

# UEMS INSIGHTS

TIMES

2025 July - December

★ *Celebrating Progress,  
Embracing What's Next*



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*The Management of UEMS Wishes all Staff and Customers a Very Happy and Prosperous Lunar New Year. May the Lunar New Year of the Fire Horse Bring You New Successes, Great Abundance, Good Fortune and the Best of Health!*



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## FROM THE CEO DESK

# Reflections on 2025

As we close another transformative year, I am filled with gratitude and pride for what we have achieved together. 2025 has been a landmark year for UEMS – one defined by strategic growth, meaningful partnerships, and an unwavering commitment to the people and spaces we serve.

### Strengthening our Foundation for Growth

In 2025, we launched The Next Chapter of UEMS with our enhanced brand position and tagline: "Empowering Spaces. Impacting Lives", showing how we have evolved beyond traditional facilities management (FM) to deliver smarter, greener, and more people-focused solutions.

We strengthened our capabilities by successfully renewing our Building & Construction Authority (BCA) workheads for three years with one workhead upgraded, positioning us to compete for larger projects. We diversified into new markets, expanding our service offerings to include remote facade cleaning services, premium concierge services, and enhanced meals service attendant support to serve more clients.

Innovation continues to drive us forward. We were appointed as a key collaborator with the National Robotics Programme for cleaning drone technology, and we forged new partnerships with institutions of higher learning to tackle manpower challenges. We also signed new MOUs with technology partners to further strengthen our SmartFM capabilities. A defining milestone was the establishment of our new subsidiary, UEMS NXT Pte. Ltd., in July 2025. This marked the start of our enhanced ability to support our clients with exclusive technology solutions, indeed an exciting new chapter for UEMS.

### UEMS NXT: the Engine to Drive our Digital Growth for the Next Decade

With global shifts toward smart buildings, AI-driven operations, and integrated digital ecosystems, we are sharpening our strategy around three core pillars: delivering scalable digital solutions through the *UETrack™* product suite, enabling Smart-Building Technology Consulting, and accelerating AI-enabled services. UEMS NXT positions us to move beyond traditional FM boundaries and establish ourselves as a regional technology leader. By commercialising our digital intellectual property, expanding our market footprint, and deepening our innovation capabilities, we are setting the stage for sustainable, long-term value creation – for our clients, our partners, and our organisation.

### Scaling and Strengthening the *UETrack™* Digital Ecosystem

Across the year, *UETrack™* continued to mature into a comprehensive digital platform supporting operations across healthcare, education, commercial buildings and cleaning services. Focused on digital innovation, we enhanced key features across *UETrack™* such as SmartFM with ePTW that is compliant with BCA requirements, Smart Toilet that adopts our advanced SmartAssign™ programme to optimise operations workflow and a Store Inventory module for tracking consumables and spare parts. We also upgraded our UCS module into the Entrypass terminal, making the application more intuitive, more data-driven and better integrated with the organisation's overall smart building technology stack.

### Delivering Results in a Challenging Market

2025 brought its fair share of challenges – a demanding business environment marked by growing regulatory pressures, resource constraints, and increasingly sophisticated service expectations. Yet despite these pressures, I am proud of the exceptional results our teams delivered.

In Healthcare, we secured major contracts that reinforce our leadership as a service provider in the sector:

# & Ambitions for 2026

- We were awarded portering and housekeeping contracts with the National University Health System, NHG Health, and Yishun Health.
- We expanded our services in Alexandra Hospital, Ren Ci Hospital, and several other private hospitals and healthcare centres.
- Our meals service attendant support at Singapore General Hospital continued to add value and gain traction.
- We also successfully renewed contracts with several other restructured hospitals and healthcare institutions across Singapore.

Today, UEMS maintains an anchor presence across all 3 healthcare clusters, serving every public hospital in Singapore and also extending our service into the community to lend support and care to Singaporeans beyond the hospital walls.

In Hospitality and Commercial, we expanded our premium concierge services into Singapore Land Tower. Our hotel footprint grew significantly with new contracts at prestigious hotels such as Swissotel The Stamford and The Edition. We also welcomed SportSG, the German European School Singapore, Mandai Wildlife Group, and other esteemed clients to our portfolio, while renewing partnerships with the Singapore Art Museum, Conrad Centennial, and more.

In FM and Projects, we secured 2 new Project Management Consultancy services with our long-standing client, the Buddha Tooth Relic Temple & Museum, and renewed contracts with other key clients such as NTUC. We will continue steadily building our track record to grow our business in this domain.

These successes speak to the strength of our teams, the trust our clients place in us, and our expanding market presence.

## A Continuous Journey in Sustainability and Excellence

Beyond business, in 2025, we put great efforts to weave sustainability into our operations and culture, taking meaningful steps to advance this agenda in all parts of our organisation.

Operationally, we explored new cleaning chemicals which are eco-friendly and designed for better results. We also participated in trials deploying automation to better support our aging workforce, improving both productivity and worker well-being.

At the corporate level, we established a Sustainability Committee in March 2025 comprising members from various divisions to drive focused, organisation-wide initiatives. The committee led key ESG activities, including supplier engagement, carbon emission dashboard reporting, and a suite of recycling and CSR initiatives across the year.

Our efforts were recognised through several awards and accolades. I am proud to share that we received:

- The 2025 Champion of Good from the National Volunteer and Philanthropy Centre (NVPC), affirming the positive impact we make in the community.
- The 2025 Best FM Partner Award (Cleaning category) at the Facilities Management Experts Summit, attesting to the dedication of our teams and the trust our clients place in us.
- The Corporate Treasurer Award 2025 for Excellence in Use of Technology, recognising the value our daily payroll initiative brings to staff and operational innovation.
- We also successfully renewed core business accreditations, including the National Environmental

Agency (NEA) Class 1 Cleaning Business License, bizSAFE Partner certification, and various ISO certifications.

- In addition, we continued to be conferred the Enabling Mark (Silver) and Progressive Wage (PW) Mark, in acknowledgement of our inclusive employment practices to uplift workers.

## Investing in People and Capabilities

Our people are our greatest asset, and investing in their growth and well-being remains a top priority. To this end, some of our key initiatives in 2025 include launching our new "Creating GEMS Impressions" training programme, equipping our teams to make every client interaction exceptional. We also introduced the inaugural "All-the-Way (ATW)" training to improve cross-sharing opportunities between our departments, and rolled out an "eLearning Pocket" platform to offer bite-sized learning – ideal for our on-the-go workforce.

Separately, we partnered with HSBC to launch our award-winning daily payroll initiative, enhancing flexible wage access with streamlined processes. We also broadened our supplier base through a new e-procurement portal, facilitating self-onboarding for suppliers. To date, we have onboarded over 900 suppliers, strengthening our agility and resilience in an uncertain supply market.

## Energised for 2026 and Beyond

We recently concluded our Work Plan 2026 session in Seoul, where our Singapore and Taiwan teams came together to chart our path forward. Over 2 intensive days, we set ambitious targets to further expand our business footprint and raise our service standards. Our commitment is clear – advance improvement and innovation initiatives, adopt new technologies and best practices, and deliver increasing value to our clients.

As we step into 2026, we are energised and ready – not only to meet expectations but to exceed them.

## Greatest Appreciation

To our clients and partners, thank you for walking this journey with us. Your collaboration, feedback, and trust inspire us to continually raise the bar. The partnerships we have built are not transactional – they are rooted in shared purpose and mutual respect. We look forward to deepening these relationships and creating even greater value together in the year ahead.

To our dedicated teams across every site and department, your professionalism, resilience, and passion are the foundation of our success. This year's achievements belong to all of you.

The best is yet to come. Together, let's make 2026 our strongest year yet.

## TAN CHEH TIAN (Ms)

Chief Executive Officer  
UEMS Singapore & Taiwan



# UEMS Solutions:

# Comprehensive Business Service

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

BY KARYN CHENG  
DIRECTOR, HUMAN RESOURCE

Our core values are more than just words, they are the guiding principles that shape our behaviours. Our FIRST core values, **F** – Future Focused, **I** – Imagine New Ways, **R** – Respect for All, **S** – Solutioning Mindset, **T** – True to Our Word are the heartbeat of UEMS, defining who we are and what we do. Guiding us how we collaborate, how we treat one another with respect, and how we stay true to what we say.



These values are part of our DNA that keep us inspired, aligned and connected as one team. To keep them meaningful, we have introduced various initiatives along our employee experience journey.

One of the highlights was our FIRST recognition programme, where core value representatives and influencer were nominated for leading by example and embodying our FIRST values in action. Through the recognition programme, we recognised and celebrated those who bring our values to life in how they work and behave.



We also made learning about core values fun and engaging. From value-themed games at our Dinner & Dance event to activities at the latest team-building event, the programmes were designed to help the participants connect, collaborate and grow together as a company.



Thank you all for being part of this journey. Together, we make UEMS a place where we stay connected and progress with purpose!

# UEMS NXT – a New Chapter in UEMS Technology Innovation Journey

BY SRINIDHI GOPALAKRISHNA  
CHIEF TECHNOLOGY OFFICER  
UEMS SINGAPORE & TAIWAN

UEMS NXT marks the next chapter in UEMS's transformation journey — a bold move to extend our technology leadership into the broader built-environment ecosystem. Born from our operational expertise and proven digital success, UEMS NXT embodies our vision to reimagine how technology, data, and sustainability converge to power the buildings of tomorrow.

At the core of UEMS NXT are three strategic pillars that define our mission and direction:

- **Digital Solutions with *UETrack*™**

Building on the proven success of our in-house platform, *UETrack*™ SmartFM, we are now bringing this capability to the market as a digital solutions offering. Through years of refinement across hospitals, campuses, and commercial estates, *UETrack*™ has evolved into a modular SaaS suite that delivers measurable outcomes in productivity, transparency, and sustainability. With this experience, UEMS NXT will offer *UETrack*™ as a platform-as-a-service to help organisations digitalise their operations efficiently and scale with confidence.

- **Smart Building Technology Consulting**

The built-environment landscape is shifting — developers and building owners are increasingly involving smart building technology consultants right from the design and construction stages. UEMS NXT will play a key role in this evolution by helping clients design smarter, more resilient, and future-ready buildings. Through advisory on IoT integration, data architecture, and digital twin readiness, we aim to ensure every building is adaptable to future technology shifts, operational demands, and sustainability requirements.

- **AI-Driven Custom Development Services**

At UEMS NXT, we believe AI is the catalyst for the next leap in smart building innovation. We are embedding AI-assisted development into our engineering process to deliver faster, more adaptive, and data-intelligent solutions. From predictive maintenance dashboards to customised automation tools, our AI-enabled approach allows us to create bespoke solutions that align perfectly with each client's operational and sustainability goals.

UEMS NXT represents the future of UEMS — a commitment to empower, innovate, and transform the way the built environment operates.

## From Awareness to Readiness: Leading Our Teams into the AI Future

BY EILEEN KOH  
DEPUTY GENERAL MANAGER

The past few years have shown us just how quickly technology can reshape the way we work and live. Artificial Intelligence (AI), once a distant concept is now part of our daily environment, influencing how we plan, analyse and serve.

But as technology evolves, one thing becomes clear: the real differentiator will not be AI itself but how ready our people are to use it meaningfully. Many organisations today are aware of AI's potential but fewer are truly ready to apply it with confidence, purpose and care.

For us as leaders, readiness begins with clarity and intent. Our teams look to us to translate broad innovation into real, tangible impact, to show how AI can simplify routine work, enhance decision-making and elevate the service experiences we deliver to our

clients and communities. When people see technology as an enabler rather than a threat, they begin to embrace it with confidence and pride.

In our operations, we have begun exploring ways to integrate AI and automation into daily work processes from digital scheduling systems that optimise manpower deployment, to smart cleaning equipment and robotics that support our ground teams in maintaining consistent quality standards. These technologies do more than improve efficiency, they empower our staff to focus on what truly matters, service excellence, attention to detail and care for our clients.

Such transformation doesn't happen overnight. It requires a culture of curiosity and learning. Readiness

grows when our people are encouraged to explore new tools, test new approaches, and share lessons across teams. Every incremental improvement, whether it is a data-driven insight or a time-saving process, strengthens our collective capability and moves us closer to higher service standards and greater client satisfaction.

And as with any transformation, leadership by example matters most. When senior leaders use data insights to make better decisions, adopt digital tools in daily planning, or champion new innovations on the ground, it signals that technology adoption is not an initiative, it is part of who we are and how we lead.

Still, readiness is not just about systems and skills, it is about mindset. The shift toward AI and intelligent automation may feel different for everyone. Some will

see opportunity, others uncertainty. Our role as leaders is to provide direction and reassurance, ensuring that as we evolve, our people grow in confidence, not apprehension.

AI will continue to advance, but people will always remain at the heart of everything we do. The best outcomes will come from combining human judgment, empathy and creativity with the precision and efficiency that technology brings.

The future belongs to those who are ready, ready to adapt, to learn and to lead with purpose. In UEMS, we remain committed to that readiness: investing in innovation, upskilling our people and building a workplace where technology and humanity move forward together.

## Celebrating Progress, Forward Together

BY KAITLYNN TAN  
DIRECTOR, FINANCE & PROCUREMENT

As we close another year, it's a good moment to pause—to look back, reflect, and celebrate how far we've come. Progress doesn't always appear in bold headlines. Sometimes, it's in the small daily wins: a smoother process, a faster decision, a clearer report, or a colleague lending a helping hand. Each of these moments adds up to something bigger—a stronger, more connected organisation that grows together.

In the finance team, we've seen how collaboration and innovation can transform the way we work. The past year has been about building stronger foundations: improving processes, enhancing accountability, and deepening our partnership with external stakeholders. As we look forward to 2026, we're setting our sights even higher—with a renewed focus on technology, people, and purpose.

Our first aspiration for 2026 is to explore embedding artificial intelligence in our finance processes. AI is an available tool that will help us to automate routine tasks, enhance accuracy, and unlock predictive insights that guide smarter decisions. Imagine forecasting models that anticipate trends before they happen, or systems that instantly highlight cost efficiencies—freeing our people to focus on analysis, strategy, and value creation. The goal is not to replace human judgment,

but to amplify it—to give our teams more time for thinking, problem-solving, and collaboration.

Second, we aim to build financial literacy across all levels of the organisation. By equipping our leaders and teams with financial knowledge, we empower them to see how their decisions shape outcomes, strengthen performance, and contribute to our collective success. When everyone understands the story behind the numbers, we move with greater alignment, purpose, and confidence.

Our third goal is to enhance financial visibility and integration across systems and functions. We want our business leaders to have real-time access to clear, meaningful data that supports better decision-making. Transparency creates trust—and with trust comes agility. The more we can see and understand our performance as one organisation, the better we can plan, respond to challenges, and seize opportunities.

