

UEMSINSIGHTS

2025 January – June

Celebrating Progress, Embracing What's Next



The Next Chapter

*UEMS Launches The
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Editor's Note:

A New Name, Same Purpose

Thank you for your continued support of our bi-annual UEMS Times over the years!

We are excited to share that UEMS Times is now UEMS Insights – a refreshed name that better reflects the depth of stories, perspectives, and progress we aim to bring you.

While the name has changed, you can continue to expect the same engaging highlights and behind-the-scenes stories from across UEMS.

UEMS Insights marks a new chapter in how we connect, communicate, and grow together.

Stay tuned, stay inspired, and enjoy this issue!

Celebrating Progress, Embracing What's Next

As we wrap up the first half of 2025, I would like to take a moment to reflect on the progress we have made and share where we are heading next together.

The past six months have been significant for UEMS, not only in terms of the work we have delivered, but in how we have redefined and refreshed our brand to align with our future direction. In May, we officially launched **The Next Chapter** — a milestone that represents more than just a new look. It marks our renewed commitment to innovation, people, and purpose.

At the heart of this refreshed identity is our positioning statement:

Unlocking innovation to empower people and spaces.

This reflects our belief that innovation is not just about technology — it is about creating smarter, more responsive solutions that empower individuals and improve the environments where we live and work. Whether in hospitals, schools, hospitality settings, or community spaces, we aim to lead with forward-thinking ideas that translate into measurable impact.

At the core of **The Next Chapter** are our three brand values, which guide how we operate, serve, and grow:

- **Forward-Thinking** — We proactively anticipate future needs and develop innovative solutions that keep us ahead of industry demands.
- **People-First** — Whether clients, partners, patients, guests, or our own team members, people remain at the heart of every service we provide.
- **Sustainable Impact** — We are aligning our operations with Environmental, Social & Governance (ESG) principles by offering greener service models and adopting responsible practices that benefit both the environment and the communities we serve.

“

We see every challenge as a chance to adapt, and every achievement as a step toward something greater. The Next Chapter isn't just our story — it's one we share with you.

”



Together, these values are more than guiding principles — they form the foundation for long-term value creation for our clients, our people, and the world around us.

I'm proud to share a few key highlights that reflect these commitments in action:

- We secured the National Portering Request-for-Proposal for Singapore's restructured hospitals — a major milestone that reflects the trust placed in our team and our strong track record in healthcare support services.
- We expanded our capabilities with the launch of in-house facade maintenance, difficult access painting, and renovation and repair services, allowing us to provide more integrated solutions that meet the complex needs of modern facilities.
- In hospitality, we began providing room attendant services at Paradox Singapore Merchant Court at Clarke Quay, extending our reach and expertise into more lifestyle-driven environments.
- We also entered into a partnership with Nurasa, supporting their vision for food innovation and sustainability — an exciting alignment of our shared commitment to building a better, more resilient future.

Beyond our project wins, we have also been investing in technology and innovation to enhance service delivery, workforce empowerment, and operational excellence. We have implemented smart systems to improve transparency, streamline workflows, and make our services more agile and responsive. These

improvements are not only helping us raise the bar internally — they also enable us to offer more value to our clients.

Looking Ahead

As we enter the second half of the year, we remain focused on delivering excellence with consistency, strengthening our partnerships, and embracing the opportunities that change brings.

Clients and stakeholders can look forward to:

- Further integration of services, offering a more seamless, one-stop experience
- Technology-enabled solutions that improve efficiency, safety, and responsiveness
- A greater focus on ESG-driven initiatives, supporting both client and community goals
- Tailored partnerships that reflect your unique needs and aspirations
- A continued culture of innovation and care, where people come first

At UEMS, we see every challenge as a chance to adapt, and every achievement as a step toward something greater. **The Next Chapter** isn't just our story — it's one we share with you.

Thank you for your continued support. We look forward to building new possibilities with you in the months to come.

TAN CHEH TIAN (Ms)

Chief Executive Officer
UEMS Singapore & Taiwan





Turning the Page: UEMS Launches The Next Chapter

Unlocking Innovation to Empower People and Spaces

We have officially turned the page to a bold new future. On 16 May 2025, we launched The Next Chapter internally to our employees, followed by an external unveiling on 27 May 2025. Together, these milestone events marked the beginning of a renewed journey, grounded in purpose and driven by innovation, people, and sustainability.

An Enhanced Identity, a Shared Purpose

At the heart of our enhanced identity lies our new brand positioning:

“
Unlocking innovation to empower people and spaces.
”

This is not just a tagline – it is a strategic shift that captures our transformation as a company. From a facilities management provider to a forward-thinking, people-centric partner, we have evolved to meet the

changing needs of our clients and partners.

We now operate at the intersection of innovation and impact – leveraging smart technologies, driving sustainable practices, and empowering every individual who contributes to our shared success.

This vision is encapsulated in our new brand tagline:

“
Empowering Spaces. Impacting Lives.
”





A simple yet powerful expression of our commitment to shape smarter, more inclusive, and more sustainable environments for all.

A Two-Part Launch: From Within, Then Outward

Internal Launch – 16 May 2025

The internal launch was held at our Headquarters, where our Chief Executive Officer of UEMS Singapore and Taiwan, Ms Tan Cheh Tian, unveiled the brand positioning to employees. The event featured a presentation on the meaning behind The Next Chapter, the values guiding our direction, and what the changes would look like across the organisation.

The atmosphere was energised by a shared sense of pride and commitment, recognising that our people are the driving force behind every space we manage.

External Launch – 27 May 2025

The event served as a formal introduction to clients and partners, offering a glimpse into our future direction. Guests were walked through our brand story, positioning, and the values that will continue to shape our work ahead.

The Pillars of The Next Chapter

Our brand positioning is built on three pillars:

- **Forward-Thinking**
Anticipating tomorrow's needs today through proactive, tech-enabled solutions.
- **People First**
Empowering our workforce, clients, and communities to thrive in every space we serve.
- **Sustainable Impact**
Driving responsible and inclusive practices that benefit both people and the environment.

A Shared Journey Forward

The Next Chapter is not just about where UEMS is going – it is about how we are getting there, and who's coming along. From internal teams to valued partners, every person plays a role in shaping the UEMS of tomorrow.

Thank you for being part of this journey. Together, we are redefining service excellence, building smarter spaces, and creating meaningful impact, every day.



UEMS Solutions: Comprehensive Business Services

Established in 1988, UEMS Solutions Pte. Ltd. is a Singapore-based company renowned for delivering top-tier Integrated Facilities Management (IFM) services. We offer a full suite of services, encompassing Soft IFM (Environmental & Support Services), Hard IFM and Specialised Services. Since 2015, UEMS has been accredited with the prestigious Clean Mark Gold by the National Environment Agency (NEA), emphasising our commitment to excellence in environmental management.

With a focus on innovation and advanced technologies, UEMS provides high-quality services to the following sectors:



Healthcare



Education



Commercial & Industrial



Property & Facilities



Hospitality

Our Professional Services include:

Environmental Services
Healthcare Support
Smart Integrated Facilities Management
Facilities Engineering
Property Management
Energy Management
Built-Environment Solutions
Sustainability Solutions
Project Management & Smart Building Technology
External Facade Cleaning & Maintenance
Concierge Service

To learn more about how we can support your facilities, simply scan the QR code.



The Heart of UEMS: Our FIRST Core Values

At UEMS, our success is built on a strong foundation of core values that guide our actions and decisions. These values not only shape the way we operate but also define how we interact with our clients, partners and employees.

Our Core Values: FIRST

The principles of FIRST represent the cornerstone of our behaviour at UEMS when engaging with both internal and external stakeholders. They embody the character, commitment and culture that drive our organisation forward.

FIRST is the UEMS Way.



Introducing UEMS Services, a Wholly-Owned Subsidiary of UEMS Solutions

BY JAMES NG ROBERTSON

We are proud to share that UEMS Services is now fully operational as a key business unit under UEMS Solutions. This strategic expansion strengthens our ability to deliver innovative, integrated solutions that address the evolving needs of our clients across a wide range of operations.

Why UEMS Services?

As industries increasingly embrace smarter and more efficient operations, UEMS Services is created to deliver specialised, high-value services that meet these demands. Our focus is on offering cutting-edge solutions in Project Management and Consultancy, Project Construction Management and Technology Management Services, helping our clients enhance productivity and streamline their operations.

Our Specialised Services include:

- Project Management & Consultancy Services
- Minor Construction & Addition & Alteration Works
- Repair & Redecoration Works
- Technology Management Services (integrating Smart Facilities Management)
- Mechanical & Electrical Services

Our Commitment to You

UEMS Services reflects our commitment in delivering high-quality service and operational excellence. We provide customised solutions that address each client's specific needs, ensuring cost-effectiveness and timely execution.

Learn More

Explore the full range of services offered by UEMS Services. For more information, send us a message at uemsservices@uemsgroup.com. We look forward to partnering with you!

The Next Leap: Embracing AI-Driven Facility Management

BY SRINIDHI GOPALAKRISHNA
CHIEF TECHNOLOGY OFFICER

Artificial Intelligence (AI) is rapidly reshaping the future of facility management, offering powerful new ways to enhance how buildings are run. From improving operational efficiency to boosting sustainability, AI is enabling facility managers to move beyond reactive fixes and embrace proactive, intelligent solutions.

Imagine buildings that know when and how to adjust their lighting or air-conditioning based on usage patterns – saving energy while enhancing comfort. Or equipment that alerts managers to potential issues before a breakdown occurs. These are no longer futuristic ideas but real-world applications powered by AI.

Take AI-enabled HVAC systems, for example. They can “learn” from occupancy trends and automatically regulate temperature for optimal comfort and energy savings. Similarly, smart models can monitor data from sensors embedded in lifts, pumps, and chillers to detect unusual activity early – helping to prevent costly disruptions.

However, the true potential of AI can only be unlocked with the right digital foundation. Successful implementation requires robust infrastructure: IoT devices, seamless system integration through a Common Data Environment (CDE), and strong cybersecurity protocols. Increasingly, building owners and facility managers are investing in high-quality, consistent data to prepare their environments for this digital transformation.



At UEMS, we have laid this groundwork through investments in smart technologies and advanced analytics. Our *SmartAssign™* algorithm, for instance, integrates predictive models into our *UETrack™* platform to optimise task assignment – factoring in urgency, location, and real-time staff availability. In commercial settings, we use IoT sensors with *UETrack™* to monitor energy usage and guide sustainability decisions. More recently, we have developed a smart restroom monitoring system that ensures cleaning teams are deployed where they are needed most.

