution



Kärcher's effort in making sustainability an integral part of the entire supply chain

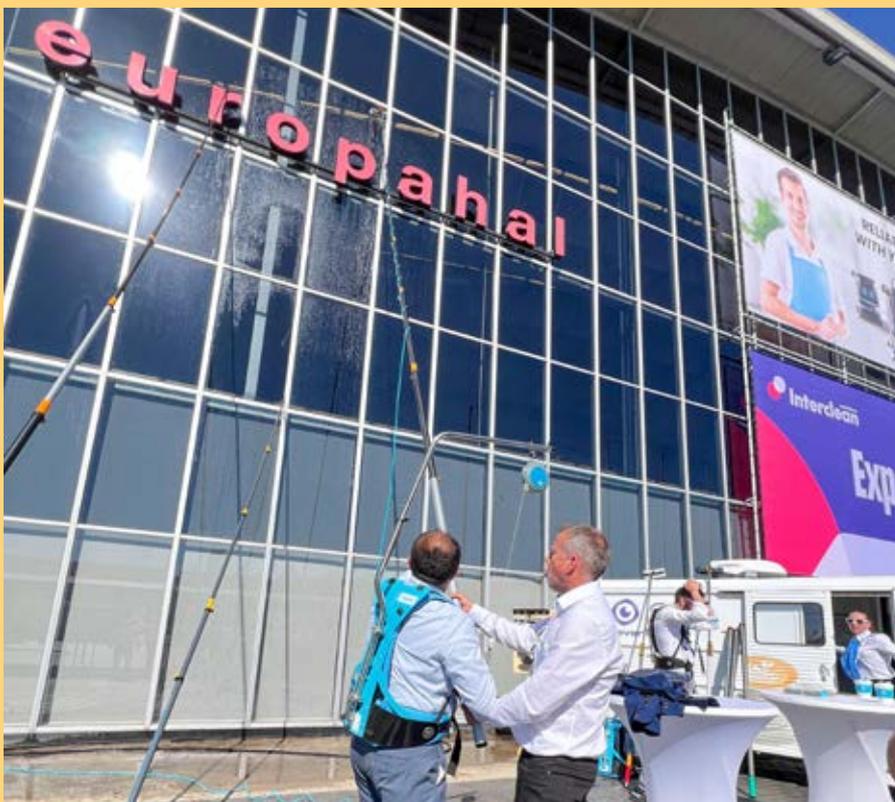
Moving forward, we are enthusiastic about integrating these transformative technologies into our daily operations, thereby enhancing service delivery and exceeding client expectations.

Gausium's Scrubber 50 showcased revolutionary Auto Spot Cleaning technology, harnessing AI-powered systems to detect and manage debris effectively, demonstrating a seamless fusion of human expertise and robotic precision.

These innovative solutions not only underscore our dedication to operational excellence but also reinforce our commitment to sustainability and environmental stewardship. By embracing these advancements, we aim to set new benchmarks in efficiency while minimising our ecological footprint.