"Forward Together" captures the spirit of who we are. Every contribution—whether in operations, support, or leadership—plays a vital part in the company's journey.

Here's to celebrating what we've built, to the possibilities that lie ahead, and to always moving forward together—as one team, one purpose, one shared success.

# Connecting the Dots

BY KARYN CHENG  
DIRECTOR, HUMAN RESOURCE



Digitalisation has surely made our work easier and accessible as compared to the past. We can now connect with one another for discussion or learning through digital platforms from anywhere, whether we are stationed at HQ, at a site, or on the go. Quick discussions, learning and engagement are more convenient than before.

While technology allows us to stay connected virtually, meeting face-to-face remains equally valuable and meaningful. Catching up in person with our team brings more warmth and shared experiences which cannot be replicated by technology.

This year, our team organised regular engagement

programmes across various worksites to meet our site teams in person. We truly appreciate the spontaneous sharing and candid moments, allowing us to better understand and appreciate their feedback and challenges faced at the sites. A big thank you to all our site teams for extending invitations to the get-together events as well, celebrating both small wins and big victories together. These moments remind us that human connections are indeed meaningful and matter most!

By balancing digital connection with in-person interactions, we continue to learn, grow and collaborate effectively. Let us stay connected, blending Teams meeting and meeting the teams In-person!



# Bridging the Odds in Operations

BY JAMES NG ROBERTSON  
HEAD, FACILITIES MANAGEMENT & PROJECTS

Every project that you go through, it is like a life, from cradle to grave. We go through each step, from dark unknown directions thrown at you, to putting the processes in place, to making them work. This is a full cycle, long drawn but achievable.

Each new IFM or MA account, Project Management tenders and construction management cycles require dedication, perseverance, strength and limitless endurance to cruise through and complete them.

Our teams on the ground are strong and dedicated to make things happen. Teamwork and commitments,

overcoming all odds and adversities, are deeply imbued in each and everyone. This is what makes it happen. Providing good service leading to good rapport, collaboration and customer satisfaction, are essential attributes for all the uphold and deliver.

The daily challenges and headwinds are varied, some pressing us to the limit, but we persevere and take stock, analysing each request and coming to a common consensus or direction to approach.

That is the way to go, to give and deliver the best at all times.

# Hoscom's Continuous Winning Streak 2.0

BY JEREMY ONG  
HEAD, HOSPITALITY & COMMERCIAL SERVICES

## Continuous Winning Streak 2.0!

*Celebrating Another Year of Growth and Success in Hospitality & Commercial Services*

UEMS continues its upward momentum with yet another year of remarkable achievements. Our Hospitality & Commercial Services Division has once again demonstrated resilience, teamwork, and service excellence — securing multiple new commercial and hospitality contracts across Singapore while renewing key partnerships that reflect the trust our clients place in us.

This year, we are proud to have expanded our footprint through several new project wins and renewals:

### Hotel – Public Area Cleaning

- Swissôtel The Stamford
- Amara Hotel Singapore
- Pullman Hill Street Singapore
- The Singapore EDITION

### Hotel – Room Attendant Services

- The Laurus (The Luxury Collection – Marriott)
- York Hotel Singapore
- Mandai Wildlife Reserve (Colugo Camp)
- Holiday Inn Singapore City Centre
- Pan Pacific Orchard Singapore
- Paradox Singapore Merchant Court at Clarke Quay
- The Varel (Autograph Collection – Marriott)
- The Singapore EDITION

### Commercial Cleaning

- German European School Singapore
- SportSG
- Ban Choon Marketing
- LEO Dormitory
- Metta Preschool

### Integrated Facilities Management (IFM) Renewal

- Singapore Art Museum (SAM)

These achievements represent more than just numbers — they reflect the hard work, commitment, and professionalism of every team member who contributed to each successful mobilisation. From client engagement and tender submissions to on-site readiness and service execution, every step showcases our people's passion for excellence and the strength of our collective spirit.

As we celebrate this Continuous Winning Streak 2.0, let us take pride in how far we've come and stay focused on the road ahead. With dedication, teamwork, and belief in our shared purpose, nothing is impossible for UEMS.

The winning streak continues — and the best is yet to come!

# Rising Trend: Smart, Sustainable, and Outcome-Based Integrated Facilities Management (IFM)

BY KATE TONG  
HEAD, NON-HEALTHCARE BUSINESS DEVELOPMENT

## Rising Trend: Smart, Sustainable, and Outcome-Based Integrated Facilities Management (IFM)

In recent years, the facilities management industry has undergone a profound transformation. Driven by technological advancement, environmental responsibility, and evolving client expectations, Integrated Facilities Management (IFM) is no longer just about cost efficiency and maintenance. Today, the new standard is smart, sustainable, and outcome-based service delivery.

### From Traditional to Predictive and Smart FM

Conventional FM has typically been reactive—responding to breakdowns or service requests. The modern IFM model leverages technology to anticipate and resolve issues before they disrupt operations. Technologies such as Internet of Things (IoT) sensors, AI-driven fault detection, energy analytics, and digital maintenance platforms enable:

- Real-time monitoring of assets and building systems
- Predictive maintenance to reduce downtime
- Transparent reporting and data-driven decision-making
- Better allocation of manpower and resources

This shift delivers a smoother, safer facility environment while reducing operational costs and reducing environmental impact.

### Sustainability as a Core Imperative

Sustainability has moved from a “nice-to-have” to a key business expectation. Organisations are under increasing pressure to reduce carbon emissions, improve energy efficiency, and enhance waste management practices.

Sustainable IFM brings together:

- Energy optimisation
- Water efficiency initiatives
- Recycling and green cleaning programmes
- Environmentally responsible procurement
- Smart technology to track and benchmark usage

With governments and companies introducing stricter ESG reporting and green building certifications, sustainable facilities management is now a competitive differentiator.

## Outcome-Based Contracts: A New Mindset

Traditionally, FM contracts were measured by manpower headcount, frequency of tasks, or routine deliverables. Outcome-based IFM shifts the focus from “how many people” to “what results”.

These contracts define success based on measurable performance outcomes such as:

- Occupant satisfaction scores
- Response time to faults
- Energy savings
- Indoor air quality levels and others

This model aligns incentives between clients and service providers, allowing innovation and technology to drive better results, rather than rigid manpower deployment.

### The Future of IFM

As buildings become smarter and sustainability regulations tighten, IFM will continue to evolve. Those who embrace technology, invest in green practices, and deliver measurable outcomes will lead the industry.

In the next few years, we can expect:

- Greater automation in building management
- Increased adoption of digital twins and smart sensors
- More collaboration between FM providers, landlords, and tenants
- A shift from vendor-client relationships to long-term strategic partnerships



# Leading with Purpose: Shaping a Safer Tomorrow, Together

BY MAY TOK  
HEAD, WORKPLACE SAFETY & HEALTH

2025 has been a remarkable year for the Workplace Safety and Health (WSH) Department, a year where safety grew beyond procedures and became part of our everyday culture.

From our worksites to our boardrooms, safety has been about people first – building trust, listening to feedback, and working hand in hand to make every environment safer and healthier.

We kicked off the year with a strong foundation of OSH Mandatory Trainings and bizSAFE programmes, empowering teams with the right knowledge to manage risks confidently. Our Joint Safety Inspections and Senior Management Safety Walks were not just audits, they were conversations that connected leaders and staff, opening real discussions about challenges and solutions on the ground.

Across our sites, from YCH and CREATE to SGH VMS and SKH UET Dialogue Sessions gave staff a voice, reminding us that safety ideas often come from those closest to the work. Whether it was improving traffic routes or refining PPE use, every suggestion helped strengthen our systems.

This year also celebrated creativity through our Safety Poster Design, Safety Tagline Competition, and the

highly anticipated Safety Day 2025. The launch of the Safety Ambassador Programme gave new energy to our culture, while the HSSE App enhancements showcased how technology drive better safety outcomes.

Beyond compliance, our focus on well-being through HPB programmes reminded us that a safe team is also a healthy one, physically and mentally.

As we prepare for WSH Roadmap 2026, our direction is clear: continue to engage hearts, empower minds, and elevate standards. Because at UEMS, safety is not just a responsibility, it's who we are.

Together, we've proven that when everyone owns safety, we don't just prevent accidents, we build a culture that protects, inspires, and lasts.



# Building Strategic Foundations for Sustained Growth

BY NG YI TENG  
MANAGER, CORPORATE STRATEGIC SUPPORT

2025 marked progress in strengthening the strategic foundations essential to UEMS' continued growth and operational excellence. We initiated deliberate effort in enhancing the systems and structures that underpin strategic planning and development, ensuring that the organisation's capabilities evolve in step with an increasingly complex and dynamic business environment.

I am grateful to the departments who partnered the corporate unit to initiate a structured monitoring framework for our corporate scorecard. This shift, from periodic checkpoints and year-end consolidation to continuous visibility tracking, makes it easier to bring timely insights to leadership that enable proactive adjustments to operational strategy throughout the year. Similarly, our efforts to streamline performance monitoring processes reduce administrative friction for business development teams, giving them back time to focus energy on winning work rather than reporting and clarification work.

Beyond internal systems, UEMS dedicated significant effort to cultivating partnerships aligned with our innovation and service growth agenda. We are excited to have taken many of these from initial concepts to concrete planning stages, and look forward to seeing tangible research outcomes and service innovations

emerge in 2026, reflecting our commitment to capability building and knowledge exchange that creates value for both UEMS and our partners.

Yet the path forward is rarely linear. As our business and industry needs expand, maintaining relevant and effective strategic support remains an ongoing discipline. We must ensure the systems we establish continue to serve the organisation meaningfully, evolving alongside our growth rather than turning into obsolete processes that we serve meaninglessly.

To this end, and looking into 2026, we are committed to reinforcing our strategic foundations through initiatives centred on two priorities – business sustainability and operational agility. Among our key objectives are expanding visibility across our growing partnership ecosystem, strengthening our capacity to monitor market and industry trends, and digitalising our various performance monitoring systems to bring greater value that can better inform leadership decisions and strategic direction.

Growth is not just about doing more business – it is also about building the systems, partnerships, and capabilities that enable us to conduct business better. Entering into 2026, we will accelerate our efforts toward this vision.

## The Power of Us

BY SARAH WOO  
MANAGER, QUALITY ASSURANCE & SUSTAINABILITY

People often think leadership is about managing a large team. But I've learned some of my biggest lessons leading a department of just one.

My role means wearing many hats, document controller, auditor, quality manager, and ESG coordinator. Some days, juggling it all alone feels like a lot. But here's the secret: I'm never truly working alone. Every successful project or passed audit happens because of the incredible support from colleagues across UEMS. A piece of advice from management, or even a brief exchange with a colleague, can often bring a fresh perspective that turns challenges into progress.

This has taught me that real leadership isn't about your position on a chart, it's about connection and shared responsibility. It's about remembering that we're all working toward the same goal: to make UEMS better. That's what keeps me going. It's the purpose behind the small, daily steps.

Every process we tweak, every standard we meet, it all adds up. It makes us more reliable and more sustainable.

To everyone who has ever helped out – thank you. You're the unsung part of this "team of one." You prove that our strength doesn't come from any one person, but from all of us moving forward as one.

# New Contract: Provision of Cleaning Service to SportSG

BY KATE TONG

UEMS Solutions Pte Ltd is delighted to be awarded the contract to provide Cleaning Services to the premises of SportSG's Sports Centres, associated facilities and any other event locations. Under this outcome-based contract, our commitment goes beyond routine cleaning tasks; we are responsible for ensuring consistently high standards of cleanliness and hygiene across all designated sites. This will include Sport Centres in the East region, such as stadiums, swimming complexes, training venues and other supporting facilities, where the customer experience and operational readiness are critical.

Securing this appointment is a strong testament to the trust placed in UEMS Solutions to deliver reliable, efficient and high-quality services. Over the years, we have built a proven track record in managing complex and high-traffic environments in the government, commercial and hospitality sectors across Singapore. We are confident that through innovative cleaning solutions, well-trained manpower and measurable performance outcomes, we will support SportSG in maintaining safe, clean and welcoming spaces for the community.



# New Contract: Provision of Public Area Cleaning to Swissôtel & Fairmont

BY KATE TONG

UEMS has been providing guest-room housekeeping support at Swissôtel & Fairmont since May 2022. Over the years, we have demonstrated strong operational performance, service consistency and a deep understanding of the hotels' service expectations. Building on this successful partnership, we clinched a new contract in 2025 to extend our housekeeping services to the hotels' restaurants and public areas. This expansion reflects the trust and confidence placed in UEMS to uphold the hotels' high standards of cleanliness, hygiene, and overall guest experience. It also reinforces our growing footprint in the hospitality sector, where premium service quality and attention to detail are essential.

Our staff are frequently commended for their warm service, bringing smiles and comfort to both hotel management and guests. As a trusted vendor known for our flexibility, comprehensive service offerings and quality manpower, we are often called upon to support ad-hoc requirements — demonstrating our reliability, responsiveness and consistency in a dynamic hospitality environment.



## Great hotel in good location

Always love to stay at this hotel. Fast check in process, helpful staff, good location because just in front of the City Hall MRT Station and surrounding with couple shopping mall. Spacious room with double queen bed. Special thanks to room attendant Yin An for making our room cleaned with the great attitude.

## The Swissotel — A Wonderful Hotel

This is our fifth stay at the Swissotel, the Stamford and each time it is an amazing hotel to stay in. The standards of excellence has remained high ever since our first day in 2004. It has an extra added benefit of being connected to Raffles City and is centrally located near the Singapore River. Since our last visit in 2017, the rooms have been renovated and are better than ever. With this stay we want to compliment our room attendant....Xuan Hop .... as being particularly attentive and meticulous in the care of our room. — his standards are unusually high. We spoke with him briefly one morning, and he is a credit to the Swissotel. We look forward to staying at the Swissotel in future trips to Singapore, which is a city we love.

# New Contract: Technical Service Support for PanCare Medical TCF @ West

BY KATE TONG

PanCare Medical TCF @ West is a purpose-built facility that serves medically stable patients from public hospitals who are awaiting long-term care arrangements, such as home or nursing home placement. UEMS is delighted to be awarded the contract to provide Technical Services Support for the facility. Under this appointment, our scope includes routine and ad-hoc general maintenance works, regular inspections, timely reporting of defects, as well as minor electrical repairs and handyman functions to ensure smooth, safe and uninterrupted operations.

This new contract award is a strong testament to the quality of work we deliver, our technical expertise, and our reliability in supporting healthcare environments. It further reinforces UEMS' capability as a trusted partner in ensuring facility readiness and operational excellence.