But the leap to AI comes with responsibility. Clean, unbiased data is essential – bad data leads to bad decisions. That is why we adopt a “human-in-the-loop” approach, where AI supports, not replaces, human expertise. This is especially critical in sensitive environments such as hospitals and hospitality venues, where empathy and judgment matter.

As the facilities management industry takes this next leap, the goal is not just automation – it is augmentation. AI empowers facility managers to work smarter, anticipate needs, and create better experiences for building users. When applied thoughtfully, AI can transform facilities into spaces that are not only efficient, but truly responsive to the people they serve.

Forging Ahead: Strengthening Capabilities for a Sustainable Future

BY EILEEN KOH
DEPUTY GENERAL MANAGER



As we reflect on our journey from 2024 into early 2025, it is clear that this period has brought both challenges and significant milestones. Despite a volatile operating landscape – marked by rising manpower and operational costs, a tightening labour market, and increasing regulatory demands – UEMS remained steadfast in its mission to deliver trusted, high-quality services.

We are proud to have renewed several key contracts, a testament to the continued confidence our clients have in us. These include the provision of portering services at Alexandra Hospital, Khoo Teck Puat Hospital, National University Hospital, Tan Tock Seng Hospital, and Woodlands Health Campus, along with housekeeping services at Alexandra Hospital and Ren Ci Community Hospital, among others.

In parallel, we successfully mobilised new projects such as Meal Attendant Services at Singapore General Hospital, Premium Concierge Services for Raffles Quay Asset Management, and Housekeeping Services at Ren Ci Ang Mo Kio Nursing Home. Each mobilisation reflects our operational agility and enduring commitment to service excellence.

2024 also marked a turning point in innovation and future-readiness. We forged strategic partnerships with technology providers such as Truly Robotics, Hivebotics, SIMPPLE, Delta Electronics, Matex, Spinoff, and Novapeak. These collaborations reflect our proactive approach to digital transformation and sustainability as part of our journey into The Next Chapter – a new era of unlocking innovation to empower people and spaces.

Looking ahead, we acknowledge the continued headwinds expected in 2025. However, the trust earned through renewals and new awards provides us with a clear mandate: to stay the course and continually raise the bar in operational and service excellence.

To strengthen our capabilities further, we have welcomed a seasoned former trainer from the SIA Training Academy to lead our service excellence initiatives. Her expertise in hospitality and frontline service will help us instill a culture of attentiveness, professionalism, and people-first experiences – ensuring that our teams consistently exceed expectations.

As outcome-based contracts become the industry norm, it is no longer enough to simply meet service-level requirements. We must deepen our capabilities, embrace innovation, enhance productivity, and nurture an agile, future-ready workforce that evolves with our clients' needs.

The Next Chapter is not just a campaign—it's a mindset. One that calls for greater collaboration across our ecosystem of clients, partners, and suppliers. Together, we can unlock greater value, deliver meaningful outcomes, and shape a more resilient, sustainable future.

Let us move forward with purpose – committed to excellence, innovation, and impact.

Powering Innovation with Purpose

BY KAITLYNN TAN
DIRECTOR, FINANCE & PROCUREMENT



As UEMS charts The Next Chapter – unlocking innovations to empower people and spaces – the Finance Division is poised to serve as a strategic engine, driving this transformation with precision, purpose, and foresight.

In 2025, we are sharpening our focus on enabling innovation, operational agility, and purposeful growth. By uniting Finance, Procurement, and Legal under a single strategic platform, we are building the capabilities needed to power decisions that are not only financially sound but forward-thinking – fueling smarter investments, scalable systems, and sustainable partnerships that create impact.

We are no longer just supporting the business – we are helping to shape and scale it for the future.

Driving Innovation Through Finance

At the heart of innovation lies sound decision-making. In 2025, we will:

- Deepen real-time, data-driven business partnering to guide enterprise-wide decisions.
- Advance scenario planning and forecasting through Phase II of Oracle NetSuite optimisation.
- Collaborate with global banking partners to unlock treasury and trade financing innovations.
- Scale initiatives like our daily payroll partnership with HSBC – nominated for the Euromoney Awards for Excellence 2025 – as we explore more ways to modernise finance operations.

Procurement as a Platform for Empowerment

Procurement is no longer transactional – it is transformative. This year, we will:

- Embed ESG principles into supplier selection and

sourcing strategies to drive responsible innovation.

- Strengthen procurement lifecycle visibility and efficiency through digital solutions.
- Co-create value with strategic vendors to ensure continuity, diversity, and shared sustainability outcomes.

Legal as an Agile Enabler

Legal continues to evolve as a business enabler by:

- Streamlining contract development with simplified templates and workflows.
- Enhancing governance and compliance as we scale into more complex service ecosystems.

Strategic Partnerships: Multiplying Our Impact

Our collaborations in 2025 will amplify innovation across the organisation:

- Oracle – Enhancing NetSuite to connect enterprise data and decision-making.
- International Banks – Advancing digital treasury, working capital programs, and cost efficiency.
- Core Suppliers – Strengthening innovation pipelines and resilience across the supply chain.

Finance at the Heart of UEMS' Next Chapter

As we unlock innovations to empower people and spaces, the Finance Division plays a pivotal role in enabling UEMS' future growth. Every strategic investment, procurement decision, and legal framework we shape is grounded in long-term value—strengthening our foundation, enhancing performance, and supporting sustainable progress across the organisation.

By combining financial stewardship with innovation, we are not just enabling what's next – we are building it.

Empowering Growth Together

BY KARYN CHENG

DIRECTOR, HUMAN RESOURCES

As we approach the close of the first half of 2025, it is a good time to reflect on our progress and share what lies ahead.

Our recent branding enhancement exercise – The Next Chapter – brought us back to the essence of what we do: Empowering Spaces. Impacting Lives. This reaffirmed our commitment to delivering quality services and creating meaningful impact in the spaces we manage.

With this renewed clarity, our HR efforts are focused on creating a workplace where our people can grow and thrive. We remain committed to upskilling, career growth, and building an inclusive, supportive culture across all job sites.

On a personal note, I am truly grateful to our HR leaders and team members for their unwavering support during my recent absence. Their dedication ensured continuity and progress, and reminded me of the resilience and teamwork that define us. This highlights the strength of our internal capabilities we have grown over the years.

As we move forward, building on these strengths remains a key priority. Through ongoing learning and development, we empower our teams to stay adaptable, grow, and contribute meaningfully in an evolving landscape. Our growth journey in 2025 is not just about doing more but about doing better, together.



Expanding Capabilities: UEMS Launches New In-House Services in Facade Works, Difficult Access Painting, and Renovation Repairs

BY FIRDAUS BIN JASNI

Our Specialised Services team has officially launched a suite of in-house offerings to address complex building maintenance and renovation needs. These new services – Building Facade Sealant Works, Painting of Difficult Access Structures, and Renovation & Repair Works – are designed to provide clients with a reliable, one-stop solution for enhancing building durability, performance, and aesthetics.

This strategic expansion reflects our commitment to delivering smart, efficient, and customer-focused solutions that support long-term building performance and aesthetics.

Building Facade Sealant Works: Enhancing Protection and Longevity

Water seepage and wear-and-tear caused by Singapore's humid climate are persistent challenges in building maintenance. Our Building Facade Sealant Works are designed to combat these issues – protecting interior spaces, preventing costly water damage, and improving energy efficiency.

Using professional-grade materials and industry-approved techniques, our team applies high-quality

sealants to prolong the lifespan of building exteriors while reducing the need for frequent repairs. This service not only enhances a building's resilience but also helps property owners manage long-term maintenance costs more effectively.

Painting of Difficult Access Structures: Safe, Skilled, and Efficient

Painting tall or hard-to-reach structures such as high-rise buildings, bridges, and towers, requires specialised expertise. We have invested in certified training programmes, including rope access techniques, to ensure safety and precision in these high-risk tasks.

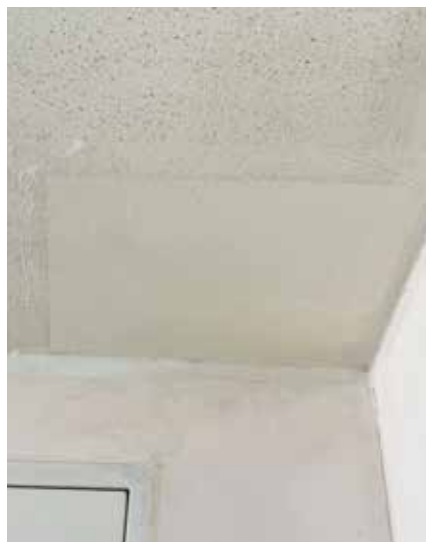
Our new Difficult Access Painting service is carried out by highly trained professionals equipped to manage complex elevation work without compromising on quality or safety. This service is ideal for clients seeking efficient, compliant, and high-quality solutions for complex architectural structures.

Renovation & Repair Works: Integrated Solutions for Reinstatement Projects

From structural fixes to aesthetic restorations, our



Before treatment



2 weeks after treatment



6 months after treatment

Renovation and Repair Works offer a comprehensive solution for office and commercial property upgrades. Services include repairs to flooring, walls, roofing, plumbing, and electrical systems – tailored to restore functionality and improve the usability of aging or damaged spaces.

Whether it is end-of-lease reinstatement or general upgrades, this service helps clients maintain productive, safe, and attractive environments aligned with today's workplace expectations.

Built on Quality, Safety, and Technical Expertise

Our customer-centric approach is supported by a highly qualified in-house team with certifications including:

- Building and Construction Authority (BCA) Facade Inspector
- Registered Facade Inspector by the Institute of Engineers Singapore
- National University of Singapore (NUS) Certification in Building Defects Inspection and Repair

Combined with rigorous safety protocols and deep operational know-how, we deliver dependable results that meet the highest industry standards.

Looking Ahead: Leading with Purpose and Innovation

The successful rollout of these specialised services marks a key chapter in our journey to expand and future-proof our offerings. As building owners and facility managers seek smarter, more holistic maintenance solutions, we are positioned to be their trusted partner in maintaining and transforming built environments.

Through continued investment in technology, talent, and service innovation, we remain committed to delivering value that extends beyond expectations – empowering people, spaces, and communities for the future.

Milestone Achievement: UEMS Awarded National Portering Contract for Singapore's Restructured Hospitals

BY MEGDELINE YAP

We are proud to share a major milestone – UEMS Solutions has been awarded the national Request-for-Proposal (RPP) for portering services across several key institutions under the National Healthcare Group (NHG) and the National University Health System (NUHS). This multi-year engagement spans Woodlands Health, Tan Tock Seng Hospital, Khoo Teck Puat Hospital, National University Hospital and Alexandra Hospital.