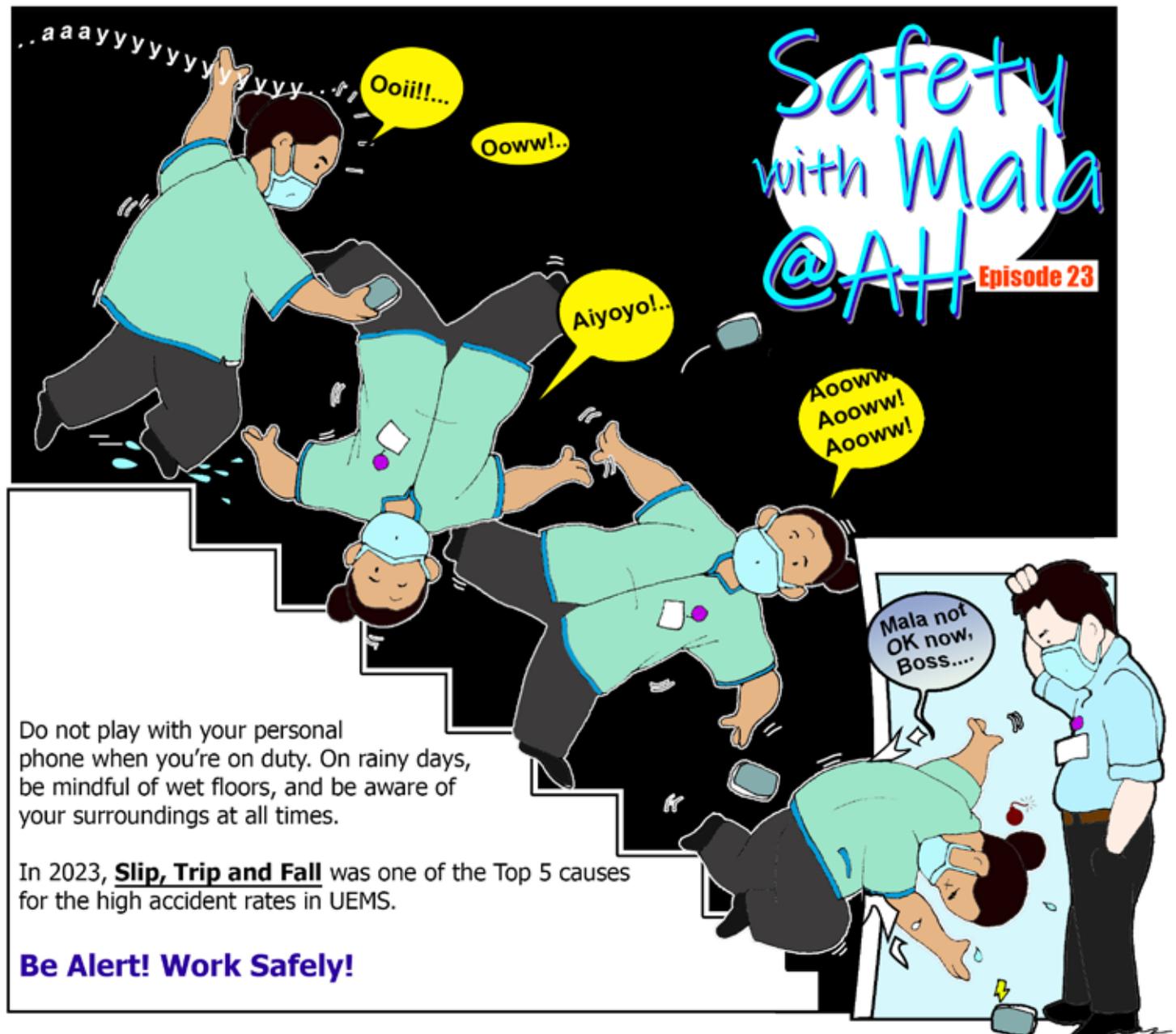
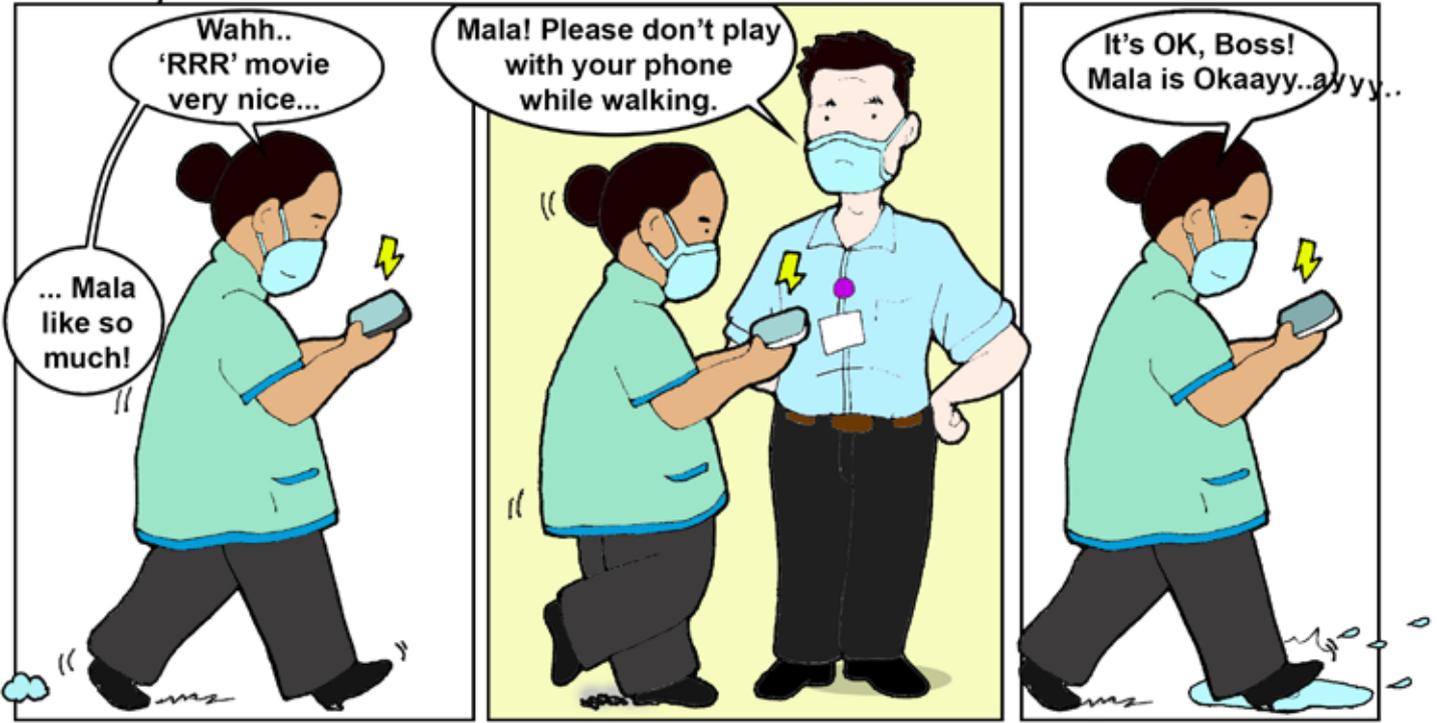
Moving forward, we are enthusiastic about integrating these transformative technologies into our daily operations, thereby enhancing service delivery and exceeding client expectations. As we continue this trajectory of innovation and growth, we look forward to sharing more success stories and milestones with you.

Thank you for your unwavering support as we strive to redefine excellence in the cleaning industry.



Trying out new high window washing technology

One day at AH...



Safety with Mala @AH

Episode 23

Do not play with your personal phone when you're on duty. On rainy days, be mindful of wet floors, and be aware of your surroundings at all times.

In 2023, **Slip, Trip and Fall** was one of the Top 5 causes for the high accident rates in UEMS.

Be Alert! Work Safely!