# Jurong Health Campus Renews Contract with UEMS for Stewarding, Cleaning and Ward Support Services

BY GRAYSON TAN

UEMS is proud to announce the renewal of our stewarding, cleaning and ward support services contract with Jurong Health Campus (JHC) - a continuation of our long-standing partnership and shared commitment to supporting JHC's patient-centric mission and integrated model of care.

Since its inception, JHC has been at the forefront of redefining healthcare delivery in Singapore through its innovative, patient-first approach. UEMS is privileged to play an integral role in this ecosystem, ensuring that every aspect of hospital operations, from the wards to the kitchen is managed with precision, safety and compassion.

With a dedicated team of well-trained professionals, our stewards and pantry attendants uphold the highest standards of hygiene, service and operational excellence. Their daily efforts form a crucial part of the hospital's seamless functioning, ensuring that patients, staff and visitors experience a clean, safe, and supportive environment.

Our comprehensive scope of services includes:

- Maintaining cleanliness and hygiene across kitchen, dishwashing and food service areas.
- Managing the timely delivery of food trolleys to various wards and service points, in line with scheduled or ad-hoc requests.

- Collecting and washing utensils and dishes after each meal service to maintain strict hygiene standards.
- Managing and tracking the inventory of kitchenware and service items to ensure operational readiness and resource efficiency.



Beyond routine operational tasks, our team plays a vital role in enhancing the overall patient experience. We ensure meals are served on time, maintain impeccably clean kitchens and ensure that all cutlery and ware are thoroughly washed and ready for use. Additionally, we keep ward pantries well-stocked, all while upholding the highest standards of cleanliness and hygiene.

As we embark on this renewed partnership, UEMS reaffirms our steadfast commitment to delivering the highest standards of service, safety and compliance. We continue to invest in staff training and process innovation to align with JHC's evolving needs and to support its vision of delivering integrated, compassionate and quality healthcare to the community.

Together with JHC, we look forward to advancing excellence in healthcare support services, fostering a cleaner, safer and more efficient environment for all who step through its doors.

# UEMS Secures Renewal of Housekeeping Services Contract with Alpha International Women's Specialists

BY GRAYSON TAN

We are thrilled to announce that UEMS has been awarded the housekeeping contract renewal by Alpha International Women's Specialists, a leading fertility and women's healthcare provider in Singapore. This win underscores our continued commitment to maintaining the highest standards of cleanliness, hygiene and regulatory compliance in world-class healthcare facilities.



As part of our renewed partnership, UEMS will continue to provide exceptional housekeeping services, ensuring that Alpha International Women's Specialists operates smoothly and maintains its reputation for excellence.

Our dedicated team will work closely with the clinic's clinical staff to uphold the highest standards of cleanliness and hygiene, ensuring a safe and comfortable environment for both patients and staff.

This contract renewal is a testament to UEMS's proven ability to meet the rigorous demands of such a cutting-edge medical facility. We look forward to continuing our partnership with Alpha International Women's Specialists and delivering the quality services that contribute to the clinic's outstanding patient experience.

## UEMS Renews Housekeeping Services Contract with Assisi Hospice

BY GRAYSON TAN

We are proud to announce the renewal of our housekeeping services contract with Assisi Hospice, continuing our strong partnership. This renewal is a testament to UEMS's ongoing dedication to maintaining the highest standards of cleanliness and service in healthcare environments.

As part of this renewed agreement, UEMS will continue to integrate cutting-edge robotics and continuous staff training into our operations. These innovations will ensure that our services remain efficient, effective and in full compliance with the rigorous standards required by healthcare facilities.



Our team will continue to provide seamless housekeeping support, ensuring a clean, safe and well-maintained environment that enhances the quality of care provided to patients. With a strong focus on regulatory compliance and service excellence, UEMS is committed to delivering consistent, high-quality support that complements the overall operations of Assisi Hospice.

We look forward to continuing this partnership and to delivering the exceptional service that contributes to a safe and welcoming atmosphere for residents, families and healthcare staff alike.

# UEMS Successfully Secures New Housekeeping Services Contract with HMI Medical Centre (Farrer Park and Amara)

BY GRAYSON TAN

UEMS is proud to announce the award of the housekeeping services contract with HMI Medical Centre, Singapore's first large-scale ambulatory care centre. Designed to make healthcare simple and accessible, the centre serves over 30,000 patients annually and is MediSave-accredited. It offers a wide range of comprehensive services, all under one roof.

This new partnership underscores UEMS's proven expertise in healthcare cleaning. Our team of certified and trained cleaning specialists follows the highest standards, fully compliant with MOH and NEA protocols. We leverage smart cleaning technologies to optimise efficiency and we are committed to continuous improvement to meet the ever-evolving needs of the healthcare environment.



We look forward to working seamlessly with the HMI Medical Centre team, maintaining the highest hygiene standards and ensuring service excellence to support the centre's goal of providing holistic, efficient and patient-centred care.

# IHH Healthcare Awarded Food, Nutrition & Beverage (FNB) Service Associates Contract to UEMS for Mount Elizabeth Hospital and Parkway East Hospital

BY GRAYSON TAN

UEMS is proud to announce that we have been awarded the Food, Nutrition & Beverage (FNB) Service Associates contract for Mount Elizabeth Hospital and Parkway East Hospital, two prestigious hospitals under the IHH Healthcare network. This partnership reflects IHH Healthcare's ongoing commitment to providing exceptional patient care and ensuring a high-quality meal experience for patients.

As part of this contract, UEMS will assist the hospitals in delivering timely, hygienic and nutritious meals, carefully tailored to meet patients' specific dietary needs. Working in close collaboration with medical staff, UEMS will also uphold the highest standards of safety, regulatory compliance and service excellence in all aspects of meal delivery.



We are excited to contribute to IHH Healthcare's mission of providing world-class healthcare while enhancing the overall patient experience at both Mount Elizabeth Hospital and Parkway East Hospital.

# UEMS Renews Long-Standing Housekeeping Services Contract with Alexandra Hospital

BY LINNA TAN

## UEMS Renews Long-Standing Housekeeping Services Contract with Alexandra Hospital

UEMS is proud to announce that we have been awarded the new housekeeping services contract with Alexandra Hospital (AH), effective 1 June 2025. This achievement marks a significant milestone in our enduring partnership, which began in 1998.

For nearly three decades, AH has continued to place its trust in UEMS to uphold the hospital's cleanliness and hygiene standards – a true testament to our team's dedication, professionalism and consistent performance.

To celebrate this accomplishment and recognise the hard work and commitment of our staff over the years, we organised a special lunch celebration for the AH housekeeping team. The event featured a delicious buffet, fun games, gifts and vouchers, creating a warm and joyful atmosphere for everyone.

As part of the celebration, the team also produced a short video highlighting UEMS's journey with Alexandra Hospital, capturing memorable moments from various phases of our partnership. This heartfelt project, put together by the UEMS Housekeeping Team deployed at AH, beautifully showcased their enthusiasm, creativity and pride in their work.

## A Partnership Built on Trust

This new award underscores the mutual trust and shared commitment between Alexandra Hospital and UEMS to provide a safe, clean and comfortable environment for patients, staff and visitors.

To support the new contract, UEMS has made significant investments in brand-new machines and



cleaning equipment. Our Procurement and Operations teams collaborated closely on vendor sourcing, product evaluations and live demonstrations for both internal stakeholders and the client, ensuring that we continue to adopt the latest and most efficient cleaning technologies in the market.

Under this new contract, the responsibilities and scope of work for our Health Attendants have expanded. They have now taken over the nurses' role in managing patients' meal orders through the hospital's Electronic Meal Ordering System (eMOS).

In addition, we have transitioned to the EPIC system for bed discharge requests, further integrating our operations with the hospital's digital systems. UEMS also provided comprehensive training to ensure all staff are confident and proficient in using these new platforms.

## Moving Forward Together

Securing this new AH housekeeping contract represents both continuity and progress. With expanded job scopes, enhanced technologies and renewed confidence from our client, our team remains motivated, positive and united. The dedication and teamwork shown by both our frontline and management staff have been instrumental in achieving this successful transition.

In conclusion, this award is a moment of pride for UEMS. It reaffirms the trust that Alexandra Hospital places in us and demonstrates our ability to evolve, adapt and deliver excellence in every aspect of our work. We look forward to continuing this valued partnership and achieving even greater success together.

# New Contract Wins at Khoo Teck Puat Hospital and Yishun Community Hospital

BY ALAN LIM AND LINDA YANG

We are proud to announce that UEMS has been awarded new housekeeping services contracts by NHG Health for Khoo Teck Puat Hospital (KTPH) and Yishun Community Hospital (YCH), marking a significant milestone in our long-standing partnership.

Since 2013, UEMS has been entrusted with maintaining the cleanliness of public areas at both hospitals. With this new contract, our scope of services will expand to include critical clinical areas, reinforcing our pivotal role in upholding hygiene and infection control standards across the facilities.

This continued collaboration is a strong affirmation of NHG Health's confidence in our service excellence, operational reliability and unwavering commitment to maintaining world-class standards in healthcare environments. We are deeply grateful for this trust and look forward to building on this foundation for many more years to come.

At UEMS, we take pride in our people, processes and technology – the three pillars that drive our success. Our dedicated housekeeping professionals undergo rigorous training to ensure they are equipped with the latest infection control practices and safety protocols, while our supervisors and management teams continuously seek innovative ways to enhance efficiency and sustainability.

UEMS continues to raise the bar in delivering high-quality, patient-centric support services. Our focus remains steadfast on creating clean, safe and healing environments that support both patient recovery and staff well-being.

This new chapter with KTPH and YCH reaffirms our belief that excellence is achieved through partnership, innovation and care. Together with NHG Health, we will continue to strive for new heights in healthcare support excellence, contributing to a cleaner, safer and more compassionate healthcare ecosystem for all.



# Our Audit Journey

BY SARAH WOO

Our recent audit journey was not just about passing a test — it was a company-wide effort to strengthen our foundation and drive improvement.

This year, UEMS successfully completed a demanding round of external audits, including renewal audits for ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 45001 (Occupational Health and Safety), ISO 22301 (Business Continuity Management) and Risk Management audit, alongside ISO 37001 (Anti-Bribery Management) and ISO 41001 (Facility Management) surveillance audits.

The 5-day audit, spread over 2 weeks, brought together 13 auditors who assessed our systems across multiple sites and departments. Despite the tight schedule and wide scope, our teams rose to the challenge with strong coordination and preparation.

As the custodian of the Integrated Management System (IMS) and Business Continuity Management System (BCMS), the QA & Sustainability Manager led the overall coordination of the audit exercise, working closely with the Workplace Safety & Health (WSH) team, site operations and all supporting departments. Preparation began months in advance, with teams reviewing documentation, updating risk registers, conducting internal audits and ensuring all sites and departments were audit-ready.



Each audit session was not only a test of compliance but also an opportunity for learning. Through open discussions with auditors, we identified areas for improvement, strengthened existing processes, and reaffirmed our commitment to continuous improvement and operational excellence.

The successful completion of these audits was a collective achievement, made possible by everyone's teamwork, discipline and ownership. Whether preparing records, explaining procedures or implementing action plans, every contribution mattered.

As we move forward, our focus remains on maintaining this culture of quality in everything we do. The audit journey may have ended, but the spirit of improvement continues.

Together, we uphold the standards that define UEMS.



# UEMS is Proud to be Recognised as a Champion of Good

BY KARYN CHENG

This year marks a proud moment for our Company as we achieved a significant milestone, receiving a prestigious recognition that reflects our ongoing commitment in making positive impacts in the community through meaningful partnerships and initiatives.

Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan represented the Company to receive the recognition at the COG Conference and Conferment ceremony held on 17 July 2025.

We are proud to be recognised as a Champion of Good by National Volunteer and Philanthropy Centre (NVPC), joining close to 400 organisations acknowledged as Companies of Good (COG), ranging from 1-heart to 3-heart levels, with Champion of Good being the highest level.

As we celebrate this significant milestone, we are inspired to continue doing good together and building a forward-thinking organisation that is purpose-led and progress-driven. Here's to many more achievements ahead!



# UEMS Clinches FMES 2025 Award for Best FM Partner – Cleaning

BY JEREMY ONG

UEMS has once again demonstrated its industry leadership by winning the FMES 2025 Award for Best FM Partner – Cleaning by Singapore International Facility Management Association –SIFMA. The prestigious award was presented during the SIFMA Gala Dinner 2025, a hallmark event that recognizes excellence and innovation across Singapore's facilities management industry.

Mr. Jeremy Ong, Head of Hospitality & Commercial Services, proudly received the award on behalf of UEMS. This recognition underscores the company's unwavering commitment to delivering quality, reliability, and innovation in facilities and cleaning management.

The Best FM Cleaning Partner Award celebrates organizations that consistently uphold high service standards, implement sustainable cleaning solutions, and drive continuous improvement through technology and workforce development. UEMS's success is a testament to its strong operational framework, passionate teams, and long-standing partnerships with clients across the hospitality, commercial, healthcare, and institutional sectors.

UEMS also extends its heartfelt appreciation to INSEAD Asia Campus for the nomination and continuous trust in our services. The strong partnership and shared commitment to excellence have been instrumental in achieving this milestone.

"Winning this award is a reflection of the dedication and professionalism of every UEMS team member," said Jeremy Ong. "We take pride in creating clean, safe, and welcoming environments for our clients, and this recognition motivates us to keep raising the bar."

This achievement reinforces UEMS's position as a trusted leader in Singapore's facilities management landscape – one that continues to set benchmarks for service excellence and innovation.



# YOU SPARKLE! Award 2025

BY TAN WEI NENG

On 16 September 2025, Sengkang General Hospital (SKH) proudly hosted the annual "You Sparkle Award 2025" ceremony at the auditorium to celebrate and recognise the outstanding contributions of our dedicated UEMS Housekeeping & Portering team together with other departments. The event featured a lively buffet lunch and engaging game kiosks, creating a warm and festive atmosphere for all attendees. Following the pre-event activities, the winners were invited to a two-hour celebration that included captivating performances and heartfelt speeches delivered by SKH's top management.

This year, a total of 31 individuals from both UEMS Housekeeping and Portering team were honoured for their hard work, commitment and service excellence. Each award recipient was nominated after receiving either written compliments from patients or end-users who personally acknowledged their exceptional service and positive attitude.

Our employees thoroughly enjoyed the event and expressed that they felt deeply appreciated. This recognition highlights the dedication, hard work and exemplary service demonstrated by our porters in their daily duties. Their efforts play a vital role in ensuring smooth hospital operations, contributing directly to the comfort and satisfaction of patients and the overall quality of care within the institution.