The contracts represent a significant endorsement of our expertise in healthcare support services and our growing leadership in Singapore's healthcare facilities management landscape.

Overcoming Challenges, Delivering Excellence

Securing this tender stands as one of the most complex and competitive achievements in our company's history. From defending our existing market share to navigating post-pandemic healthcare expectations and adapting to restructured contract

frameworks, the journey tested our resilience, agility, and innovation.

Our success was made possible by the unwavering efforts of our healthcare operations and portering teams, whose consistent delivery of high standards in service and professionalism helped reinforce UEMS's reputation as a trusted, high-performance service provider.

Looking Ahead

This achievement is more than a contract win – it is a vote of confidence from Singapore's leading healthcare institutions in our ability to support mission-critical services with reliability and care.

As we look to the future, we remain committed to raising service standards, embracing innovation, and contributing meaningfully to Singapore's healthcare ecosystem.

To everyone who played a part in this success—thank you and congratulations!

New Win: Paradox Singapore Merchant Court at Clarke Quay

BY CARMEN CHAN

We are delighted to share our latest milestone – a new partnership with Paradox Singapore Merchant Court at Clarke Quay.

Strategically situated along the iconic Singapore River, this upscale hotel offers excellent connectivity, just a short walk from both Clarke Quay and Chinatown MRT stations. With 476 guest rooms, Paradox Singapore is a preferred choice for business and leisure travellers alike, blending contemporary elegance with warm, attentive hospitality.

As part of this exciting project, our team will provide Room Attendant services, upholding the highest standards of cleanliness and comfort. We are proud to support the hotel's commitment to quality and guest satisfaction through consistent, service excellence.

This new collaboration reflects our continued growth in the hospitality sector and reinforces our dedication to being a trusted service partner. We look forward to a successful journey with the team at Paradox Singapore Merchant Court.

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We are proud to support the hotel's commitment to quality and guest satisfaction through consistent, service excellence.

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Partnering for a Sustainable Food Future: UEMS Secures Contract with NURASA

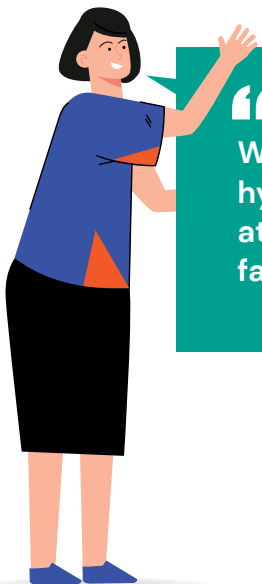
BY SEE MENG YEW

We are proud to announce that in March 2025, UEMS was awarded a contract by NURASA, a future-focused company established by Temasek in 2021 to revolutionise food systems in Singapore and across Asia. With a core mission centered on sustainability, accessibility, and innovation, NURASA plays a critical role in advancing food security through open innovation, strategic partnerships, and cutting-edge research and development.

“

We will provide high-standard hygiene and sanitation services at NURASA's state-of-the-art facilities.

”



Under this partnership, we will provide high-standard hygiene and sanitation services at NURASA's state-of-the-art facilities. This collaboration reflects our commitment to supporting forward-looking industries that require safe, clean, and compliant environments – especially in sectors where hygiene is fundamental to both operations and public health.

By applying our proven expertise and hygiene protocols, we are proud to contribute to NURASA's mission of building a resilient, future-ready food ecosystem for Singapore and the region.

Honouring Excellence: Celebrating Our Environmental Services Award 2024 Recipients

BY MEGDELINE YAP

We are proud to celebrate our team members who have been recognised at the Environmental Services (ES) Awards 2024, presented by the National Environment Agency (NEA). These prestigious awards honour excellence, innovation, and professional growth within Singapore's environmental services industry.

Celebrating Dedication and Service Excellence

The ES Star Award recognises outstanding individuals in frontline, supervisory, and operations support roles for their exceptional contributions in service excellence, leadership, teamwork, and efforts in innovation, productivity, and sustainability.

The ES Achievement Award honours employees who demonstrate excellence in work performance, professional development, long service, and commitment to upskilling—setting the benchmark for dedication and reliability in the industry.

Making a Meaningful Impact

These accolades shine a spotlight on individuals who go above and beyond to maintain the highest hygiene and cleanliness standards in our communities. Their tireless work ensures that the environments we live, work, and heal in, are safe, healthy, and well-maintained – making a real and lasting difference in people's lives.

Proud of Our People

At UEMS, we believe our people are our greatest strength. We are incredibly proud of our award recipients whose professionalism and perseverance reflect the values we hold close. This recognition is not only well deserved – it is a testament to their passion and dedication in raising the bar across the environmental services industry.

Congratulations to all our awardees on this remarkable achievement!

Star Award Recipients



Hussin Bin Mohd Zain



Teo King Quay



Leo Siew Ping

Achievement Award Recipients



Bala Krishnan
Gandhimathi



Cheong Kan Hee



Chua York Hueh



Khadibah Bte
Othman



Eileen Koh



Ling Chian Siong



Ma Nan Aye Wai @
Nan Aye Wai



Manisah Binte
Mohamad



Mohd Awi Bin
Mohd Tahir



Ng Moon Tin



Nuraini Binte
Nongchik



Pathuma D/O
V Ponasamy



Rossila Bte
Othman



Sures Ramachandran @
Sures S/O Ramachandran



Linda Yang

Prioritising People: UEMS Kicks Off 2025 with Safety and Wellness in Focus

BY MAY TOK

We started 2025 with a strong focus on Workplace Safety and Health (WSH), rolling out a series of initiatives that reflect our ongoing commitment to building a safe, healthy, and engaged workforce across all sites.

Promoting Employee Wellness

In collaboration with the Health Promotion Board (HPB), we launched a Health Screening Programme for staff stationed at Woodlands Health. Complementing this initiative, monthly Zumba sessions have been introduced at our Headquarters to encourage physical activity and support overall well-being as part of our broader wellness agenda.

Driving Engagement through WSH Dialogue Sessions

To enhance safety awareness and foster open communication, WSH Dialogue Sessions have been conducted across various healthcare and facilities management sites. The first session took place at Yishun Community Hospital in February, followed by the CREATE campus in March, and Changi General

Hospital in April. These sessions serve as valuable platforms for sharing best practices, addressing safety concerns, and strengthening collaboration among stakeholders.

Cultivating a Safety-First Culture

As the first of our planned WSH initiatives for 2025, we launched a Safety Poster Design Competition, which received 20 creative submissions from staff. This initiative reflects our ongoing commitment to cultivating a proactive and engaging safety culture across the organisation.

Looking ahead, upcoming quarterly activities include a Safety Tagline Challenge, WSH Quiz 2025, and a "Spot the Difference" safety challenge – all designed to raise awareness and encourage active participation in workplace safety and health initiatives.

Through these collective efforts, we continue to champion safety, health, and employee well-being, aligning with our vision for continuous improvement and operational excellence.





Forging Ahead: UEMS All the Way to 2025

BY MEGDELINE YAP



What an inspiring two-day event filled with meaningful connections and shared learning! The UEMS All The Way to 2025 gathering brought together colleagues from various departments, creating a meaningful platform for knowledge sharing, collaboration, and future-focused alignment as we prepare for an exciting year ahead.

This event was a celebration of teamwork, innovation, and shared purpose – highlighting the strength of our network and the collective vision that drives us forward.

A heartfelt thank you to everyone who helped make this event a success. Let's carry forward the momentum, ideas, and energy into 2025 and continue shaping the future together!



UEM Edgenta Executive Leadership Visits UEMS Singapore

BY MEGDELINE YAP

On 6 and 7 February 2025, UEMS Singapore had the privilege of hosting executive leaders from UEM Edgenta — Mr. Syahrudin Samsudin (Managing Director/CEO), Mr. Ahmad Fazril Fauzi (Chief Financial Officer), and Ms. Effreeza Mohamad (Head, Corporate Strategy & Planning).

The visit, hosted by Ms. Tan Cheh Tian, CEO of UEMS Singapore and Taiwan, marked an opportunity to facilitate cross-border collaboration, align on strategic priorities, and reaffirm a shared vision for operational excellence and sustainable growth.

Driving Innovation and Strategic Alignment

The itinerary also included a visit to the INSEAD Asia Campus, where guests observed our Integrated Facilities Management (IFM) operations in action at one of the world's top business schools – demonstrating how service excellence and smart operations were applied in a premium academic environment.

At Raffles Quay Asset Management (Marina Bay Financial Centre), the delegation toured our Concierge Services operation, experiencing firsthand our dedication to delivering seamless hospitality services in Singapore's iconic central business district.

Looking Ahead

This meaningful engagement highlighted the importance of strategic alignment across the UEM Edgenta group and reinforced our commitment to delivering value-driven, forward-looking solutions for clients across the region.

We thank our UEM Edgenta leaders for their visit and continued support, and we look forward to achieving new milestones together.





NUH Group Hospitality Rings in the Lunar New Year with Service Partners

BY CLARIS ORTEGA

On 4 February 2025, the NUH Group Hospitality team came together with their valued service partners to celebrate the festive spirit of Chinese New Year. The occasion served not only as a vibrant cultural gathering but also as a heartfelt gesture of appreciation – strengthening the collaborative bonds that form the organisation’s daily operations.

Celebrating Tradition and Togetherness

A key highlight of the celebration was the lively “lou hei” session – a symbolic tossing of yusheng salad, accompanied by joyful cheers and well-wishes for good fortune, success, and unity in the year ahead. The energy in the room was infectious, with participants tossing the ingredients high and embracing the spirit of new beginnings with enthusiasm.

A Toast to Shared Success

The celebration concluded with a meaningful toast, symbolising partnership, gratitude, and shared commitment to excellence. In line with NUH and UEMS values, the toast was made without alcohol – a conscious choice that reflected a commitment to wellness while celebrating teamwork in an inclusive way.

Strengthening Bonds for the Year Ahead

As NUH Group Hospitality and UEMS welcomed the Year of the Snake, the celebration served as a reminder of the strength found in collaboration, respect, and unity. Events like these reinforce the shared values that guide our teams each day—service, dedication, and a people-first mindset.

Here’s to a year filled with good health, strong partnerships, and continued success!