The theme for this year's celebration, "Whanaungatanga: The Art of Relationship-Building Amongst People," originating from New Zealand, underscores the importance of fostering strong, respectful and supportive relationships within the workplace. Events like the You Sparkle Award not only honour our team's remarkable achievements but also inspire continued passion, teamwork and excellence in everything they do.

At UEMS, we don't just provide services; we empower our staff by ensuring that every aspect of our operations, whether it's housekeeping, portering or patient care is delivered with utmost professionalism, compassion and a focus on client satisfaction. The high standards demonstrated by our team in supporting SKH reflect the very core of what we bring to every partnership: operational excellence, reliability and a seamless, patient-centred approach to care.

Through initiatives like these, UEMS is committed to continuing its strong track record in creating environments that allow both healthcare professionals and patients to thrive. We are proud to be a trusted partner to our clients, delivering service excellence that impacts lives positively, one interaction at a time.



# Fostering Mental Wellness in the Workplace: A Key to Sustainable Success

BY TAN KAI SHING

In today's fast-paced and high-pressure work environments, mental wellness in the workplace has become more important than ever. Employees are the backbone of any organization, and their mental well-being directly impacts productivity, engagement, and overall job satisfaction. As such, fostering a mentally healthy workplace is not just a good-to-have – it's a necessity for sustainable success.

Mental wellness in the workplace involves creating a supportive environment where employees feel valued, respected, and empowered to manage stress effectively. It goes beyond offering occasional wellness talks or gym memberships. Instead, it requires a culture that prioritizes open communication, work-life balance, and psychological safety.

Work-related stress can stem from heavy workloads, tight deadlines, lack of support, or unclear job expectations. If not addressed, prolonged stress may lead to burnout, anxiety, depression, and high staff turnover. On the other hand, mentally healthy employees are more creative, resilient, and collaborative – qualities that contribute to stronger teams and better business outcomes.

The Ministry of Health (MOH) and the Health Promotion Board (HPB) actively promote mental wellness through nationwide campaigns and programs. One such initiative is **MindSG**, an online portal offering information on mental health conditions, self-care tips, and guidance on when and where to seek help.

We, here in UEMS, also collaborate with HPB to roll out some of the programme to the sites' staff for them to know how to seek help if facing some of the stress that included the work or family issue. One of the programmes conducted by HPB for AH HSK sites entitle "Reframing Thoughts – Positivity Collage" on 12 September 2025, where the coach teaching on how to think positively and encouraging to seek help. The programme was open up to 20 PAX per session. Below are some of the helplines that staff can seek help from.

## Helplines and Counselling Services

Several 24/7 helplines are available for immediate emotional support:

- **Samaritans of Singapore (SOS):** 1-767 – A confidential suicide prevention hotline.
- **Institute of Mental Health (IMH) Helpline:** 6389 2222 – For mental health crisis and advice.
- **National CARE Hotline:** 1800-202-6868 – Set up during COVID-19, it continues to provide psychological support.

Ultimately, supporting mental wellness in the workplace benefits everyone. When employees feel mentally well, they are more motivated, engaged, and loyal. By creating a workplace that prioritizes mental health, UEMS not only care for their people but also set the foundation for long-term success and growth.



# Mental Well-being in Workplace Safety & Health

BY NAFEEZ AHAMED

Workplace safety is often seen mainly as preventing physical accidents like injuries from machines, slips, or falls. Although physical dangers are important, mental health is often overlooked as a critical part of workplace safety. Problems like stress, anxiety, burnout, and tiredness don't leave visible marks, but they can seriously affect safety. They make it harder for employees to concentrate, react quickly, and avoid mistakes that can cause accidents.

It is important to include mental health in Workplace Safety & Health (WSH) plans to build a stronger, more productive workforce. Mentally healthy workers are more alert and involved which is especially important in jobs where quick decisions can prevent accidents. Employees who feel emotionally supported perform better, communicate potential risks, and contribute to a safer work environment for all.

Supervisors and managers are key to this effort. They should be trained to spot early signs of mental stress, like mood changes, withdrawal, or less work output. Acting quickly when these signs appear helps prevent

bigger problems and ensures employees get the support they need.

Mental health should also be considered when investigating workplace accidents. Sometimes, mental stress contributes in why accidents happen. Recognizing this can help stop similar incidents in the future.

Focusing on mental well-being does more than reduce accidents. It improves the whole workplace. Companies that care about mental health often see fewer sick days and happier employees. Workers who feel valued both physically and emotionally are more loyal and motivated. This creates a positive environment where people produce more productivity.

In the end, workplace safety is not just about avoiding physical harm. It is also about protecting mental health. When companies value both, they build a safer, healthier, and more satisfying workplace which benefits the whole organization.

# Resilience Through People

BY DERENCE HO

At UEMS, resilience defines who we are as one team and one company. Every day, across sites, departments, and roles, our people show what true commitment looks like. You step up to challenges, manage demanding workloads, and keep our operations running safely, smoothly, and with pride. Your professionalism and dedication keep the UEMS mission alive, and for that, the WSH Department extends our deepest appreciation.

Resilience, however, is not just about working hard or pushing through challenges. True resilience comes from balance, from taking care of ourselves and one another so that we can perform at our best for years to come. In recent months, we have noticed growing concerns about sustained workloads and compensation that may not always reflect current market conditions. These are not just operational or HR matters, they are people matters. They speak to how we build a strong and sustainable UEMS together.

When our colleagues feel overworked or undervalued, it affects more than performance. It can lead to fatigue, lower morale, and the loss of experienced team members whose contributions strengthen our success.

Every person matters, and when one part of the UEMS family feels the strain, the whole organisation feels it too.

That is why the WSH Department is working closely with management to ensure that well-being, fairness, and balance remain at the heart of how we work. This includes reviewing how work is shared, how contributions are recognised, and how compensation reflects the value each employee brings. It also means keeping conversations open, because in a resilient company, every voice should be heard and respected.

Our greatest strength has always been our people. By supporting fair rewards, reasonable workloads, and a safe, respectful work environment, we are not only taking care of our team today but also building the foundation for a stronger and more sustainable UEMS in the years ahead.

As we look to the future, let us continue to uphold what makes UEMS special: teamwork, care, and resilience through people. Together, we will keep growing safely, sustainably, and with pride in everything we do.

# Strengthening Safety Culture Through Ground Engagement – SGH VMS Dialogue Session

BY MAY TOK

As part of our ongoing efforts to enhance workplace safety and foster open communication, a WSH Dialogue Session was conducted with our Visitor Management System (VMS) team at Singapore General Hospital (SGH). The face-to-face engagement provided an important platform for our staff to discuss challenges, share experiences, and reaffirm their commitment to safe work practices.

The session began with an opening safety briefing followed by an interactive dialogue where team members actively shared insights on near-miss incidents, traffic management, and public safety concerns. These candid exchanges offered valuable ground feedback for the continuous improvement of our safety processes and support systems.



## Key Takeaways:

- Heightened awareness of site-specific hazards, especially those involving traffic and public interaction.
- Reaffirmation of safe work procedures and adherence to standard operating protocols.
- Strong commitment to continuous safety improvement within the VMS operations.
- Constructive ground feedback to enhance support in managing WSH issues.

The session concluded with appreciation for our frontline champions, whose proactive attitudes and dedication to safety serve as a strong example for others. Their openness and participation reflect our shared belief that safety is everyone's responsibility.

Let's continue to engage, learn, and keep each other safe, every single day.

# Top Management Walkabout at One Raffles Place

BY MAY TOK

## Strengthening Insights on Daily FM Operations & Safety on the Ground

Top management recently conducted a site walk at One Raffles Place to have a closer look at daily FM operations and to review WSH-related concerns from the ground level.

During the visit, the management team made three key stop points:

Level 9, Tower 1, FM Office – to understand daily coordination, work planning, shift deployment and communication flow between the FM team and subcontractors.

Basement 3 Technicians' Rest Area – to observe the working condition of the resting space and facilities provided for the technicians.

Fire Command Centre (FCC) – to review critical building system monitoring, emergency response set-up and the challenges faced during incident activation or troubleshooting.

Through direct conversation with staff and technicians, management gained deeper

appreciation of daily operational constraints, workload patterns, and the practical risk areas related to housekeeping, access /egress, storage layout, equipment movement, electrical safety and reporting of unsafe conditions.

This walkabout reinforces leadership's commitment to stay close to actual ground realities, beyond meeting rooms and dashboards. It also demonstrates continued support for continuous improvement, safety culture strengthening and acknowledgement of the efforts contributed by our frontline FM teams.

Leadership visibility remains an important driver in elevating service quality, operational readiness and WSH standards at One Raffles Place.



# Khazanah Nasional Berhad Delegation Visits UEMS Singapore

BY NG YI TENG

On 25 July 2025, UEMS Singapore welcomed a group of senior executives from Khazanah Nasional Berhad, UEM Group Berhad and UEM Edgenta Berhad, headed by Mr Effizal Faiz Zulkifly, Executive Director, Khazanah Nasional Berhad. Ms Tan Cheh Tian, CEO of UEMS Singapore and Taiwan, hosted the visit, which provided a chance to demonstrate our operations and service delivery while strengthening mutual understanding across our regional operations.

The itinerary included a visit to Khoo Teck Puat Hospital, where our esteemed guests learned about the Housekeeping and Portering services we provide to patients. They also saw how *UETrack™*, our proprietary platform, helps our teams enhance service quality and efficiency.

Next, the group travelled to Raffles Quay Asset

Management at Marina Bay Financial Centre, to tour our Concierge Services operation. This stop highlighted our approach to providing hospitality services in Singapore's main business district.

The final destination was INSEAD Asia Campus, where the delegation observed our Integrated Facilities Management (IFM) work. During a campus walkthrough, they saw how we handle landscape maintenance, energy infrastructure, and residential facilities, demonstrating our contribution to supporting one of the world's leading business schools.

We appreciated the chance to share our team's accomplishments with Khazanah Nasional Berhad, UEM Group Berhad and UEM Edgenta Berhad leadership. We are grateful for their visit and ongoing support as we continue working toward shared goals.



## We're Live! Concierge Services Officially Begin at Singapore Land Tower

BY MELISSA LIM

On 1 August 2025, our Premium Concierge Services at Singapore Land Tower officially went live, marking a proud milestone for UEMS and a new chapter in delivering exceptional customer experiences at one of Singapore's most prestigious business addresses.

The launch day unfolded flawlessly. Visitors and tenants were greeted by a poised concierge team who managed enquiries with ease, assisted with wayfinding and offered friendly, personalised support. The lobby atmosphere was welcoming, calm and polished, a reflection of the team's dedication and strong teamwork.

Positive feedback flowed in. Tenants commended the team's friendly approach, quick response and genuine effort to make everyone feel valued and cared for.

The mobilisation was seamless, thanks to weeks of careful preparation, team training and on-site rehearsals. From day one, our concierge professionals stood ready at the lobby, welcoming tenants and visitors with warmth, confidence and professionalism.

However, the success didn't happen overnight. In

the weeks leading up to the go-live, our concierge team underwent comprehensive training on grooming, service etiquette, PDPA awareness and scenario-based role plays to handle a wide range of requests with grace and efficiency. Working closely with building management and security partners, the team also aligned workflows for visitor assistance, facility coordination and incident escalation, ensuring every process was smooth, clear and customer-focused from the very start.

With operations now in full swing, our premium concierge team will continue refining their approach through ongoing refresher trainings and feedback sharing.

We are proud of how far we have come and are even more inspired by what lies ahead.



# Strengthening Partnerships: UEMS Mobilised for HMI Medical Centre Project

BY DANISTON ISRAEL

UEMS has successfully completed the mobilisation phase for the new HMI Medical Centre project, marking a significant milestone in our continued partnership with healthcare providers. This achievement underscores our commitment to delivering seamless and high-quality services.

Prior to the official commencement, our team executed a range of key activities designed to ensure a smooth transition and operational readiness. Housekeepers were carefully assigned for shadowing and on-site familiarisation, aligning their expertise with the operational standards required for this state-of-the-art facility. We also facilitated regular engagement sessions with the client to understand their specific expectations and site requirements, ensuring a tailored approach to service delivery.



To support daily operations, all essential stocks, tools and cleaning materials have been received, inventoried and organised. Additionally, our newly configured cleaning trolleys have been set up to optimise operational efficiency and streamline workflows.

A comprehensive staff briefing was held to reinforce service quality and safety standards, ensuring that every team member is fully prepared and aligned with UEMS's commitment to excellence. This successful mobilisation phase highlights our team's dedication to operational excellence and underscores our readiness to deliver professional Environmental Services that meet the highest standards for all our valued clients.

*"Mobilisation is not just about starting a project; it's about setting the foundation for service excellence every single day."*

# Mobilisation in Motion: UEMS Begins FNB Service for Mount Elizabeth Hospital and Parkway East Hospital

BY BRYAN NICHOLAS BAYLE

The mobilisation of UEMS Food, Nutrition & Beverage (FNB) Service Associates for IHH's Parkway Hospitals represents a significant milestone in UEMS's growing healthcare service portfolio. The new contracts at Mount Elizabeth Hospital and Parkway East Hospital further strengthen our partnership with IHH Healthcare Singapore and reinforce our commitment to delivering exceptional patient-focused services..

The preparation phase was conducted with meticulous attention to detail, including staff profiling, joint site visits and comprehensive orientation planning, ensuring a seamless transition into full operations. Through close collaboration with client teams, alignment was

achieved on uniform standards, training content and workflow mapping, setting the stage for consistent and professional service delivery.

With final readiness checks underway, the UEMS FNB team is fully prepared to deliver service excellence from day one, combining teamwork, professionalism and patient-centred care. This mobilisation underscores our dedication to supporting healthcare providers in creating efficient, hygienic and high-quality patient experiences, reflecting UEMS's commitment to operational excellence and service reliability across the healthcare sector.

# Beyond the Edge: UEMS Commitment to Safe, Reliable Rope Access Solutions

BY MOHAMED FIRDAUS BIN JASNI

At UEMS, *"Empowering Spaces, Impacting Lives"* is more than a tagline, it's our commitment to both our clients and our team. Our rope access services provide comprehensive façade maintenance solutions, built on safety, quality and expertise.

On 18 August 2025, our High-Rise Specialists completed the annual Rope Access Rescue Refresher Training, equipping them with the skills, confidence and knowledge to handle any scenario with professionalism and precision. This training reinforces our dedication to teamwork, adaptability and operational safety, ensuring that every project is executed efficiently and reliably.

Choosing UEMS means choosing more than just a service, it means prioritising the well-being of our team, protecting your assets and delivering assurance you can trust. Our investment in rigorous training and advanced practices ensures that every façade maintenance task meets the highest standards of quality and compliance.

With UEMS, clients benefit from exceptional service, meticulous attention to detail and unwavering commitment. We are proud to empower spaces, enhance safety and impact lives through every project we undertake.