Celebrating the Spirit of Ramadan: Annual Iftar Dinner with the RQAM Concierge Team

BY SANDRA GOH

The holy month of Ramadan is a meaningful time for reflection, gratitude, and community – especially for our Muslim colleagues. One of its most cherished traditions is Iftar, the evening meal that breaks the daily fast. This moment of gathering goes beyond just sharing a meal; it is about fostering connection and celebrating togetherness.

Though the Raffles Quay Asset Management (RQAM) concierge team was only formed in December 2023, this year marked our second Iftar dinner – a tradition that is quickly becoming a much-anticipated annual event.

A Night of Joy, Laughter, and Togetherness

The dinner was held on 21 March 2025 at Permata Singapore, setting the stage for an evening filled with laughter, meaningful conversations, and memorable cuisine. The bone steak emerged as a crowd favourite, while the jello shots were a delightful hit, with guests returning for seconds. Lighthearted moments – such as an impromptu cake presentation – added to the cheerful atmosphere, making it a truly enjoyable and unforgettable gathering for all.

More Than a Meal—A Moment of Unity

What made the evening truly special was the spirit of inclusion and team bonding. It wasn't just our Muslim colleagues who joined the celebration – most of the team came together, reinforcing the sense of community and shared respect across cultures.

Moments like this help us step outside our roles and connect on a more personal level. Sharing stories, enjoying a meal, and creating lasting memories strengthened the camaraderie that defines the RQAM team.

Looking Ahead

As we continue to grow together, traditions like our annual Iftar dinner serve as reminders of the values we share – respect, unity, and appreciation for diversity. We are proud to celebrate meaningful occasions together and look forward to many more joyful gatherings in the years to come.

Here is to another Ramadan filled with reflection, joy, and togetherness!



From Admin to Award-Winner: Hidayah's Journey of Growth and Leadership

BY ALAN LIM & NOOR HIDAYAH ABDUL AZIZ

We are proud to celebrate Noor Hidayah Abdul Aziz, Operations Executive, who was recently honoured with the prestigious Model Worker Award at the NTUC May Day Awards 2025. Nominated by the Built Environment and Urban Trades Employees' Union (BATU), Hidayah embodies the spirit of Worker 4.0—Ready, Relevant, and Resilient.

A Journey of Growth, Service, and Leadership

Hidayah's journey with UEMS began in 2013 as an Admin Assistant. From the outset, she demonstrated exceptional diligence and attention to detail – monitoring and submitting daily manpower reports that ensured service KPIs were consistently met.

Beyond administration, Hidayah played a key role in staff onboarding, championing housekeepers as valued members of the organisation. Her responsibilities extended to payroll, HR matters, staff well-being, and grooming standards – always handled with compassion and integrity. She earned the trust of her colleagues by offering support, resolving concerns, and fostering a culture of teamwork.

Her close communication with hospital users and clients helped reinforce our commitment to cleanliness, safety compliance, and strict adherence to Standard Operating Procedures – making her an essential bridge between frontline teams and stakeholders.

Empowering Others and Leading by Example

Hidayah's dedication to learning and service excellence was especially evident during the COVID-19 pandemic, when she conducted training sessions for new employees – having proactively mastered proper cleaning techniques to prevent contamination.

She also conducted daily roll calls, delivered important updates and client feedback, and cultivated team unity through consistent communication. Her involvement with BATU further enhanced her communication skills and enabled her to support colleagues facing financial or personal challenges. In 2024, she was appointed Internal Auditor of the union, recognising her leadership and commitment.

In October 2023, Hidayah completed the Train-the-Trainer (TTT) programme and was promoted to Admin Executive. By June 2024, she transitioned to her current role as Operations Executive, joining the operations team full-time and further expanding her impact across the organisation.

A Voice for Fairness, Growth, and Well-being

Hidayah is also a strong advocate for mental health, continuous learning, and innovation in the workplace. Her ability to uplift others, embrace digital transformation, and champion inclusive practices makes her an exemplary leader and role model.

Hidayah's reflects not only personal resilience and growth but also a deep dedication to uplifting those around her.

We are honoured to have you as part of the UEMS family and look forward to seeing how you continue to lead with passion and purpose.

Congratulations once again on being named a 2025 Model Worker!

“I'm deeply honoured to receive the Model Worker Award at the NTUC May Day Awards 2025. My heartfelt thanks to the union team for this meaningful recognition, and to my direct superior, Alan Lim, for his unwavering support in my role as Union Chairman. Their trust and encouragement have made all the difference in championing a fair and equitable workplace. I'm truly grateful and proud of this achievement.”



Driving Service Quality Through People and Passion

BY ALICIA LONG & SUSAN WONG

We are excited to welcome Susan Wong, our new Service Quality Manager, to our UEMS family. With over three decades of experience in service excellence and corporate training, Susan brings a wealth of knowledge and a deep passion for empowering people to deliver their best. Her journey – from aviation to training, and now to healthcare support services – reflects her commitment to people, professionalism, and purpose.

Tell us about your professional journey – what led you to UEMS?

I began my career with Singapore Airlines, which gave me a solid grounding in customer service excellence. I later moved into corporate training, where I've spent more than 30 years developing service-oriented professionals across various industries. What attracted me to UEMS is the opportunity to apply that expertise in a new environment – supporting essential services while fostering a customer-centric mindset. I am passionate about helping individuals exceed expectations, and I am thrilled to contribute to the growth of such a dedicated team.

“
I am excited
to collaborate,
learn, and grow
alongside them.”



What excites you most about this role?

The diversity of the team! Each person brings unique strengths and experiences. I am excited to collaborate, learn, and grow alongside them. I believe this diversity will enrich our approach to service quality and help us build stronger, more responsive teams.

How do you plan to approach improving service quality?

My focus is on creating a mindset shift – helping every team member feel valued and understood. When people feel appreciated, they are more motivated to perform at their best. By building a culture of recognition and mutual respect, we can elevate the overall service experience for our clients.

What is the key to maintaining high service standards across teams?

It is about living the values behind service excellence – not just training for it. I believe in the GEMS (Going the Extra Mile in Service) mindset. When this becomes part of how we think and act daily – with patients, visitors, and colleagues – we create a culture where

service quality becomes second nature.

Which skills from your previous roles will support you in this position?

Working with thousands of training participants over the years has taught me how to empathise with different learning styles and challenges. I have learned to adapt, connect meaningfully, and create learning experiences that really stick. These skills will help me support the team in a way that's both impactful and personalised.

What is your management style?

I am a collaborative leader. I believe in creating space for team members to be heard, contribute ideas, and grow. I like to work alongside my team, not above them.

My role is to guide, support, and help remove obstacles so that we succeed together.

What are your top goals for the first six months?

One of my main goals is to nurture a self-directed mindset – where individuals take ownership of their development and are always seeking ways to improve. I also want to help the team see change not as a disruption, but

as an opportunity for growth. Building both confidence and competence will be key.

Tell us something we might not know about you.

I am a fan of Cantonese opera! It connects me with tradition and culture in a way that is both nostalgic and meaningful.

Describe yourself in three words.

I would say I am independent, positive, and always carry a can-do attitude. I believe most challenges are just opportunities in disguise.

If you could be a famous person for a day, who would it be and why?

I would choose Audrey Hepburn. Her timeless style, quiet strength, and humanitarian legacy are incredibly inspiring. She carried herself with grace and authenticity – something I truly admire.

Do you have any message for the UEMS team?

As I step into this role, I am genuinely excited to be on this journey with all of you. I look forward to learning, collaborating, and making a difference together. Let us achieve great things and enjoy the process while we are at it!

Rising Through Dedication and Drive

BY CARMEN CHAN & YU XINMING

At UEMS, we take pride in recognising individuals who consistently go above and beyond in their roles. This month, we are excited to highlight Yu Xinming, whose growth over the past two years is a testament to what dedication, professionalism, and a strong work ethic can achieve.

Xinming began his journey with UEMS as a Supervisor at RC Hotel. From managing daily operations to maintaining service excellence, he consistently demonstrated professionalism, initiative, and strong leadership. His collaborative approach, both with his team and the client, helped foster a smooth and productive work environment.

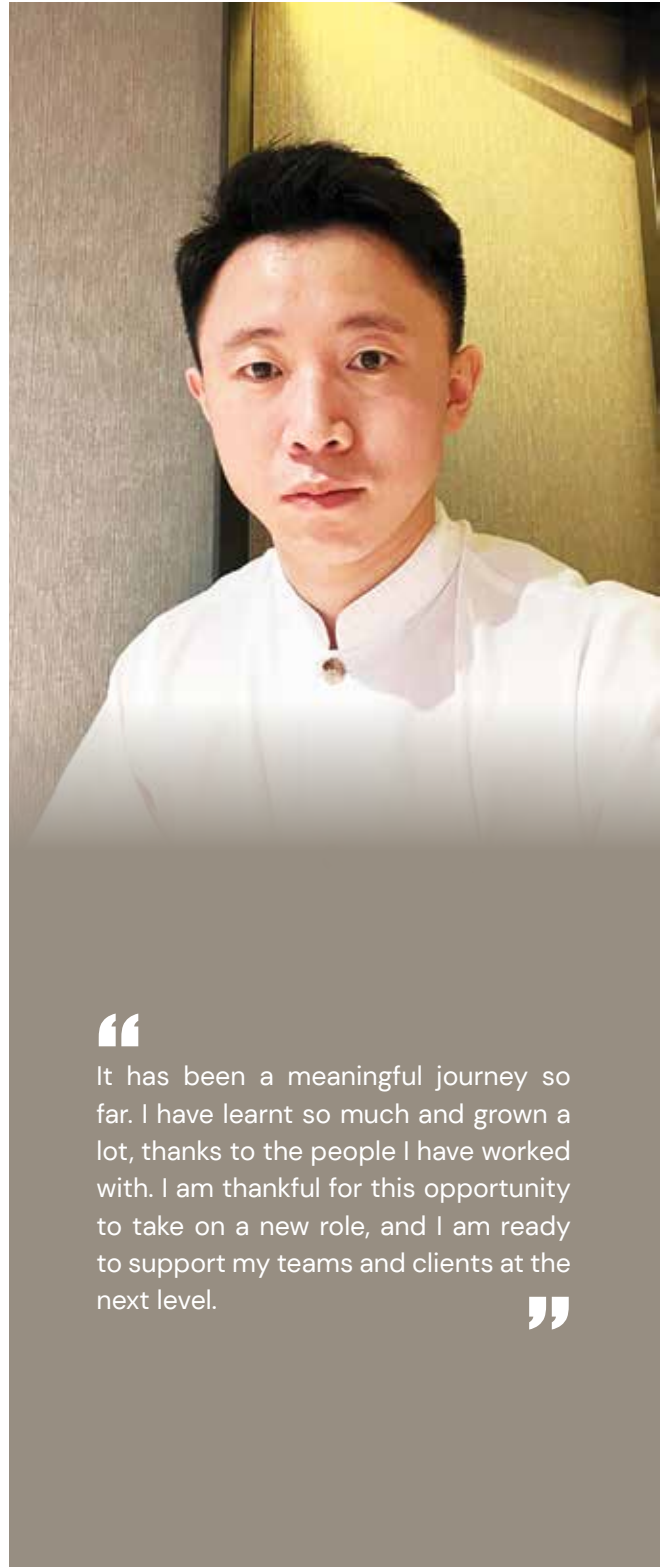
What truly set Xinming apart was his calm and solutions-oriented mindset. Whether it was resolving staff concerns or addressing client needs, he approached every challenge with confidence, clarity, and a genuine willingness to help. His approachable nature and effective communication skills quickly made him a trusted figure within the team.

Over two years at RC Hotel, Xinming built solid working relationships and earned the trust of colleagues and clients alike. His consistent performance and reliability did not go unnoticed. Today, we are proud to celebrate his well-deserved promotion to Cluster Supervisor.

In this expanded role, Xinming will oversee multiple sites, taking on greater responsibilities in staff management and client coordination. He will continue to support operational excellence by addressing staff matters, resolving issues on the ground, and ensuring client satisfaction across all assigned locations.

Xinming's story is a reminder that growth at UEMS comes through continuous learning, teamwork, and a deep commitment to doing the job well.

Congratulations, Xinming! We look forward to the contributions you will bring in your expanded role.



“

It has been a meaningful journey so far. I have learnt so much and grown a lot, thanks to the people I have worked with. I am thankful for this opportunity to take on a new role, and I am ready to support my teams and clients at the next level.

”

Meet Ethan: The Teammate Who Always Steps Up

BY KEN LEE & ETHAN TAN

Meet Ethan Tan Ming Sen, the dependable Housekeeping Supervisor at INSEAD Asia Campus, who consistently goes above and beyond to ensure seamless operations every day.

During the recent Good Friday holiday, Ethan readily stepped up to support his team – covering both an afternoon shift on Thursday and a morning shift on Good Friday, a public holiday, without hesitation. His willingness to go the extra mile is not limited to special occasions; even during regular manpower shortages, Ethan consistently volunteers to work long hours to ensure operations run smoothly.

When Ethan first joined UEMS, he had no prior experience in campus housekeeping supervision. Yet within just three months, he demonstrated adaptability, quickly mastering the skills and knowledge needed to lead with confidence and competence. His proactive approach and fast learning curve have been instrumental in maintaining seamless campus operations.

Beyond daily supervision, Ethan also handles administrative responsibilities, including the compilation of the weekly waste management report. He diligently gathers and consolidates data, ensuring timely submissions for the monthly Campus Services Meeting, held every Friday.

Known for his professionalism and empathy, Ethan communicates effectively with both internal and external stakeholders, always upholding UEMS's values and service standards.

He does not seek recognition or rewards – he simply does what is needed, because the operation demands it.

Thank you, Ethan, for being a shining example of service excellence and unwavering commitment. Your quiet leadership truly makes a difference.

“

I communicate effectively with both internal and external stakeholders, always upholding UEMS's values and professionalism.

”



Leading with Heart: Kai Yun's Journey of Dedication and Growth

BY PARASURAMAN KRISHNASAMY & LU KAI YUN

True leadership is built over time – through dedication, resilience, and a commitment to serving others. Lu Kai Yun's 14-year journey – from housekeeper to Senior Supervisor – reflects the power of hard work, a service-first mindset, and the importance of growing alongside your team. Known for her calm leadership, dedication to quality, and strong sense of purpose, Kai Yun has played an essential role in supporting hospital operations. In this spotlight, she shares her journey, motivations, and hopes for the year ahead.

Tell us more about yourself.

My name is Lu Kai Yun, from China. I have been with UEMS for 14 years. I started as a housekeeper at KK Women's and Children's Hospital (KKH) and served there for five years. I was then promoted to Team Leader and deployed to Bright Vision Hospital (BVH) and later to Supervisor, deployed to Changi General Hospital (GOH).

What do you enjoy most about your current role, and what skills have you developed along the way?

What I enjoy most is leading my team to create a clean, safe, and welcoming environment for patients and hospital staff. Knowing that our work directly contributes to patient recovery gives me a strong sense of purpose.

Working here feels like being part of a big family. We support and encourage one another, and that makes every day meaningful. Over the years, I have developed skills in leadership, communication, and problem-solving, which help me manage different situations calmly and work well with others.

Can you share one significant project you've led?

One of the most important projects I have managed was the cleaning operations for the Bed Discharge Management System (BDMS), the COVID-19 and CP-CRE wards at CGH.



During the COVID-19 period, I worked closely with nursing staff and infection control teams to ensure strict hygiene standards in isolation wards. Managing the CP-CRE wards, which involve highly resistant bacteria, also required careful planning, team training, and regular audits.

These experiences strengthened my leadership and crisis management skills and made me truly appreciate the critical role we play in supporting healthcare.

What motivates you to continue in this role?

What keeps me motivated is the meaningful nature of the work. A clean and safe environment supports patient recovery – and being part of that process makes me proud.

I am also inspired by the strong sense of teamwork here. Everyone supports each other, and management is encouraging. Leading a team, watching them grow, and seeing them take

pride in their work is incredibly fulfilling.

What is one skill you believe everyone should learn?

Good communication. In a diverse workplace like ours, being able to express yourself clearly, listen actively, and collaborate with others is essential. It reduces misunderstandings and builds stronger, more united teams – ultimately helping us provide better service.

What are you looking forward to in 2025?

In 2025, I hope to continue growing in my role and support my team in achieving greater success. I look forward to taking on new challenges that allow me to learn and contribute more to the hospital.

I also hope to continue building strong teamwork – because when we work together, we can achieve more. Most of all, I wish for good health, new opportunities, and continued success for everyone in our workplace.

UEMS Revolutionises Salary Payments for Contract Workers with HSBC's Payment APIs In collaboration with HSBC

BY KAITLYNN TAN

A significant portion of our workforce comprises contract-based professionals, whose time-sensitive work is vital to the environments we serve. Ensuring that these individuals are paid accurately and promptly is not just a responsibility—it's a strategic priority.

Meeting the Evolving Needs of Today's Workforce

Traditionally, contract workers are paid on a monthly basis, with earnings calculated at the end of each pay cycle. But in today's tight labour market—shaped by an ageing population and foreign manpower constraints – we recognised the need to rethink this model.

We asked ourselves: How can we enhance the employment experience to attract and retain skilled contract workers?

Our answer: provide faster, more flexible access to earnings.

Recognising that many workers value immediate financial access, we developed a new in-house disbursement portal to enable daily salary payments – an industry first. This move empowers workers with greater financial autonomy while positioning UEMS as a forward-thinking employer in a competitive landscape.

However, implementing such a solution required robust systems and seamless integration with our financial infrastructure – without compromising operational efficiency or governance.

Powering Innovation with HSBC

To turn this vision into reality, we partnered with HSBC and adopted their suite of Payment Application Programming Interface (API). Through HSBC's Payment Initiation API, we can now make real-time, bulk salary payments via Singapore's FAST payment system. This allows workers to access their wages almost instantly.

Additionally, HSBC's Payment Status Enquiry API enables our finance team to monitor every transaction from initiation to completion – ensuring full transparency, control, and peace of mind.

Built on standard industry formats, HSBC's APIs integrated smoothly with our systems, making implementation swift, cost-effective, and scalable.

Delivering Real Impact

This initiative represents more than just a technology upgrade – it is an enhancement to the employment experience. Benefits include:

- First-of-its-kind disbursement portal to address manpower challenges through financial innovation
- Near-instant salary access, replacing outdated monthly and weekly pay cycles
- Improved worker satisfaction and retention, particularly for those seeking flexibility
- Operational transparency and efficiency through real-time reconciliation
- A stronger employer brand, reinforcing UEMS as a leader in people-centric workforce management

Our partnership with HSBC demonstrates how digital transformation, when guided by human needs, can unlock new ways of engaging and empowering workers.

The digitisation of business is one of the most powerful trends reshaping industries today. Our goal is to make advanced digital capabilities accessible, enabling organisations like UEMS to deliver innovation without prohibitive costs. We're proud to be part of their journey.

Winnie Yap, Country Head

Global Payments Solutions, HSBC Singapore

This innovation strengthens our position as a forward-thinking employer. It enhances speed, accuracy, and financial accessibility for our workforce—an essential step in maintaining our competitive edge in an increasingly digital world.

Tan Cheh Tian

CEO, Singapore & Taiwan, UEMS Solutions

People and technology are the two key pillars of our business, which makes leveraging digital tools to improve worker experience core to our mission. We're proud to partner with HSBC on this industry-first solution that advances our commitment to empowering our workforce.

Kaitlynn Tan

Director of Finance and Procurement, UEMS Solutions

Embracing Automation and Technology to Advance Service Excellence

BY LAI YEW LOON & JEREMY LIM YUET GIM

In an era where efficiency, safety, and reliability are paramount, we are proud to lead the way in driving innovation through technology in both our housekeeping and healthcare portering services. As integral support functions in healthcare and large-scale facilities, these services are evolving rapidly to meet rising expectations – while overcoming long-standing challenges such as labour intensity, high turnover, and increasing operational demands.

By embracing cutting-edge technologies, UEMS is not only addressing these challenges head-on but also enhancing service quality, workforce productivity, and the experience of patients and stakeholders.

A Proactive Approach to Technology Exploration

UEMS continuously explores and evaluates emerging technologies that have the potential to enhance service delivery and empower our workforce. Our current focus includes:

- Humanoid robots
- Autonomous floor scrubbers
- Transport and delivery robots
- AI-driven housekeeping systems
- IoT-enabled devices
- Sensor-integrated cleaning tools

We actively participate in industry showcases and exhibitions to identify technologies that align with our operational goals and core values – particularly in sustainability, ergonomics, and performance enhancement.

Key criteria in our technology evaluation include:

- **Environmental sustainability:** Prioritising low water usage and eco-friendly operations.
- **Noise reduction:** Especially important in sensitive healthcare environments.
- **Ergonomic design:** Supporting the health and comfort of our frontline staff.
- **Productivity gains:** Enabling more streamlined, effective operations.