# SingHealth Housekeeper Appreciation Day 2025: Timeless Heroes (Strength Behind The Scenes)

BY JEREMY LIM

On 3 October 2025, SingHealth proudly celebrated its 3rd Housekeeper Appreciation Day, a meaningful occasion to honour the invaluable contributions of the housekeeping teams who work tirelessly behind the scenes to support patient care.

The spotlight shone brightly on our housekeeping professionals, the dedicated individuals whose commitment ensures that SingHealth's facilities are not only clean, but are safe, welcoming and healing environments for patients, staff and visitors alike.

Housekeeping plays an undeniably pivotal role in infection control and the overall patient experience. From ensuring hygiene in high-touch areas to assisting with the seamless operations of wards and clinics, our housekeeping teams uphold the highest standards of cleanliness, safety and operational excellence. Their role is far more than just maintaining the physical environment, it is foundational to the quality of care delivered. The commitment to cleanliness directly impacts patient safety, satisfaction and recovery, making it an essential element of the care continuum.

The event, which was graced by SingHealth's senior management alongside UEMS leadership team, featured heartfelt messages of gratitude, tokens of appreciation and touching stories shared by colleagues and staff. These stories highlighted the indispensable role of our cleaning professionals, often unseen but always integral to hospital operations. The celebration also included video tributes, lively dance performances and



music that added an extra layer of joy and celebration to the occasion.

In addition to the festivities, awards were presented to UEMS housekeeping individuals who demonstrated exceptional professionalism, teamwork and unwavering dedication. These individuals went above and beyond in

their roles, setting examples of what it means to serve with compassion and excellence.

This year's Housekeeper Appreciation Day served as a poignant reminder that the work of our housekeeping teams is not just about maintaining a sterile environment, it is patient care in action. Every meticulously polished floor, disinfected surface and neatly arranged space is a direct reflection of our commitment to health, safety and, above all, compassion for those we serve. These efforts, often unnoticed are foundational to the healing process and the experience that patients and visitors have within the hospital environment.

The celebration reinforced a critical message: every role, whether seen or unseen, plays a vital part in achieving our shared mission to provide exceptional care. It highlighted that the collective strength of teamwork, from the healthcare professionals to our housekeeping staff, ensures that the best interests of our patients are always at the forefront.

To our exceptional housekeeping professionals: Thank you for your unwavering service, resilience, and pride in your work. Your daily dedication is the cornerstone of our healing community and the key to maintaining an environment where patients feel safe, cared for and supported in their recovery journey.

As we reflect on this day, we are reminded that excellence in patient care is built upon the smallest details – details that UEMS is proud to contribute to, in partnership with SingHealth, through our steadfast commitment to quality service and operational excellence.



# SGH Visitor Management Services Appreciation Day 2025 – Celebrating Dedication and Heart

BY MELISSA LIM

On 23 October 2025, the atmosphere at Singapore General Hospital (SGH) was filled with smiles, laughter and heartfelt gratitude as the Visitor Management Services (VMS) team gathered for a well-deserved Appreciation Day – an afternoon dedicated to celebrating the dedicated individuals who are the face of the hospital, keeping its frontlines running smoothly with warmth, grace, and professionalism.

The event was graced by Mr Tan Jack Thian, SingHealth Group Chief Operating Officer and SGH Chief Operating Officer and Ms Tan Cheh Tian, Chief Executive Officer of UEMS Singapore and Taiwan, who kicked off the celebration with powerful words of appreciation. They took the opportunity to highlight the invaluable role that the VMS team plays as the first point of contact for patients and visitors, offering not only logistical assistance but also comfort and compassion during critical moments that can truly make a difference in a patient's experience.

The day was made even more special with the Long Service Awards, co-presented by Mr Lim Chee Tiong, Director of SGH Patient Support and Ms Tan. These awards were given to 13 outstanding UEMS team members who have shown exceptional dedication, professionalism and loyalty throughout their years of service. Their unwavering commitment has been fundamental in fostering the welcoming and reliable environment that SGH is known for.

In her remarks, Ms Tan expressed her deep gratitude to the SGH team for their continued support and collaboration, sharing, "It's always such a pleasure working with all of you. Thank you for your wonderful partnership and the trust you place in our team."

Beyond the formalities, the afternoon was filled with light-hearted fun as staff engaged in a spirited Kahoot game and eagerly awaited the lucky draw. The energy of these activities fostered a sense of camaraderie and collective joy, reflecting the spirit of the VMS team and their unwavering dedication to service excellence.

This VMS Appreciation Day was far more than just a celebration, it was a reminder of the profound impact of every greeting, smile and act of service. The VMS team continues to be the warm, welcoming presence that defines the SGH experience, ensuring that every visitor, whether patient or family member, leaves with a sense of comfort, confidence and trust in the care they will receive.



# Celebrating 25 Years of INSEAD Asia Campus

BY HABIBULLAH S/O SHAHABDEEN

The INSEAD Asia Campus recently marked its remarkable 25th anniversary, celebrating a quarter-century of excellence, collaboration, and impact in the region. The milestone event brought together staff, faculty, partners, and clients to honor the campus's journey and achievements over the years.

In preparation for the celebration, the pre-event setup showcased exceptional teamwork and dedication across departments. The maintenance team played a key role—managing lighting arrangements, installing banners, and supporting logistical requirements. Despite several challenging requests and tight deadlines, the team executed every task with professionalism and commitment, ensuring that the venue reflected the prestige of the occasion.

Their hard work did not go unnoticed. Numerous guests, clients, and stakeholders shared their appreciation for the impressive setup and smooth coordination. The event became a proud moment that highlighted the spirit of collaboration that defines the INSEAD community.

Adding to the sense of unity, the Sodexo team extended a thoughtful gesture by providing food and refreshments for everyone involved in the preparations. It was a touching moment of camaraderie as teams came together to celebrate not just the success of the event, but also the people who made it possible.

The 25th anniversary was more than a celebration—it was a reflection of INSEAD's continued commitment to excellence, teamwork, and shared success.



## UEMS Participated in Walk for Work 2025 on 9 November 2025

BY KARYN CHENG

At UEMS, we believe meaningful work can change lives. This year, we supported the EmployWell mission by partnering with New Hope Community Services to provide job opportunities to individuals from vulnerable groups. Inclusive hiring has not only created social impact but also strengthened teamwork and collaboration across our worksites.

On 9 November 2025, our team participated in Walk for Work 2025, an event to raise awareness and support for inclusive employment. During the event, we showcased



our enabling employment journey at a dedicated booth as arranged by the organiser, and a group of UEMS staff joined the 4km walk around the Marina Bay.

We were honoured to welcome President Tharman Shanmugaratnam to our booth that day and shared more about our initiatives. Our Talent Acquisition Manager, Julius Fam, was also interviewed by Lianhe Zaobao, further highlighting our dedication to inclusive employment.

# A Significant Milestone: Welcoming Taiwan's NTUH Delegation to Singapore

BY TAN WEI NENG, LINNA TAN AND CLARIS ORTEGA

On 19 and 20 June 2025, UEMS had the distinct privilege of hosting a high-level delegation from National Taiwan University Hospital (NTUH), one of Taiwan's most renowned medical institutions. This visit marked a significant milestone in our ongoing efforts to foster international healthcare collaboration. We are deeply grateful to Alexandra Hospital (AH), Changi General Hospital (CGH), National University Hospital (NUH) and Sengkang General Hospital (SKH) for their unwavering support in facilitating this impactful exchange.

The visit provided an invaluable opportunity for all parties involved to explore shared healthcare innovations, best practices and strategies for service improvement. With the assistance of various local healthcare institutions, the delegation engaged in meaningful discussions with our teams, exploring ways to advance operational efficiency and enhance patient care through collaborative knowledge-sharing.

We extend our heartfelt thanks to AH, CGH, NUH and SKH for not only approving but also actively facilitating the visit. Their support was instrumental in ensuring the success of this exchange and reinforcing the importance of global partnerships in advancing healthcare excellence. These efforts play a crucial role in bridging knowledge gaps and driving a shared commitment to better patient outcomes.

The two-day programme included visits to several key healthcare institutions, with senior representatives from each hosting institution providing insightful tours and discussions. Notable among them were Ms. Julia Ngaw, Head of Group Hospitality from the National University Health System (NUHS), as well as Ms. Charity Wai, Chief Operating Officer of Sengkang General Hospital under the SingHealth cluster.

During these visits, insightful sharing sessions took place between NTUH representatives, UEMS management and senior leaders from local hospitals.

The delegation toured Singapore's innovative healthcare models, which highlighted the country's commitment to integrating technology and patient-centric care. At Alexandra Hospital, the team explored the smart bed system, which enhances patient comfort, operational efficiency and care quality. At National University Hospital, the delegation was introduced to the *NUH@Home* model, which allows patients to recover in the comfort of their own homes under medical supervision. At Sengkang General Hospital, the delegation witnessed firsthand how the Autonomous Mobile System (AMS) efficiently delivers meals, medications and linen directly to patients' bedsides - a prime example of automation improving healthcare operations.

The visit concluded with a heartfelt exchange of tokens of appreciation from NTUH to the host institutions, symbolising mutual respect and goodwill. This gesture highlighted the commitment to continued collaboration, reinforcing professional ties and fostering greater understanding between our nations. It also reflected a shared vision of advancing healthcare excellence through learning, innovation and cross-border cooperation.

Looking ahead, UEMS is excited to build on this meaningful collaboration with NTUH and other global healthcare leaders, advancing shared goals of improving patient experiences, care delivery and outcomes worldwide.



## Towards New Peaks: UEMS' 2026 Work Plan

BY NG YI TENG

Our Singapore and Taiwan teams came together on 12 and 13 November 2025 for our annual work plan session. We were honoured to be joined by UEM Edgenta Berhad Managing Director/CEO Encik Shaiful Zahrin Bin Subhan and CFO Encik Ahmad Fazril Fauzi. It was a warm reunion, where we reconnected, and together, reviewed our accomplishments from 2025 and set ambitious targets for the year ahead.

Over the 2 days, we set goals to expand our business footprint in our respective markets and to raise our service standards even higher. The gathering was also an opportunity for our teams to share valuable insights and learn from each other's successes. Together, we shared a strong commitment to advance improvement and innovation initiatives, and to adopt new technologies and best practices to deliver greater value to our clients.

As we enter 2026, we are energised and ready to push boundaries, deliver exceptional results, and grow alongside our clients and partners in both Singapore and Taiwan.



# Turning the Impossible into Possible – Carmen Chan – Assistant Manager, Hospitality & Commercial Services

BY JEREMY ONG

Since joining UEMS in 2020 as an Operations Executive at Sengkang General Hospital (SKH), Carmen Chan has consistently demonstrated passion, reliability, and professionalism in everything she does. Her early role overseeing Bed Discharge Management at SKH gave her valuable operational experience and set the foundation for her remarkable journey ahead.

Before joining UEMS, Carmen built a strong hospitality background, spending more than eight years as a Housekeeping Coordinator and VIP Services Butler. This experience shaped her service mindset and attention to detail — qualities that have become her trademarks at UEMS.

In April 2022, when travel borders reopened, UEMS embarked on its first hospitality venture with RC Hotels. Carmen was among the pioneering team members, taking on the challenge as a Senior Operations Executive (Hospitality) to help mobilise our very first hotel project.



I still remember the first day we arrived at RC Hotel to conduct staff orientation. Carmen asked, "Are you sure we can expand into more hotels? Mobilising one hotel has already been a toll." I replied, "Not everyone is given such an opportunity. If we are, we must give our best. Nothing is impossible when we have faith and passion."

Fast forward to today — UEMS' hospitality footprint has expanded to over 25 projects across Singapore, and Carmen has been an instrumental part of that success story. Her commitment goes beyond day-to-day operations; she actively supports new client engagements, staff hiring, and site mobilisation, ensuring every detail is handled with care and precision.

Carmen's dedication, drive, and positive spirit have inspired many within the team. Her journey reflects what UEMS stands for — People FIRST, professionalism, teamwork, and a passion for service excellence. We thank Carmen for her outstanding contributions and for being a role model in living our values every day.

The best is yet to come — and together, we are ready for more ahead of us.

# From Aviation to Service Leadership: Driving Growth and Excellence in Guest Relations within UEMS

BY CYNTHIA LIM

## The Flight Path to Leadership

Aviation is defined by its precision, safety culture and continuous pursuit of excellence. These are qualities that have shaped my leadership journey across more than two decades. From Cabin Crew to Foundation Trainer and eventually Safety Emergency Procedures Trainer, every role deepened my appreciation for consistency, resilience and adaptability. These qualities now form the foundation of my approach to Guest Relations within UEMS, where operational excellence and human connection intersect.



## Translating Safety and Precision into Service Excellence

As a CAAS-certified Safety Emergency Procedures Trainer, I engineered and delivered rigorous training for pilots and cabin crew, covering emergency drills, regulatory compliance and the adoption of new technologies. This experience honed not only my technical expertise but also my ability to communicate with clarity and empathy, instilling confidence in others during high-stakes moments. That same discipline and safety mindset now drive my guest services leadership philosophy – building teams within UEMS that deliver seamless, meaningful and reliable experiences.

## From the Skies to Strategic Leadership

One of aviation's greatest lessons is the power of continuous learning. Investing in people through coaching, scenario-based training and behavioural development turns service employees into empowered UEMS ambassadors. By fostering curiosity and accountability, I help teams anticipate needs, resolve challenges on the spot and create experiences that resonate long after the interaction ends.

## Inspiring Growth and Service Mastery

Today, as an Assistant Director overseeing Guest

Relations portfolios at UEMS, my vision is to blend aviation's precise, safety-focused mindset with hospitality's warmth and adaptability. Bringing aviation expertise to guest relations at UEMS is about inspiring teams, delighting visitors and shaping unforgettable experiences. Service excellence is not just a benchmark, but a daily reality for teams, partners, visitors and guests alike.

With my background, I am uniquely positioned to bring a heightened sense of operational efficiency, proactive problem-solving and a laser-focus on delivering exceptional visitor experiences at UEMS. I aim to enhance UEMS's service standards by empowering teams to anticipate client needs, adapt quickly to evolving circumstances and build long-lasting relationships with our clients. I'm excited to contribute to UEMS's continued growth and ensure that every interaction reflects our unwavering commitment to quality, precision and customer satisfaction.

Service excellence is more than an outcome, it is a leadership mindset, built on safety, precision and the belief that every interaction, both within and outside of UEMS, deserves a consistent, exceptional experience.