Implementing Smarter Housekeeping Tools

As part of a recent equipment refresh, we standardised cleaning machines across seven healthcare institutions. This initiative enhances operational consistency, simplifies training, and improves maintenance efficiency.



Key advancements include:

- Autonomous scrubbers with real-time navigation and obstacle avoidance.
- Battery-powered single-disc machines that improve mobility and eliminate cord-related hazards.
- Smart backpack vacuums equipped with HEPA filters, lightweight batteries, and quiet motors.
- Backpack motor scrubbers designed for deep cleaning in confined spaces.

These tools not only improve cleaning outcomes but also support a safer, more ergonomic work environment for our staff.

Transforming Portering with Intelligent Automation

In portering, we are exploring autonomous delivery robots capable of navigating facilities independently, including operating elevators. These systems will manage routine tasks, freeing portering staff to focus on higher-value functions – enhancing speed, accuracy, and overall task performance.

We are also assessing robotic systems with secure compartments and access-controlled delivery, ideal for time-sensitive or high-integrity hospital transport needs. With full audit trails, these innovations enhance traceability and safety.

Staying Ahead Through Industry Collaboration

UEMS remains actively engaged with industry partners and events, such as RoboSG 2025, hosted by the National Robotics Programme. These platforms are essential for discovering emerging solutions and fostering partnerships that align with our sustainability and innovation goals.

We are also exploring the future integration of humanoid robots for disinfection and spot cleaning – tasks that are repetitive, low-risk, and ideal for automation – allowing human teams to focus on complex and customer-facing responsibilities.

Looking Forward: Innovation with Purpose

Our journey in automation is guided by more than just efficiency – it is about delivering sustainable, ergonomic, and meaningful improvements for both our staff and clients. We remain committed to thoughtfully adopting technologies that improve outcomes, strengthen operational resilience, and elevate the quality of services across the board.

By harnessing the power of innovation, we are building smarter, safer, and more responsive environments for the communities we serve.



Exploring Innovation: Follow-Me Robotic Wheelchair Trial at Tan Tock Seng Hospital

BY NICK WANG

As part of our ongoing commitment to integrating smart solutions into healthcare operations, we recently partnered with the Environmental Services team at Tan Tock Seng Hospital (TTSH) to pilot an innovative solution in patient mobility—the Garoo robotic wheelchair.

This two-month trial offered the portering team an opportunity to explore a new approach to patient transfer, leveraging robotics to enhance both efficiency and staff well-being.

How It Works

Garoo is a robotic wheelchair equipped with a “Follow-Me” navigation system, powered by a single LiDAR sensor. This allows the wheelchair to autonomously follow a designated porter, enabling a streamlined, hands-free transfer experience.

The system also supports multi-unit trailing, allowing multiple wheelchairs to follow in sequence. This creates the possibility of transferring several patients at once—optimising manpower and improving workflow efficiency.

In confined areas such as lifts and narrow corridors, a manual joystick gives the porter direct control, ensuring precision and safety during manoeuvring.

Benefits Observed

Throughout the trial, Garoo demonstrated significant potential to:

- Reduce physical strain, particularly for elderly or senior porters
- Simplify the patient transfer process, making it more ergonomic

- Boost productivity by enabling porters to transport multiple patients or combine tasks
- Free up staff time to focus on higher-value activities

These advantages point to the viability of robotics as a valuable addition to healthcare support services – enhancing both operational efficiency and staff well-being.

Opportunities for Enhancement

While the trial highlighted many strengths, several areas for improvement were also identified:

- Joystick enhancements to improve maneuverability in tight spaces
- Improved peripheral obstacle detection for added safety
- Attachment and storage solutions for IV drips, medical equipment, and personal belongings to better suit real-world hospital use

Addressing these areas through customisation and feedback-driven design would significantly improve the device’s suitability for deployment in acute healthcare settings.

Looking Ahead

Garoo’s “Follow-Me” robotic wheelchair presents a promising advancement in healthcare automation. With thoughtful refinements, it has the potential to transform patient transport, reduce physical burden on staff, and improve the overall experience for patients.

We remain committed to exploring and piloting future-ready solutions that enhance productivity, safety, and care quality across the healthcare sector.



Entrypass: Redefining Workforce Attendance for the Future

BY KAMAL MANI

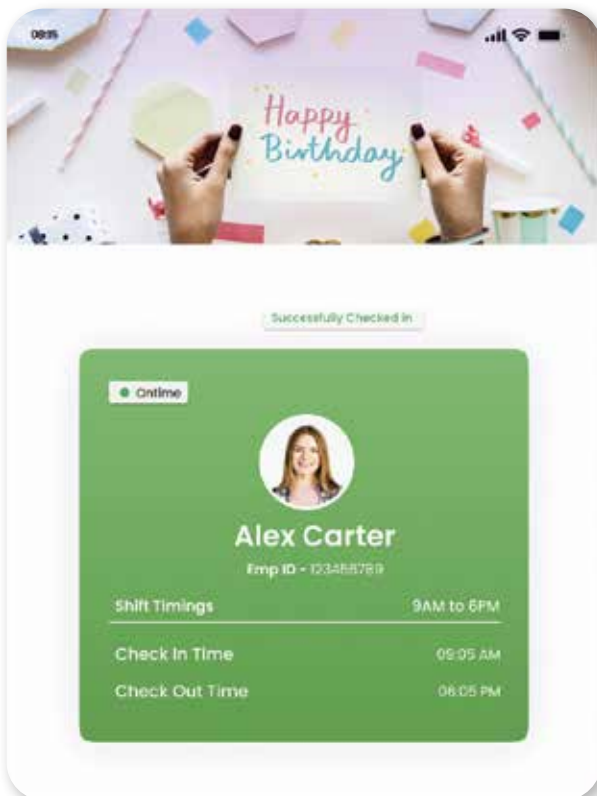
In an industry where operational efficiency and workforce accountability are paramount, we continue to push the boundaries of smart workforce management. We're proud to introduce *UETrack™* Entrypass, our newly unified attendance system designed to deliver a more connected, flexible, and transparent experience for all employees.

From Legacy Systems to Innovation

Nearly a decade ago, we transformed the way we track attendance with the launch of the Unified Clocking System (UCS) – a mobile, tablet-based solution that replaced clunky, high-maintenance biometric hardware. Staff could easily clock in with their QR-coded staff card, supported by photo verification for added security.

The Rise of Entrypass

To build on this success, we later introduced Entrypass, a mobile app that enabled staff to clock in using their own devices. With full integration into our HR systems, Entrypass simplified time tracking across multiple client sites and improved workforce mobility.



A Unified Future with *UETrack™* Entrypass

In 2025, we took a bold step forward by merging UCS and Entrypass into a single, powerful solution – *UETrack™* Entrypass. This refreshed platform offers:

- **Multiple clock-in options:** Mobile phone, on-site terminal, biometric, QR code, or NFC tag
- **Real-time notifications:** Instant updates on clock-in status
- **Personalised shift visibility:** Staff can now view their rosters directly within the app
- **Enhanced flexibility:** Designed for diverse environments and operational needs

This unification marks a significant milestone in our digital transformation journey – empowering site teams and staff with a smarter, seamless attendance solution that adapts to the evolving needs of modern facility management.

We are excited to roll out *UETrack™* Entrypass across UEMS-operated facilities in the second half of 2025, and we look forward to delivering an improved user experience that supports efficiency, accountability, and engagement at every level.

Smarter, Faster, Safer: UETrack™ System Upgrade at Changi General Hospital

BY ANEESH PERIYE

We are proud to announce the successful technology refresh of the UETrack™ Portering & Bed Discharge Management System at Changi General Hospital (CGH) – a significant milestone in our ongoing partnership to enhance operational efficiency through smart digital solutions.

After nearly a year of careful planning and seamless execution, our Technology Services team, in close collaboration with CGH, completed the system migration with minimal disruption to day-to-day hospital operations. This upgrade is more than just a technical enhancement – it is a vital step toward improving service delivery and supporting CGH's pursuit of operational excellence.

What's New?

The refreshed UETrack™ system now offers:

- Faster task assignments for porters
- A more intuitive interface for hospital staff
- Enhanced system security and stability
- Improved integration with CGH's growing digital ecosystem

One of the most visible changes is the switch to iOS devices for porters and bed discharge teams, allowing secure, real-time access to task notifications and data. Additionally, the system now includes:

- Single Sign-On (SSO) for easier user access
- A multi-tier architecture for improved performance
- ABM-enabled devices for porters and housekeepers

These upgrades allow CGH teams to work more efficiently, respond faster, and focus more time on patient care – while the hospital benefits from increased visibility and smarter task coordination.

Throughout this journey, we worked hand-in-hand with CGH's operations team to tailor the system based on real-world needs, ensuring it continues to serve as a dependable and future-ready platform.

We're honoured to support CGH in its mission to deliver exceptional patient care, and we look forward to more collaborations that drive innovation in healthcare support services.

Optimising IoT-Driven Workflows with SmartAssign™

BY ANEESH PERIYE

In a fast-paced environment where service efficiency and real-time responsiveness are critical, SmartAssign™, our proprietary task automation engine, is helping transform the way facility operations are managed.

Built into the UETrack™ product suite, SmartAssign™ was originally developed as a rules-based engine to assign the right task to the right person at the right time. What began as a simple logic framework has since evolved into a smart, adaptive system that supports a wide range of operational needs across diverse service lines.

Transforming Portering and Beyond

Portering services, where speed and coordination are essential, was among the first to benefit. By automating task assignments, SmartAssign™ dramatically reduced turnaround times and improved collaboration between supervisors and ground staff.

Encouraged by these results, we expanded SmartAssign™ into other key areas such as housekeeping and facilities management. A standout example is the Smart Toilet module, which uses sensor data and usage patterns to automatically generate cleaning tasks – eliminating reliance on manual alerts and enhancing cleaning

responsiveness in high-traffic zones.

From Task Routing to Intelligent Job Creation

Today, SmartAssign™ does more than just allocate tasks. It now plays a proactive role in generating jobs based on real-time data, analysing urgency, context, and staff availability to optimise service delivery. This advancement further strengthens UETrack™'s position as a dynamic platform for IoT-driven facility operations automation.

Looking Ahead

We are actively working to expand SmartAssign™ across more service areas, including:

- Visitor management
- Concierge services
- Integrated FM workflows

These new applications will continue to drive data-informed decision-making, streamline operations, and elevate service quality across all touchpoints.

At UEMS, we remain committed to harnessing smart technologies like SmartAssign™ to build agile, future-ready facilities that adapt to the evolving needs of our clients and the people they serve.