# MOH's Healthcare Innovation Sprint to UEMS: Lionel's Journey of Transformation

BY LIONEL RICHARD TAN



It was often 2am when my team and I were still combing through logs and screens, determined to meet the Healthier SG pilot timeline. Those long nights taught me humility, patience and the power of shared purpose in public service delivery. This experience shaped my belief that innovation only works when it serves people in a simple, reliable way, especially on a national scale.

At the Ministry of Health (MOH), I played a pivotal role in refining the HealthHub user journey, ensuring that seniors could easily navigate the Healthier SG enrolment process. We created a seamless, senior-first experience, focusing on clarity, simplicity and user-centric design to help 1.3 million Singaporeans take charge of their health. This process required a deep understanding of user behaviour and operational efficiency and these are the skills that I will now apply at UEMS.

In addition to my work on Healthier SG, I championed the adoption of PAIR AI, an AI assistant designed to streamline productivity while ensuring compliance with government standards. Through hands-on training and close collaboration with teams, I empowered colleagues to use AI responsibly, allowing them to focus on higher-value tasks while enhancing service delivery.

My journey now brings me to UEMS as Assistant Director, overseeing several patient care service accounts and assisting in transformative strategic projects at HQ. My past experiences in public sector innovation, especially in healthcare systems, align perfectly with



UEMS's commitment to operational excellence and service transformation. I look forward to contributing to UEMS's ongoing success by driving strategic initiatives, fostering cross-functional collaboration and ensuring that technology and human expertise work together seamlessly.

People First is more than a principle, it is a daily practice at UEMS and it resonates with my core values. I'm excited to work alongside colleagues who are deeply committed to improving the healthcare experience for both patients and staff. Together, we will turn smart tools into simpler workflows and stronger patient outcomes, ensuring that every service we provide is grounded in the care and reliability UEMS stands for.

With humility and excitement, I look forward to helping UEMS continue to build on its legacy of excellence, where technology quietly empowers people and people proudly power UEMS.



# Teamwork – The Success of Every Team

BY FAHMI MOHAMED

Working in a team is like playing in an orchestra, where each person adds their own special sound to create something beautiful. When I think about working with my coworkers, I feel amazed by how well we work together and how much we've grown.

The key to good teamwork is everyone bringing their unique skills and ideas to the table. Each person has something valuable to contribute, making our team stronger and more creative. Whether we're coming up with new ideas, solving tough problems, or figuring out the best way to do something, sharing our thoughts helps us think outside the box and come up with great solutions.

Of course, working together isn't always easy. We have to deal with different opinions, priorities, and ways of doing things. But by being patient, understanding, and talking openly, we find ways to work together smoothly. Even when we hit rough patches, we learn how to compromise and solve problems, building trust and friendship along the way.

When we tackle projects as a team, it feels like we're on an exciting journey together. We support each other, adapt to challenges, and keep pushing forward. Each person plays an important role, whether it's leading the way, giving advice, or pitching in to help. Together, we're committed to reaching our goals and celebrating our successes.

Working in a team isn't just about getting the job done. It's also about growing as individuals. We learn from each other, bounce back from setbacks, and become stronger together. Through teamwork, we feel a sense of belonging and purpose, knowing we're part of something bigger than ourselves.

Looking back on my experiences with my team, I'm grateful for the chance to work with such talented and dedicated people. Together, we've accomplished amazing things, showing that when we work together, we can achieve anything. In our teamwork, we find inspiration, joy, and the incredible power to turn our dreams into reality.

# Go Hard or Go Home – Against All Adversity

BY MUHD NAJIB

In a world that constantly throws obstacles in our path, the phrase "Go Hard or Go Home" resonates as more than just a motivational slogan — it's a mindset, a lifestyle, and a declaration of resilience. When paired with the reality of adversity, it becomes a rallying cry: no retreat, no excuses, just a relentless drive.

This article dives into what it truly means to go hard against all odds, and why the most successful, fulfilled, and purpose-driven people are those who refuse to back down — no matter how strong the storm.

## The Nature of Adversity

Adversity is universal. It doesn't discriminate by age, background, status, or ambition. Whether it comes in the form of personal loss, financial struggles, health issues, professional setbacks, or internal battles, it's something every human being will face.

But adversity also serves a higher purpose: it reveals character, tests commitment, and separates those who merely dream from those who do.

## The "Go Hard" Mentality

At its core, "Go Hard" means giving everything you have — every ounce of energy, focus, and courage — even when the odds are stacked against you. It's waking up sore and still showing up. It's failing, learning, adjusting, and trying again — louder, smarter, and harder than before.

Those who live by this code don't rely on perfect conditions. They don't wait for permission. They push, they persist, and they prove — to the world and to themselves — that grit is greater than comfort.

## "Go Home" Is Not a Weakness — It's a Choice

"Go Home" in this context doesn't refer to actual failure. It's the choice to step away, give up, or settle when things get uncomfortable. Everyone faces this crossroad. The

difference lies in the decision.

Choosing to go hard means rejecting the easy exit. It means betting on yourself, even when no one else will.

## The Inner Battle: Pushing Past Limits

Often, the hardest battles are the ones we fight within. Self-doubt, fear of failure, and imposter syndrome can be louder than any external challenge. But going hard means silencing that noise with action. It means showing up especially when you don't feel ready. Because every rep, every effort, every decision to keep going builds mental toughness.

Going hard doesn't mean being reckless. It means being relentless — calculated, committed, and clear on the "why."

## Fuel for the Fight

To go hard against adversity, you need more than motivation — you need:

- Vision: Know what you're fighting for.
- Discipline: Do the work even when it's not exciting.
- Resilience: Bounce back stronger after every hit.
- Support: Surround yourself with people who push you higher.
- Belief: In yourself. In the process. In what's possible.

## Final Thoughts: Adversity Reveals the Warrior Within

The choice is always yours. When life hits hard, you can retreat — or you can rise. You can go home — or you can go hard.

Going hard isn't about being the strongest. It's about refusing to surrender. It's about facing every obstacle with fire in your heart and steel in your spine.

So, when the road gets rough, and you feel like giving up, remember this:

Adversity doesn't define you. How you respond to it does.

Go hard. Every time.

# New Technology Partnerships to Strengthen UETrack™ Offering

BY SRINIDHI GOPALAKRISHNA

## UEMS Signs Technology Partnership with L-QuBE

In October 2025, UEMS strengthened its innovation roadmap through a strategic technology partnership with L-QuBE, a leading provider of IoT and smart facility solutions in Singapore. This collaboration marks a key milestone in our journey toward creating intelligent, data-driven environments across the built ecosystem. By combining UEMS's operational expertise and digital platform *UETrack™* with L-QuBE's advanced sensor technologies with AI-driven analytics, we aim to enhance real-time monitoring, predictive maintenance and sustainability performance across our client sites. The partnership reflects our continued commitment to leveraging technology to deliver smarter, greener, and more resilient facility management solutions.



## Partnership with Carnot Innovations's AI-driven Energy Optimisation Solutions

UEMS formalised a Memorandum of Understanding (MoU) with Carnot Innovations, a Singapore-based technology company specialising in AI-driven energy and asset optimisation in October 2025. This collaboration reinforces UEMS's commitment to advancing sustainability through intelligent automation and data analytics. By integrating Carnot's smart energy management solutions with UEMS's digital ecosystem *UETrack™*, we aim to enhance building performance, reduce carbon emissions, and drive operational efficiency across our managed facilities. The partnership lays the groundwork for co-developing innovative digital tools that align with Singapore's Green Plan 2030 and our vision of shaping a smarter, greener built environment.

# UETrack™ SmartFM Evolves with New Enhancements

BY ANEESH PERIYE

*UETrack™ SmartFM*, the flagship digital platform by UEMS, continues to evolve with a suite of powerful new enhancements designed to bring greater visibility, efficiency, and intelligence to facility management operations. Built to empower both frontline teams and management, the enhanced platform now integrates IoT, Energy Dashboards, Analytics and AI-driven insights to redefine how facilities are maintained and managed across healthcare, education, and commercial environments.

To begin with, the entire application has been revamped with a modern technology stack that delivers faster performance, lighter load times, and enhanced security. The refreshed user interface (UI) provides a clean, intuitive experience that reflects the look and feel of a modern web application — ensuring users at every level can access, monitor, and act on data with ease.

Some of the key new features include:

- Single Sign-On (SSO) Integration with advanced role-based access management for secure and seamless user control.
- Energy Management Dashboard that visualises consumption patterns and sustainability metrics, helping clients track energy efficiency and carbon reduction goals.
- Integrated Housekeeping and Entrypass Modules

under one *UETrack™* ecosystem for unified visibility of cleaning and access control operations.

- ePTW Integration that digitises supplier records and permission-to-work approvals for safer, more compliant site management.
- Smart Toilet Sensor Integration enabling automated task creation and proactive maintenance from sensor data.
- Approval Workflow for Work Orders with configurable parameters for faster decision-making and operational accountability.
- Refreshed Mobile Application, now extended to subcontractors, to enhance collaboration and transparency across service teams.

With hospitals, schools, and large estates demanding higher service standards amidst manpower challenges, these enhancements complement the digital infrastructure already embedded in many buildings. From smart sensor monitoring to robotic integrations, *UETrack™ SmartFM* enables data-driven decision-making, transparency, and measurable performance improvements.

These upgrades reaffirm UEMS's commitment to continuous innovation and client partnership, helping organisations move from reactive maintenance to proactive, intelligent, and sustainable operations.

# UEMS Achieves Successful Recertification in ISO 27001:2022

BY ROBIN HO

UEMS is proud to announce the successful achievement of ISO 27001:2022 recertification, reaffirming our continued commitment to upholding the highest standards of information security management. This milestone demonstrates our dedication to safeguarding the confidentiality, integrity and availability of information assets entrusted to us by our clients, partners, and employees.

During this recertification, several key enhancements were implemented to further strengthen our Information Security Management System (ISMS). Among the notable improvements is the password policy update, which now requires a minimum of 12 characters (previously 8) with enforced complexity requirements. This change enhances account security and resilience against password-related attacks.

The recertification process included a comprehensive

external audit that assessed our controls, governance, and risk management processes. The auditors commended our continuous improvement efforts, particularly in the areas of user awareness, incident response, and data protection measures.

This achievement reflects the collective effort and commitment of all staff in maintaining secure practices and fostering a strong security culture. We remain dedicated to continuously improving our ISMS to address evolving threats and to ensure that information security remains at the heart of our operations.



## Driving Digital Excellence – Highlights from TechWeek 2025

BY TEO WEI JIAN

TechWeek 2025 brought together leaders and our curious minds to explore the fast-moving frontier of digital transformation. Over these five days of events, it painted a vivid picture of where technology is heading and how organizations can harness it to drive real business value. Below are the standout highlights that defined TechWeek 2025 at UEMS.

### Pro Bono IT Clinic

This year's IT Clinic comes with a new twist. Instead of the usual helpdesk model, we created a hands-on way to boost scam awareness—covering phishing, deepfakes, and other digital threats—through interactive games and practical demonstrations. These events turn abstract warnings into memorable experiences, helping people recognize warning signs and adopt safer habits.



### Lunchtime talk

The Technology Services team also hosted a lively

lunchtime discussion on the intersection of AI and cybersecurity. The session balanced big-picture context with practical takeaways, and left attendees with clear next steps for applying AI responsibly within our environment while filling up their stomach with a free bento to all of our attendees!



### AI Hackathon

This year Hackathon is where collaboration, innovation, and healthy competition come together to build creative AI-powered solutions. This event is a perfect opportunity for talented minds to unite, share ideas, and develop creative technologies that can transform industries and improve our daily workflow.



# Introducing the All-New Training Management System

BY GOH CHUN PIN

We are thrilled to introduce our brand-new Training Management System (TMS), designed to transform and modernise the way UEMS trainers manage and monitor employee training. Moving from traditional manual methods to a fully digital platform, the TMS offers seamless access through web and mobile apps, enabling trainers to manage training anytime, anywhere—whether in the office or on-site.

The TMS supports Single Sign-On (SSO), allowing trainers to log in effortlessly using their existing credentials. The system has a feature to automatically filter and display only the facilities assigned to the trainer, enabling them to select the relevant facility from a dropdown. This ensures trainers can easily access and manage data specific to their chosen facility while keeping information accurate and up-to-date across all their facilities.

With the TMS, trainers can efficiently track trainee progress, conduct training sessions, capture attendance, and obtain managerial signoffs upon completion. All training details—including master data, roadmap chapters, and assessments—are fully configurable by trainers and automatically updated based on attendance and progress, enabling precise monitoring of each trainee's roadmap.

Featuring an interactive and visually appealing dashboard on both mobile and web, the system offers a consolidated view of upcoming training schedules, history training attendance and hours, roadmap progress tracking, refresher training status, and pending action records, making it easier than ever to stay organized and informed.

Additional features further strengthen training management. Trainers can now easily monitor refresher training, quickly identifying employees who have not yet attended mandatory sessions for the month. For new hires, the system supports temporary employee records, which can later be merged with permanent employee IDs for smooth onboarding and accurate tracking from day one. Furthermore, trainers can generate various informative reports, providing actionable insights to monitor performance, and make data-driven decisions.

In summary, the newly launched Training Management System is a comprehensive, flexible, and user-friendly solution. Featuring SSO access, facility-based filtering, configurable modules, automated tracking, refresher training monitoring, and insightful reporting, it empowers UEMS trainers to efficiently manage training programs and foster employee skill development across multiple locations.

## Our First Steps into AI-Assisted Development

BY KAMAL MANI

As part of our ongoing digital transformation journey, UEMS has taken an exciting leap into AI-assisted development — integrating artificial intelligence tools into our software design, coding, and testing workflows. These early steps are reshaping how our Technology Services team conceptualizes, builds, and delivers smarter solutions like *UETrack™* SmartFM and its associated modules.

By leveraging AI-powered tools, our developers now spend less time on repetitive coding and more on creating intelligent user experiences and scalable architectures. Tasks such as generating test cases, optimizing SQL queries, or refactoring legacy code can now be handled with higher precision and shorter turnaround times. This shift has also allowed our teams to focus on the why and how of innovation — using AI to assist with decision-making, code reviews, and automated documentation, while maintaining human oversight for quality and security.

One of the key benefits we've observed is the ability to experiment faster. AI copilots suggest multiple solutions, helping our engineers evaluate design trade-offs, improve API efficiency, and accelerate prototype delivery. Paired with our in-house DevOps framework, this capability is paving the way for continuous integration and deployment cycles that are faster, safer, and more adaptive to client needs.



As we continue exploring new tools for natural language code generation, predictive debugging, and UI automation, our goal remains clear — to build technology that works smarter for people. AI isn't replacing our developers; it's augmenting their capabilities and creativity. These first steps mark a defining moment in how we design the future of facility management — not just with technology, but with intelligence.