UETrack™ HSSE App Gets Smarter, Safer, and More Connected

BY KAMAL MANI

At UEMS, safety is everyone's responsibility – and our digital tools are helping to make that commitment stronger. We are excited to unveil the new and improved UETrack™ HSSE app, designed to make workplace safety reporting smarter, faster, and more accessible across all our sites.

Originally developed to allow employees to report unsafe work practices in real time, the app has played a key role in preventing potential incidents. With the latest refresh, we have taken it several steps further – adding powerful new features to support proactive safety management and seamless communication.

What's New?

- **Inspection Module:** HSSE teams can now digitally record and track safety inspections during site visits – improving consistency, traceability, and follow-up actions.
- **Instant Access to Safety Documents:** Staff can view site-specific safety protocols and documents directly from their mobile devices – anytime, anywhere.

- **Real-Time Feedback:** A new feedback function allows users to engage directly with the HSSE team, sharing observations or concerns as they happen.
- **Push Notifications & Event Registration:** Employees can now register for safety events and receive important safety updates and announcements instantly.
- **Refreshed User Interface:** The app's updated design ensures a smoother, more intuitive experience for users across all roles.

These enhancements align with our broader goal to build a culture of accountability and safety, where every team member feels empowered to take action and contribute to a safer work environment.

The upgraded UETrack™ HSSE app is now available for download by all employees. It is more than just a digital tool – it is part of our ongoing journey to integrate innovation with care, ensuring that health, safety, security, and environmental excellence remain at the heart of everything we do.

Strengthening Cybersecurity with DMARC Implementation

BY ROBIN HO

As cyber threats grow increasingly sophisticated, protecting the integrity of digital communications has never been more important. We are pleased to share that we have successfully implemented DMARC (Domain-based Message Authentication, Reporting & Conformance) across our email systems – a significant step in strengthening our cybersecurity posture.

What is DMARC and Why It Matters

DMARC is an advanced email authentication protocol that works in tandem with SPF (Sender Policy Framework) and DKIM (Domain Keys Identified Mail) to verify the authenticity of emails sent from our domain. This prevents malicious actors from spoofing our email addresses—a common tactic used in phishing attacks.

With DMARC now in place, we can:

- Detect and prevent unauthorised use of our domain
- Block fraudulent or suspicious emails before they reach recipients
- Gain real-time insights into who is sending messages on our behalf

By enforcing DMARC policies, we are not only protecting internal communications but also

safeguarding our clients, partners, and stakeholders from impersonation attempts and deceptive emails.

A Trusted, Secure Communication Environment

This implementation is part of our broader cybersecurity strategy and reflects our commitment to:

- Upholding brand trust and reputation
- Enhancing regulatory compliance
- Building secure, resilient digital systems for the future

As we continue to invest in modern security frameworks, we also encourage our employees and partners to stay vigilant. Cybersecurity is a shared responsibility – and together, we can foster a safer and more secure digital environment for all.



Spreading Festive Cheer with Purpose: Our CNY eCard Collaboration with MDAS

BY MEGDELINE YAP

As we ushered in the Year of the Snake, we were proud to continue our meaningful partnership with the Muscular Dystrophy Association (Singapore) (MDAS) through a specially designed Chinese New Year eCard.

This marks the second collaboration in our ongoing journey with MDAS, following the success of our first joint initiative – the Christmas eCard 2024. These efforts reflect our shared commitment to celebrate meaningful occasions while supporting causes that promote inclusion, empowerment, and community spirit. Through this initiative, we were honoured to spread festive cheer while shining a light on the talents and creativity of the MDAS community. We look forward to continuing this purposeful partnership in future celebrations.



UEMS Strengthens ESG Commitment with New Sustainability Committee

BY SARAH WOO

On 20 March 2025, we marked a key milestone in our environmental journey with the official launch of our Sustainability Committee. Held at our HQ office, the inaugural meeting brought together representatives from across departments – uniting to chart a clear path toward a greener, more sustainable future.

This cross-functional committee will play a pivotal role in driving sustainability efforts across the organisation, fostering collaboration, and translating goals into actionable outcomes.

Reducing Emissions

The committee will lead efforts to reduce UEMS' carbon footprint, focusing on Scope 1 (company vehicle fuel use) and Scope 2 (energy usage) emissions. Each member will champion initiatives tailored to these key impact areas.

Targeting Net Zero by 2030

With our 2024 carbon footprint baseline in place, we are now working towards our Net Zero target by adopting green vehicles, improving energy efficiency, and implementing sustainable technologies.

Engaging the Supply Chain

We are partnering with suppliers through ESG-focused site visits, Scope 3 emissions training, and increased adoption of environmentally friendly products to align our entire value chain with sustainable practices.

Collaborating with Clients

We will continue to explore joint sustainability initiatives with clients – co-developing solutions and piloting emerging technologies that benefit both people and the environment.

Empowering Green Ambassadors

Through regular committee meetings and ESG training, members will be equipped to serve as sustainability ambassadors, driving awareness and action within their respective teams.

The launch of the Sustainability Committee reflects our deepening commitment to environmental stewardship and responsible business. Together, we are building a more sustainable tomorrow – one initiative, one partnership, and one empowered team at a time.



Celebrating Earth Day 2025: Small Actions, Lasting Impact

BY SARAH WOO

On 22 April 2025, we marked Earth Day with a celebration that reinforced our collective commitment to environmental stewardship. Held at our HQ office, the gathering brought together colleagues from across our organisation – including those joining virtually from various sites – to reflect on the power of small, conscious actions in building a more sustainable future.

The event opened with a welcome address by Mr. Srinidhi Gopalakrishna, Head of Sustainability, followed by a company-wide Earth Day pledge led by Ms. Tan Cheh Tian, CEO of UEMS Singapore & Taiwan. Together, we reaffirmed our dedication to protecting the planet – one step at a time.

Empowering Participation Across Teams

In the lead-up to Earth Day, site teams were invited to create pledge posters using recyclable materials. These pledges ranged from “I’ll shorten my showers” to “I’ll bring my own container for takeaways” – simple habits that reflect our belief that everyone can contribute to meaningful change. A selection of these creative posters was featured on our social media platforms, spotlighting the passion and eco-conscious spirit of our frontline teams.

A Hands-On Approach to Sustainability

The celebration also included a live demonstration of a food waste composter, giving attendees a close-up look at how everyday waste can be transformed into something useful – reducing landfill contributions and supporting circular practices. The event concluded with a DIY drinks and fruit station, promoting healthy, low-waste choices that align with our broader sustainability goals.

Together, we are taking small steps toward a greener tomorrow – proving that every action counts.



Empowering Frontliners, Elevating Experiences

BY MEGDELINE YAP

At UEMS, service excellence is not just a goal – it is a mindset embedded in every interaction. As part of our continued efforts to empower our frontline teams, we rolled out a two-part Service Excellence Training programme for our Patient Service Associates (PSAs), Meal Service Associates (MSAs), and Health Attendants (HAs).

The first session was held in February 2025 and facilitated by Ms Susan Wong, a seasoned trainer in customer experience, personal branding, and communication. The training focused on strengthening soft skills, service mindset, and communication strategies – key components in delivering consistent, people-first service across our operations.

The response was overwhelmingly positive, with our trainees describing the session as engaging, insightful, and highly practical – equipping them with the tools to navigate real-life challenges with greater empathy, professionalism, and confidence.

Following the success of the first session, Part 2 of the training was launched to further deepen communication skills and customer service awareness. This continued investment in our people reflects our commitment to developing a service

culture built on our core values: Forward-Thinking, People-First, and Sustainable Impact.

As we move forward under The Next Chapter, we remain dedicated to equipping our teams with the skills and mindset to create meaningful experiences, because service excellence starts with empowered people.



Pushing UEMS Training Standards for Unmatched Excellence

BY PETER HO

At UEMS, we believe that training is the foundation of service excellence. In pursuit of consistent, high-quality performance across all sites, our Training team has completed a comprehensive review and standardisation of our internal training system – setting a new benchmark in workforce development for the industry.

Historically, we operated under a decentralised training model, which led to variations in training content, delivery methods, and assessment standards across different sites. To address this, a three-member taskforce – Peter Ho (Head, Quality and Training), Liv Liew (Assistant Manager), and William Ng (Standardisation Trainer) was commissioned to lead the initiative.

Over a span of six months, the team worked diligently to unify training practices, with the following key objectives:

- **Standardisation**

A standardised corporate training template was developed, aligning training materials, methods, and assessment processes across all sites, while still allowing flexibility for site-specific or client-mandated content.

- **Incorporation of Best Practices**

Effective training practices from different locations were systematically identified and integrated to raise overall standards and ensure equitable access to quality training resources.

- **Trainer Standards**

A unified training and assessment system for trainers was introduced to ensure consistency in delivery and strengthen client confidence in the professionalism and capabilities of UEMS trainers.

The scope of review includes:

- **Training Content and Format**

Previously, training slides and content were managed individually by site trainers. The review introduced a centralised approach to ensure uniformity and alignment with operational and client requirements.

- **Method of Instruction (MOI)**

A consistent instructional approach was rolled out across all sites, enabling seamless learning experiences and easier trainer deployment across locations.

- **Job Skills Assessment (JSA)**

The team clarified assessment responsibilities and timelines to standardise the evaluation process, ensuring fairness, accountability, and relevance.

- **Refresher Programmes**

Variations in refresher training delivery were harmonised with a new standardised framework, aligned with both UEMS quality expectations and client needs.

- **Trainer Evaluation Rubric**

A structured evaluation rubric was implemented to assess the competencies of both new and existing trainers—reinforcing a culture of excellence and continuous improvement.

Setting a New Standard in Service Training

This milestone review marks a significant step in our ongoing journey to professionalise and elevate its training ecosystem. The newly implemented structure will ensure that all employees, regardless of location, receive high-quality, consistent training that supports both operational readiness and client satisfaction.

By investing in people and raising training standards, we reaffirm our commitment to excellence, consistency, and innovation in every service we deliver.

Standardising Excellence: UEMS Strengthens Commitment to Trainer Quality

BY PETER HO

At UEMS, we recognise that the quality of our frontline services begins with the quality of our training. While our current system has focused on equipping trainers with service-specific knowledge prior to site deployment, there has historically been limited oversight to ensure consistency in training delivery once trainers are on the ground.

Over time, this lack of standardisation has resulted in varying instructional styles and approaches across sites – impacting the consistency of training outcomes and, ultimately, service delivery.