# Revolutionising Hospital Cleanliness with Smart Probiotic

BY TAN CHENG KIAT

In our constant drive for innovative solutions to improve our services, UEMS housekeeping team deployed to Sengkang General Hospital (SKH) introduced probiotic cleaning solution in May 2025 as part of an initiative to explore more effective and sustainable cleaning methods. After reviewing the specifications and potential benefits together with our client, a one-month trial was conducted at SKH from June to July 2025 to evaluate its effectiveness on improving hygiene, cleanliness and odour control across various public locations.

Probiotic cleaning solutions utilise beneficial microorganisms that naturally break down organic matter, neutralise odours and inhibit the growth of harmful bacteria. Unlike traditional cleaning chemical, probiotic solutions continue working after application, providing a self-sustaining cleaning effect that enhances hygiene and surface quality. Although the probiotic cleaning solution is not specifically classified as environmentally friendly, it is safe for housekeepers and non-irritating to the skin upon contact, making it suitable for daily cleaning operations.

The trial initially covered three locations: Butterfly Toilets, Aunty Rosie Toilets and the Bin Centre. Within the first week, encouraging results were observed. The probiotic solution effectively removed stubborn stains and significantly reduced unpleasant odours, not only within the toilets but also along adjacent corridors. Due to these positive outcomes, the trial was subsequently expanded to five other toilets.

Prior to the trial, several cleanliness issues were identified. In the toilets, strong persistent odours were detected. Floor trap with visible dirt and biofilm, while general floor and surface hygiene was occasionally below expectations due to various underlying issues. Similarly, at the Bin Centre, strong odours permeated the area and both the drain racks and floors showed heavy grime and biofilm accumulation, indicating limited effectiveness of conventional cleaning practices.

The main objectives of the trial were to:

- Minimise unpleasant odours
- Reduce reliance on multiple chemical-based cleaning agents
- Enhance overall hygiene through the use of probiotic cleaning products

During the initial phase, a 200ml probiotic solution was used. This phase yielded clear improvements, including reduction in foul odours, more effective stain removal and visible enhancement in overall cleanliness. After two weeks of consistent use, the process transitioned to the maintenance phase, using a 100ml probiotic solution, a 50% reduction, while maintaining the same level of cleaning effectiveness. ATP swab readings showed measurable improvements in surface cleanliness, while foul odours were significantly diminished. Urinals and toilet bowls appeared cleaner and brighter and unpleasant smells no longer lingered outside toilet areas. The overall ambience within the toilets became noticeably fresher, with wall tiles and flooring showing visible enhancement. Stubborn stains were also easier to remove during routine cleaning.



Following the initial cleaning phase, the quantity of probiotic solution required was successfully reduced, resulting in cost savings without compromising cleanliness or hygiene standards. Furthermore, the natural fresh scent produced by the probiotic cleaning process helped to neutralise odours, reducing or eliminating the need for scent wafers or air fresheners. This contributed to additional cost efficiency and created a more pleasant and hygienic environment for users.

In conclusion, the one-month probiotic cleaning trial demonstrated that probiotic-based cleaning solutions are a safe, effective and sustainable alternative to traditional chemical cleaners. The results clearly showed improved odour control, easier stain removal and enhanced overall hygiene. The success of the trial supports the continued use and potential expansion of probiotic cleaning methods across other facilities managed by UEMS, contributing to a cleaner, healthier and more comfortable environment for all users.

# UEMS Takes to the Skies: Revolutionising Façade Cleaning with Drone Technology

BY MOHAMED FIRDAUS BIN JASNI

At UEMS, we are taking façade maintenance to new heights – literally. By harnessing cutting-edge drone technology, we are redefining what's possible in building upkeep, combining innovation, efficiency and safety in a way that sets new standards in the industry.

This isn't just about adopting the latest tech; it's about delivering smarter, faster and more cost-effective solutions to our clients. Our drones have already been successfully deployed at multiple sites, showcasing their ability to conduct precise cleaning, detailed inspections and thorough reporting, all without the risks and logistical challenges of scaffolding or rope access.

The benefits are clear: reduced safety risks, minimal disruption to building operations and cleaner, well-maintained façades achieved more efficiently than ever before. Our drone-based approach also supports sustainability, reducing the resources and manpower traditionally required for high-rise maintenance.



## Feasibility Study on Automated Wheelchair Use at KTPH

BY BERNARD TEO

Khoo Teck Puat Hospital (KTPH) remains committed to advancing innovation in patient care and operational efficiency. In line with this goal, the hospital conducted a trial of automated wheelchairs within its portering operations from 25 August to 5 September 2025, covering areas such as the Cardiovascular Centre (CVC) and selected wards.

The trial aimed to evaluate whether automated wheelchairs could be effectively integrated into hospital workflows. It also sought to measure time savings, improve porter productivity, assess staff and patient experiences and determine the financial viability of adopting such technology in the long term.

While hospitals in Singapore face growing service demands and manpower challenges, automation presents a potential solution, enabling efficiency while maintaining quality of care. Equipped with self-navigation systems and safety sensors, automated wheelchairs can transport patients over short distances with minimal porter supervision. The trial aligns with both global healthcare innovation trends and KTPH's Smart Healthcare roadmap.

Findings from the trial were encouraging. The automated wheelchairs proved effective in selected transport scenarios, complementing manual portering rather than replacing it. When deployed alongside manual wheelchairs, modest time savings were observed, providing proof of concept. However, the study also revealed that successful adoption depends on seamless workflow integration and interdepartmental coordination. With enhanced scheduling systems

and better readiness procedures, the technology's utilisation could be significantly improved.

Feedback from UEMS porters highlighted the importance of refining ergonomics and manoeuvrability to better suit daily hospital operations. The trial also clarified that automated wheelchairs are best suited for patients who can sit upright and follow basic instructions, helping to establish clearer selection guidelines for future use.

While technology can enhance productivity, human connection remains essential inpatient care. Porters contribute empathy, adaptability and responsiveness – qualities that machines cannot replicate. KTPH emphasised in media interviews with Channel 8 and Mothership that automated wheelchairs are intended to support staff, not replace them, underscoring the hospital's people-first philosophy.

In conclusion, the trial reflects KTPH's forward-thinking approach toward innovation. Although the technology is not yet ready for large-scale implementation, it has successfully demonstrated potential and identified key areas for improvement, including navigation precision, ergonomics and system integration. Together with KTPH, UEMS will continue monitoring advancements in healthcare robotics, applying insights from this study to guide future initiatives.



# UEMS Tree Planting Day

BY SARAH WOO

On 2 October 2025, UEMS colleagues from various departments gathered at City Sprouts for our annual Tree Planting Day, held in conjunction with ESG Immersion Month. The event brought staff together to take meaningful climate action, one sapling at a time.

The programme began with a 15-minute safety briefing and introduction, followed by a 75-minute planting activity under the bright mid-morning sun. Despite the heat, everyone remained enthusiastic and fully engaged, perspiring, laughing and learning along the way. For many, it was a new experience to dig planting pits, carry young saplings to their designated spots, and carefully position and firm them into the soil. The final 30 minutes were dedicated to tree data logging, where participants recorded details such as species type and planting location for future monitoring.



It was a simple but powerful reminder of how small, collective actions can make a lasting difference. Beyond the sweat and soil, the day represented teamwork, awareness, and a shared commitment to a greener and more sustainable future.

The event reinforced UEMS's ongoing commitment to environmental stewardship and sustainable growth.



# Recycling Initiatives for 2025

BY SRINIDHI GOPALAKRISHNA



## Turning Food Waste into Fertilizer

In our ongoing effort to promote sustainability and reduce waste, UEMS has introduced food composters at our headquarters and selected project sites. These composters allow staff and guests to conveniently dispose of fruit peels and other biodegradable food waste, transforming everyday discards into a resource that benefits the environment.

The compost produced is converted into natural fertilizer, which is then used to nourish plants around our premises — creating a full-circle sustainability practice that reduces landfill waste while enriching greenery. Since its installation, the food composter at our headquarters alone has generated 1.74 kilograms of compost, reflecting our collective commitment to responsible consumption and eco-friendly habits in the workplace.

## Recycling E-waste: Powering Responsible Disposal



As part of our continued sustainability journey, UEMS organised an Electronics Disposal Drive from 6–10 October 2025 at our UEMS HQ. The initiative encouraged staff to bring in used electronic items such as laptops, keyboards, chargers, and other gadgets for proper recycling and safe disposal. The initiative was extended to all the employees of UEMS including site teams to collect their personal electronic equipment for recycling. Collaborating with technology services team, the sustainability champions lead the initiative to successfully collect the ewaste from various sites to be collected at UEMS HQ.

This effort reflects our commitment to reducing e-waste and promoting circular economy practices within the

workplace. By ensuring that electronic components are responsibly handled and recycled through certified partners, UEMS helps prevent harmful materials from entering landfills while conserving valuable resources. The strong participation from our staff underscores a shared belief that every small action contributes to a cleaner, greener future.

## Collaboration with ItsRainingRaincoats for a donation drive involving recycling

From August 13–22 2025, UEMS partnered with ItsRainingRaincoats, a local non-profit organisation supporting migrant workers, to organise a donation and recycling drive across our offices and project sites. Staff were encouraged to contribute gently used items such as clothes, bags and household essentials, which were then distributed to migrant workers across various communities. Along with this, UEMS also took the opportunity to contribute new kitchen essentials as part of the donation drive.

This initiative not only supported those in need but also reinforced our commitment to circular economy and social responsibility. By giving pre-loved items a second life, UEMS reduced waste while fostering compassion and inclusion within our workforce. The strong participation from employees across departments reflected our shared belief that sustainability goes hand in hand with community care — a value that continues to shape our ESG journey and our efforts to make a positive impact beyond the workplace.

Thank you ItsRainingRaincoats team for the chance to be part of this meaningful journey.



# UEMS ESG Report 2024

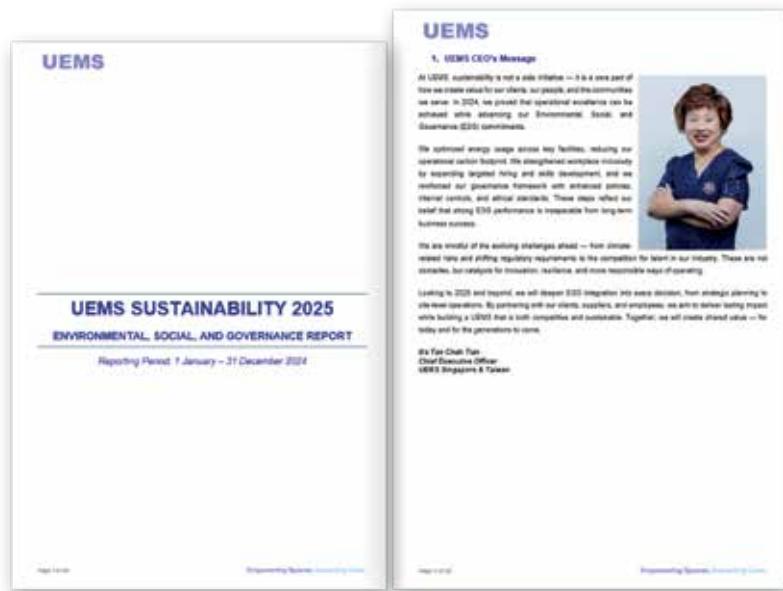
BY SRINIDHI GOPALAKRISHNA

In a significant milestone for our sustainability journey, UEMS has published its first Environmental, Social and Governance (ESG) Report for 2024, marking a major step in our ongoing commitment to transparency and responsible business practices.

This report outlines our initiatives, performance, and progress across key sustainability pillars — from reducing carbon emissions and advancing resource efficiency to promoting employee well-being and strengthening governance standards. The report also aligns with the commitments made under our SIFMA Net Zero Organisation (SNZO) Gold Plus certification, achieved last year, reinforcing our dedication to continuous improvement and measurable impact.

Through this inaugural ESG Report, UEMS reaffirms its pledge to support Singapore's

Green Plan 2030 and to build a more sustainable, inclusive, and resilient future for the communities we serve.



## Collaboration with Partners on ESG

BY SRINIDHI GOPALAKRISHNA

As part of our Supplier Engagement Programme (SEP) 2025, the UEMS Sustainability teams visited the Alsco Uniforms, one of our key supplier partners, to deepen collaboration on environmental, social, and governance (ESG) practices. The visit provided valuable insights into Alsco's sustainable production methods, waste reduction initiatives, and commitment to responsible resource management — all of which align closely with UEMS's sustainability objectives.

Through such engagements, UEMS aims to strengthen partnerships that extend our ESG values across the supply chain. By working hand-in-hand with suppliers like Alsco, we are not only ensuring compliance with our Green Procurement Policy but also fostering innovation and shared responsibility in achieving a low-carbon, sustainable future. This collaboration exemplifies how partnerships can drive meaningful impact and support our collective goal of contributing to Singapore's Green Plan 2030 and beyond.



# The AI Hackathon That Changed How Finance Thinks

BY JOSEPH CHAN, LOO FUNAN, ASHLEY TEO & ESTHER YEONG

When you think of finance, you likely picture spreadsheets, audits, and compliance—not creativity or experimentation. Yet, during our company's recent Tech Week, the finance team ventured into unknown territory, surprising everyone, including themselves.

## A Hackathon Built for Speed

The highlight of Tech Week was a four-hour AI Hackathon, designed to spark innovation across functions. Teams had a limited time to tackle a real business problem, prototype a solution, and present it, celebrating creativity and the practical application of new technology.

## A Finance Team Steps Out

For the finance team, this was unfamiliar ground. Our work is anchored in structure and control using NetSuite ERP. We saw the hackathon as a chance to test how AI could help us move faster and, crucially, think differently. The challenge we chose was manpower resource allocation, a tedious process involving endless back-and-forth communication and manual updates. We wondered if this could be done smarter.

## Inspiration from Gaming

The core idea clicked quickly, drawing inspiration from gaming and ride-hailing apps. The team envisioned a simple system to match available manpower with open work slots. Users would book a shift like booking a car. The interface was designed around a "guild" concept, where users picked up "quests" (shifts). Completing a quest earned points, adding an element of fun to logistics.

## Four Hours of AI-Powered Collaboration

Once the timer started, the team fully embraced AI as a partner. Generative tools were used heavily to brainstorm the concept, generate design layouts and code, and prepare the presentation slides. The result was a functioning prototype app produced in just under four hours.

When the results were announced on the week's Friday afternoon, the finance team's app took home first place.

## More Than a Win—A New Perspective

Winning felt great, but the lasting impact was the change in mindset. The experience proved that finance can be both analytical and creative. It showed how teamwork, imagination, and modern technology can deliver meaningful results rapidly.

The event sparked deeper reflection: how can AI help finance make faster, smarter decisions? Could gamification improve engagement in other dry areas? What if innovation was routine, not an annual event?

## Rethinking the Role of Finance

While ERP systems like NetSuite remain central, the hackathon reminded us that technology can do more than automate; it can inspire new ways of working. The finance team's journey was about redefining the finance function. It showed that innovation belongs to anyone willing to ask, "What if?"

The AI Hackathon didn't just produce a prototype. It sparked a quiet revolution in how finance professionals see their role—not just as stewards of numbers, but as builders of solutions for the business.

# Empowering Growth Through Easy Learning

BY GRACE SIONG

Learning is a journey – one that grows with you. This year, we introduced new learning initiatives to make learning more engaging and accessible for our people!

## eLearning Pocket – Learning on the Go

eLearning Pocket brings learning right at your fingertips! It has been designed with flexibility in mind, allowing learners to access bite-sized learning anytime, anywhere. Whether it is during a coffee break or while commuting, learning is now made easy.

## New Joiner Orientation – A Warm Welcome to UEMS

Starting a new job in a new environment can be exciting and overwhelming.

Our revamped New Joiner Orientation programme aims to help our new colleagues feel comfortable and transit smoothly into their roles.

Through orientation programme, they gain a better understanding of the Company, such as the core values, policies and procedures and resources available for them. Most importantly, allowing them to interact with one another and an opportunity to meet other department representatives who will be sharing on their respective functions.

## Onsite Learning – Learning Beyond the Desk

We have introduced onsite learning for our new joiners to understand the different services at the different sites. During the site tours, they get to see how daily operations are managed and the hands-on learning experiences further deepen their understanding. Seeing things firsthand turns learning into a real-world experience!

With every new initiative that helps our people learn, grow and connect, we look forward to discovering even more new ways to grow and shine together in the year to come!



# Driving Brand Harmony in Service Quality Excellence Across Sites

## UEMS Solutions – Delivering Care with Dignity, Every Time

BY SUSAN WONG

In today's healthcare environment, consistency is more than standardisation – it's trust made visible.

At UEMS, service quality excellence is at the heart of everything we do. Across all our hospital sites, Alexandra Hospital, Khoo Teck Puat Hospital, Sengkang General Hospital, National University Hospital and beyond, we are uniting teams – be they from Visitor Management, Meal Service Associates, Housekeeping or Portering, among others to deliver consistent, empathetic and high-quality service that reflects our brand promise. With every frontliner across every site we serve, we see not just a role, but a living reflection of our brand promise.

Collaborating closely with our site teams, the journey towards brand alignment took a significant step forward with the UEMS portering team at National University Hospital participating in the "Creating GEMS Impressions" session in September 2025.

Observing product trainings and engaging in discussions with various site managers have been invaluable in

gaining firsthand insights and understanding the voices from the ground.

Our focus is on creating One Brand, One Voice, One Experience through:

1. Unified Service Language – The GEMS (Greet – Empathise – Manage – Serve) approach woven into every interaction.
2. Aligned Behaviours & Standards – Defining what "UEMS Quality" looks like in daily actions.
3. Shared Training Framework – One curriculum, one tone, one set of service expectations.
4. Celebrating Brand Ambassadors – Recognising those who live and breathe our service values.

When our people, visuals and service tone align, we don't just achieve consistency.

We build confidence, pride, and a sense of belonging that strengthens our brand from the inside out.

*"It's not about looking the same everywhere.  
It's about feeling the same everywhere."*



# The LMS Evolution: Redefining Training for Tomorrow

BY PETER HO

Since its introduction in 2020, the Learning Management System (LMS) has served as UEMS's primary platform for tracking training attendance and housing externally developed training materials. However, a review in late 2024 revealed low utilisation. Many key features were underused, resulting in the LMS becoming an underleveraged resource.

In early 2025, the Quality & Training Team initiated a transformation journey to revitalise the system, ensuring it becomes an accessible, intuitive, and future-ready solution. This transformation marks the evolution of the LMS into the Training Management System (TMS), designed to be a one-stop hub for all training operations in UEMS.

## Phase One – Digitalising the Training Backbone

Phase One focuses on building a fully digitised training ecosystem. Every operative is assigned an electronic training folder capturing all milestones from onboarding to annual assessments, including:

- Course attendance
- Competency tests
- Job skill assessments
- Refresher training records

This goes beyond simply going paperless. The TMS is designed to intelligently manage learning progression. The system synchronises training records across the platform and automatically flags due dates, completion milestones and competency gaps. This technology-led approach reduces manual workload, minimises human error and increases capacity for the training community to focus on impactful learning delivery.

## Phase Two – Empowering Learners, Elevating Experience (Q1 2026)

Phase Two will leverage the existing TMS architecture to



introduce a learner-centric platform. This phase aims to enhance engagement and accessibility through:

- A central repository of digital training materials
- Bite-sized learning modules with built-in assessments
- Gamified microlearning to complement face-to-face training

While traditional classroom training remains the cornerstone of our approach due to our operational context, technology will serve as a powerful enabler to reinforce retention, flexibility and continuous upskilling, ultimately elevating training efficacy across UEMS.

## Empowering Trainers and Driving Leadership Growth

This initiative also serves as a leadership development platform for our trainers.

- Phase One is led by Ms Sahlida, Housekeeping & Stewarding Trainer at Alexandra Hospital.
- Phase Two is driven by Ms Giogio, Portering & Housekeeping Trainer at Sengkang General and Community Hospital.

These project leadership roles empower our trainers to broaden their competencies, lead strategic initiatives and grow as future leaders in the training profession.

## Charting the Future: Data, Analytics & AI

This transformation is just the beginning. The TMS lays the foundation for future innovations powered by Data Analytics and Artificial Intelligence. These emerging technologies will further revolutionise how we assess training performance, predict skill needs and personalise learning journeys.

The future of training at UEMS is not just digital. It is intelligent, integrated and transformative.

*Stay tuned for the next chapter of this evolution!*



# Soft Touch by the Leaders

BY KEE HUI YANG

Soft-touch leadership is more than a management style — it builds trust, engagement, and motivation across teams. When leaders show empathy, listen actively, and care genuinely, people feel respected, valued, and inspired to do their best.

In our department, we practise this approach through several initiatives. Our monthly on-site meetings provide a safe space for staff to share ideas and concerns, while leaders offer constructive feedback and support. This open dialogue helps everyone feel heard and empowered.

We also take time to strengthen connections through simple gestures, such as personally delivering takeaway meals to staff at the hotel. These informal interactions foster rapport and teamwork. In addition, house visits allow us to ensure staff live in safe, healthy environments — demonstrating that we care about them as individuals, not just employees.

These efforts have led to stronger morale, clearer communication, and a greater sense of unity. When practised sincerely, soft-touch leadership turns the workplace into a community where people truly thrive.





## Amara Hotel Singapore

UEMS was awarded the contract for both Public Area Cleaning and Room Attendant Service in the month of October 2025. The team made significant improvement to the cleaning standards at Amara Singapore. I would like to thank UEMS and the team of staff deployed to Amara and look forward to working closely to serve our guests.

~ **Sarah Goh, Executive Housekeeper**

## KTPH HSK

"Would like to specially mention Ming Hui. Her friendly and cheerful presence is seen everyday, as she will greet the staff enthusiastically. She also upkeeps the area very well, and is very meticulous yet efficient. Appreciate the cleanliness in our pharmacy and toilets."

~ **Esther, Staff from KTPH**

"Your staff exceeded expectations with his exceptional cleaning service. Notably, he took the initiative to neatly arrange items on the tables, going above and beyond their regular duties. His attention to detail and commitment to excellence are truly appreciated. Please extend my gratitude to him."

~ **Hanafi, Staff from KTPH**

## Singapore Land Tower

"Dear Management,

As part of my one week Business Trip to Singapore staying at my employers office in the Singland Tower, the two ladies at the Concierge Desk, Jennifer and NurSyairah have been so helpful to get me entrance to the building that I need to tell you this by sending this email! Both have been shining like the sun in the morning when I arrived at the building and needed their help again. You can be very proud having two such nice ladies at the Concierge Desk which makes life much easier for a stressed businessman like me!"

~ **Marcus Kristan from DZ Bank**

"Dear Tenant Relations team,

I would like to take a moment to compliment the front desk team for their professionalism. Over the past few days, I observed them being extremely helpful and diligent in assisting both visitors and tenants, always taking initiative in their roles. Their warm smiles truly help brighten people's day.

Despite this week being a transition period, they adapted quickly, thanks in part to the support of Jennifer, an experienced team member at SLT.

It is certainly not an easy task, especially when dealing with challenging issues such as app issues or turnstile concerns. A big shoutout to the team for handling everything with poise and doing their best."

~ **Keynes Yeo, Founding Partner**

## Marina Bay Financial Centre (MBFC)

"I would like to compliment MBFC Tower 1 staff, Siti. She is very gentle and patient and works actively and efficiently. She is 'smoothing' my way to office every day! Thanks a lot!"(a stalk of flower is attached to this compliment)

~ **TEC Tenant**

"To the MBFC Tower 2 team (Faris, Qirah, Nelton and Eka), you are all wonderful people! Coming to work for the past 3 months has been seamless and flawless every single day. My day is brightened when I am greeted with a warm smile on their faces each morning and it makes me really happy! Thank you!"

~ **BHP Interns**

"It's my last day working in S&P Global today as a receptionist. I would like to take a moment to express my heartfelt thanks to the concierge team at MBFC Tower 3 for their outstanding service during my time here. They have consistently gone above and beyond to ensure everything runs seamlessly. It's truly such an exceptional team. Thank you for making my experience here so memorable!"

~ **Ex-tenant of S&P Global**

"Hiysham and Akhim of MBFC Tower 3 were so helpful and always supportive. They are always available and ready to help, including taking us and our guests to our floors."

~ **OKX Tenant**

"Good day. I would like to commend Ms. Chan Yean Khin, our ward HA, for her dedication and strong work ethic. She consistently ensures that patient meals are served promptly, and cardiac tables are cleared efficiently. She takes initiative to ensure essential items such as PPE are always readily available for use."

Ms. Chan has also shown great initiative and willingness to learn, especially during the implementation of the eMOS ordering system. Although she was initially hesitant to approach patients regarding their meal orders, she made the effort to adapt, learn the process, and seek feedback on how to improve.

Her reliability, diligence, and positive attitude have made a meaningful impact on our ward operations. I would like to sincerely acknowledge and appreciate her commitment and valuable contribution to the team."

~ **Berlyn, Staff from Alexandra Hospital**

"Hi AH,

I would like to express my heartfelt gratitude to all medical, nursing, allied health, housekeeping and hospitality staff in AH ward 13. Everyone works so hard to deliver exceptional care.

Medical team in every hospital is always busy but the Drs in AH have been wonderful in directing care and communicating with NOK regularly.

Despite Dad (and perhaps myself) being difficult at times, ward 13's nurses always remain professional, compassionate and dedicated; same goes for the OTs, PTs and MSWs.

I also appreciate how discharge planning is done from Day 1. The hospital is very well-organised, everyone knows what they are doing.

The hospitality staff who bring in Dad's food everyday are always courteous and thoughtful – once I requested Kopi-O instead of Milo for afternoon tea and from then on Dad is always served Kopi-O. My dad is on fluid restriction due to kidney disease and one time I brought his jar to the pantry area to fill up, and a hospitality staff very gently and kindly asked if I have checked with the SN in charge regarding his fluid intake. I think it is great that she is not afraid of speaking up in the interest of patient care.

The patients' bedside tables are always kept clean and tidy. The wiping down and sanitisation process of the bed frame and mattress after patient discharges is also being followed through carefully.

Once again, please assist to convey my gratitude to everyone in ward 13 and let them know that their hard work does not go unnoticed and they are so, so appreciated. Thank you for serving the community."

~ **Next of Kin of Patient**

## Singapore General Hospital's Visitor Management Service (VMS)

"I registered at Block 5 to visit Ward 58, Room 22. Both staff (Tiffany Kweh and Siti Salhit) of your Visitor Management team were both very kind and helpful. They are indeed the ASSETS of SGH!"

~ **Relative of Vaithinathan Appasamy**

"Thank you so much to the VMS team at Blk 2&3 Information Counter (Chan Fatt Ky, Haini and Nurhuda) for the excellent & graceful service manners and angel service rendered to me!"

~ **Chng Guan Kiang, SGH Patient**

"VMS Staff Ranjit Kaur is a very helpful and caring staff who always goes an extra mile to help. Her effort is commendable!"

~ **Santheep Singh, SGH Patient**

"VMS Staff Mary Anne is a very sweet and kind and helpful girl. Please keep up the good job always!"

~ **Jo Goh, Caregiver**

## One Raffles Quay

"Great Service! Staff was nice and helpful! Shoutout to Liana from One Raffles Quay for always remembering my preferences and being such a funny and enthusiastic staff. Keep up the good work!"

~ **Fitness First Tenant**

"To All staff of One Raffles Quay, everyone has been so friendly and courteous! So far so good. Keep it up!"

~ **Sumitomo Tenant**

"Nazree from One Raffles Quay has been amazing in handling my queries and help go the extra mile to help me search and locate a company that was relocated. He is also so pleasant and professional. Seeing me perspiring, he offered me water and further help. Keep up the awesome work!"

~ **Visitor who was looking for a company that has relocated**

# Heritage in the Spotlight, A Night to Remember!

BY GRACE SIONG

The Annual UEMS Dinner & Dance held on 28 November 2025 was a vibrant celebration of heritage, color, and unity! Dressed in attire from different cultures, everyone brought the theme of Cultural Heritage to life with style and spirit.

The night was filled with laughter, games, delicious food and of course, the highly anticipated lucky draws, where excitement reached its peak! Congratulations to our Best Dressed winners as well for adding extra sparkles to the event. It was a special night to remember!

As we wrap up the year, we extend our appreciation for the wonderful year filled with memorable moments, inspiring stories, and amazing people at UEMS. Cheers to an even more successful and brighter year ahead!







## Celebrating SG60: A Taste of Tradition and Team Spirit at the Office

BY AGNES CHIO

This year, our office came together to celebrate Singapore's 60th National Day – SG60 with a vibrant mix of heritage, fun, and unity, with a spread of traditional local snacks.

The highlight of the day was a Singapore History Quiz, where teams tested their knowledge on everything from our founding years to iconic landmarks and cultural trivia. The friendly competition brought out the best of our team spirit with plenty of cheers, laughter, and a few surprising facts along the way!

The SG60 celebration reminded us of what makes Singapore special – our diversity, resilience, and shared identity. It was a meaningful and enjoyable way to honour our nation's journey while strengthening the bonds within our office community.

Majulah Singapura!