Introducing a New Trainer Assessment Framework

As part of our wider Training Standards Review, our Training Team has developed and implemented a comprehensive trainer assessment system – a key initiative to raise and unify trainer performance standards across the organisation.

This framework introduces a structured layer of oversight led by HQ, ensuring that:

- Trainers who complete the in-house Train-the-Trainer programme are rigorously evaluated before deployment.
- Existing trainers are reviewed annually to ensure continued adherence to expected standards.

Spearheaded by Standardisation Trainer William Ng, the initiative involved close collaboration with trainers across UEMS to define the key attributes of effective, consistent, and professional training.

What the Assessment Covers

The assessment framework is built around clearly defined performance benchmarks across the following core areas:

- Quality and clarity of training delivery
- Subject matter expertise
- Communication and engagement with trainees
- Effective use of training materials
- Adherence to standardised methodologies (e.g., MOI)
- Competency in assessment and feedback practices

Using these criteria, a detailed assessment rubric was developed to ensure all evaluations are objective, transparent, and development-focused. This rubric not only supports ongoing trainer performance monitoring but also provides meaningful feedback to guide continuous improvement.

A Transformational Step Forward

This initiative represents a transformational shift in how we manage and develop our Trainer Corps. By formalising trainer evaluations and aligning them to a standard framework, we are reinforcing our commitment to quality, consistency, and professionalism in every training session delivered.

As we move forward, securing buy-in and engagement from our trainers will be key to building a cohesive training culture – one that delivers trusted, high-quality learning experiences to support operational excellence across all UEMS sites.



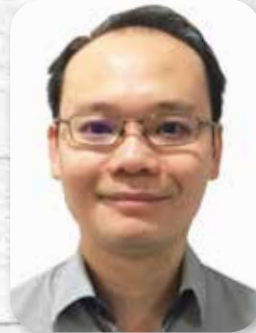
We extend our heartfelt congratulations to our staff on their new appointments in 2025!



Cassandra Lee



James Ng Robertson



Jeremy Lim



Juliana Chew



Kuek Jia Qi



Low Kun Lin



Lucy Lam



Mathews Austin Oli



Nuraini Binte Rosli



Periye Aneesh



Rajeswari D/O Thuraiaraj



Roszita Binte Abdullah



Tan Cheng Kiat



Tien Chee Khiang



Tirmizi Bin Taha

Appreciation for our Meal Service Associates at Singapore General Hospital

"My siblings and I will like to express our deepest appreciation to the hospital staff who took care of our mother, Mdm Ng Sok Hiang during her final days at SGH ward 57 from 20 Feb to 25 Mar 2025. Your dedication and commitment have provided much strength and comfort during a difficult time.

To all the nurse clinicians – Sister Lim Lay Kiong, Sister Jennifer and Sister Yap, thank you for your expert care. A special thank you to Sister Lim Lay Kiong for going above and beyond, for always checking in on our mother, and for the respect and dignity with which you treated her. Your guidance to other staff and thorough explanations have made us feel fully assured to have our mother under your care.

Thank you to all the nurses who cared for and looked after our mother especially Nurse Dilani whose gentle support and strong empathy calmed our mother and made her as comfortable as she could be amidst the physical pain.

We also extend our heartfelt gratitude to the food servers who took care of our mother's meals especially the kind Indian lady who usually does the morning shift on weekdays (we are sorry we didn't get your name!). When our mother could no longer tolerate solids, you made sure she got soups or juices every meal. Your kindness and compassion will always be remembered.

Last but not least, we wish to recognise the doctors' professionalism and patience in managing our mother's condition and answering our tough questions."

~ Chua Siew Mui, Patient

"Thanks to the MSA staff for serving my breakfast on time every day! Keep up the good work!"

~ Mak Hon Loon, Patient

"Appreciate food well cooked. Suitable for patients, very nutritious, not salty, not oily."

~ Lee Ee Meng, Patient

Mr. Koh Swee Cheong is very helpful, caring and patient. He helped me with moving the tables patiently and serving me the food patiently. He also gave me extra Milo and even wanted to help me to see if there's any bread. Super helpful and kind uncle. He did his work passionately.

Thank you uncle! Good job.

~ Nurabella Binte Mohamad Amran, Patient

"My family and I would like to say a big thank you to all the nurses and support staff of Ward 66A for taking exceptional care of our late dad, Wong Fook Seng, over the past 7 months. Everyone has been attentive, patient and caring towards our dad. A special shout out to Uncle Chin, the meal services coordinator, who ensured all his F&B needs were well taken care of. Our sincere appreciation to all for seeing to our dad's needs and comfort!"

~ Geraldine, Michelle and Vivien Wong,
Patient's Daughters

"Special thanks also to Meal Service Associate Tay Puay Chai, who takes the initiative to offer to keep meals warm when the patient was not ready to eat and patiently runs through the menu each day. His cheerful greetings was something we looked forward to."

~ Patient

"Eric and Ken both were nice and polite."

~ Patient

Have a great day!

"Lee Sok Cheng is very proactive, friendly and amicable towards other patients too. Thank you Ms Lee for your excellent services."

~ Chow Jin Leng, Patient

"Tan Cheng Soon was called to do the noise door for one single room, he got it done very fast and well. At the same time I asked him to help with four more rooms. He was willing to do them all with reporting to 4000. I really appreciate him for being so approachable."

~ Leow Siew Tin, Patient

W I S H E S



L O V E

"Just a quick note to compliment Munnis for her consistently great service & kindness she shows to her patients every day.

Her smile and cheerfulness every morning is so welcoming and heartwarming. She is careful to make sure her patients' tables are clear and they can reach all the things that they need, like utensils and cups, all clean and orderly.

Her attentiveness and good cheer are so welcome and joyful to receive.

Thank you, Munnis. You are a credit to your team!"

~ Wong Swee Lin, Patient

Appreciation **notes** For Staff From Sengkang General Hospital

"My commendations go to the team (Marichon, Roziah, Ni, Denise, Marah & Rozidah) who served with passion and blended with empathy. The team always looked out for me and asked if there is any pain bothering me. Kudos to this great team!"

~ Leong Fook Yong Stephen

"Dear Zarinah, Rozidah & Celine,

Thank you for being part of my recovery process. I look forward to our daily encounters, especially Zarinah. She's always cheerful and makes the extra effort to chit chat. Little gestures like these leave patients with a smile. Thank you!"

~ Anonymous

"Mrs Vesugi is very kind and helpful to patients. She so happy with her duty and makes encouragement for me as a patient to getting well soon. Thank for her attention and kindness."

~ Oei Ah Mey

"Staff Vasugi is a very kind person. She is a very accommodating person because she obliges me with whatever requests I have. There is always a smile on her face whenever she comes to my bed and also to other bed patients. She really takes pride in her job. Well done!!"

~ Rodrigues Jenny Anne

Appreciation **notes** For Visitor Management Services Team, SGH

"Selfia is observant and attentive. she saw my grandma on wheelchair and my nephew (9 yrs old) pushing her, Selfia quickly assisted to help them and to push my grandma to the koufu canteen. Thank you so much!"

~ Ms Rubaniah, Patient

"Janatani is patient to provide explanation. She also helped a foreign speaking individual to help her with her enquiries & registration."

~ Ms Teo Y L, Patient

"I would like to express my sincere appreciation for the exceptional assistance provided by two of your staff members, Mr Gunaraj and Mr Abdul Razak, during my recent visit to SGH.

Mr Gunaraj, stationed at Blk 2 car drop off area, went above and beyond to assist my father in law by providing a hospital wheelchair and guiding us with clear directions. His kindness and professionalism made a significant difference in ensuring a smooth experience for us."

~ Ms Ho W, Patient

"Gunaraj found my purse quickly & kept it safely. When asked for help, he tested me with pertinent questions, then promptly returned me my purse all within a few minutes.

Getting my purse back quickly with little fuss & bother gave me a tremendous relief. This incident showed G to be an alert and competent worker. He deserves recognition for his high standards of work."

~ Ms Goh V, Patient

"Dear Dave, Cindy, Reddy, Ashwin and Stewarding Team,

We would want to take a moment to express our sincere gratitude for your hard work and dedication. Your efforts behind the scenes ensure that everything runs smoothly, and the team commitment to maintaining cleanliness and organization does not go unnoticed.

Your teamwork, efficiency, and attention to detail make a significant impact every day. Whether it's keeping the kitchen spotless, handling equipment with care, or supporting the team in countless ways, your contributions are truly invaluable.

Thank you for your dedication and for always going the extra mile. Your hard work is deeply appreciated, and we are grateful to have such an amazing team."

Edwon Lee

Senior Executive, Food Services
Alexandra Hospital

"I am writing to express my heartfelt gratitude and appreciation for Madam. Leela, who recently went above and beyond in her duties.

Three weeks ago on Thursday 2nd January 2025, I lost a very special gold ring with a green emerald stone, valued at approximately \$3,500. When I mentioned this to Madam Leela while she was cleaning our PSC office at Tower B, Level 1, she kindly assured me that she would keep an eye out for it and even took my contact number. I also reported the lost ring to the security Lost & Found department, hoping that if anyone found it, they would inform me.

True to her word, on Saturday, 25th January 2025, Madam Leela called to let me know that she had found my ring under the table in the office while cleaning.

I am deeply touched by her dedication, sincerity, and honesty. Madam Leela is not only diligent in her work but also incredibly helpful, patient, and humble. She always greets us with kind words and a warm smile, making every morning brighter. Her actions and attitude are a true testament to her character and demonstrate that she is an invaluable asset to KTPH.

Once again, I want to express my sincere thanks to Madam Leela for her kindness and integrity. She is truly an admirable person and a wonderful example to everyone."

A.Chitrah

Patient Service Associate Executive
Patient Service Centre / A&E
Khoo Teck Puat Hospital



Raffles Quay Asset Management



Changi General Hospital



Singapore General Hospital



work
hard
play
hard



Sengkang General Hospital



Tan Tock Seng Hospital



Woodlands Health Campus

Yishun Community Hospital





Alexandra Hospital



Changi General Hospital



KK Women's and Children's Hospital



Khoo Teck Puat Hospital



Ng Teng Fong General Hospital



Better Be Safe Than Slippery!

This light-hearted comic reminds us that safety starts with small actions — like using caution signs and staying alert. Let's all do our part to keep our spaces clean, dry, and safe.

After all, it's always better to be safe than slippery!

Safety Tip: Always display a caution sign immediately when floors are wet — and remove it promptly once dry.

Reminder: Spot a hazard? Report it. Preventing accidents starts with you!

