

UEMS TIMES

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WE ARE CELEBRATING OUR

35th

ANNIVERSARY

A CORAL YEAR STRONGER TOGETHER



THOUGHTS FROM
THE LEADERS

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UEMS

UEMS SOLUTIONS PTE LTD

Powering Ahead in Year 2024 and Beyond

CELEBRATING UEMS SINGAPORE'S 35TH ANNIVERSARY

18 October 2023 was an extraordinary day for all of us, as UEMS was founded exactly 35 years ago. On this momentous day, we celebrated our 35th anniversary and reflected on our journey, successes and achievements. Throughout this incredible journey, we have achieved much as a team and you have demonstrated a very strong commitment to technology, service excellence, innovation and the relentless pursuit of continuous improvements. The strong dedication of all staff to providing quality services and passion to do well has enabled us to be a leading technology-driven healthcare support and IFM provider today.

OUR VERY OWN TECHNOLOGY TEAM IN ACTION

On the technology front, the second half of 2023 was filled with significant activities. It was marked by collaborations aimed at enhancing the capabilities of our flagship product, *UETrack™*. We formed several strategic partnerships with various companies, including eTatung Technologies, an IoT company from Taiwan, Digile, which provides products and services under the digital twin model and BIM simulation services. This was followed by a key partnership with Evercomm, which provides emission reporting and energy optimisation technology. UEMS deeply values these collaborations, recognising them as key drivers in our quest to offer a more robust, efficient and sustainable *UETrack™* to our clientele.

UETrack™ - ESG was launched in the second half of 2023 with the objective of heightening awareness and providing information to our staff on ESG practices. The initiative focuses on educating our team about sustainability and its importance in our everyday lives. Moreover, the app plays a crucial role in tracking and recording the carbon footprint of our staff, a critical step towards understanding and reducing our environmental impact.

One standout feature of *UETrack™* - ESG is its Challenge function. This feature encourages staff participation in various activities and initiatives that contribute positively to our ESG efforts. By engaging in these challenges, staff can make a tangible impact on our sustainability goals. We are thrilled about the potential of *UETrack™* - ESG and its current offerings. Looking ahead, we are committed to continuously enhancing

“The strong dedication of all staff to providing quality services and passion to do well has enabled us to be a leading technology-driven healthcare support and IFM provider today.”

the app with more features in future updates, further solidifying our dedication to sustainability and responsible corporate practices.

We had the inaugural Techweek 2023, a promising and refreshing initiative by our very own Technology Services team at UEMS who had successfully orchestrated the inaugural week-long event that spanned across the entire company. This vibrant and engaging week was packed with a diverse array of activities, each designed to foster a sense of community and to celebrate technological innovation at UEMS

AWARDS AND CERTIFICATIONS

This year, I am also pleased that our staff have received the Environmental Services (ES) Star Award and the Environmental Services (ES) Achievement Award by the National Environment Agency (NEA). These are national awards accorded by the NEA. My heartiest congratulations to 2 of our staff, Ms Roszian Binte Roslan (Senior Infection Control Nurse) and Ms Azrah Banu Bte Mohd Sultan (Housekeeper), who have received the ES Star Awards at the Clean & Green Singapore (CGS) Day 2023. The ES Star Award is a top-tier award presented to exemplary ES employees across the three sectors (cleaning services, waste management and pest management) in three categories (frontline, supervisory and operations support). Award recipients are recognised for their exceptional service excellence, good teamwork and leadership, proactive attitude towards upskilling and outstanding contributions to innovation, productivity and environmental sustainability. Also, congratulations to staff who have won the ES Achievement Award.

Congratulations to UEMS for being awarded the “Best Certified Facility Management Company” at the Singapore International Facility Management Association (SIFMA) Facilities Management Expert Summit (FMES) 2023. This award is given to a Certified Facility Management Company who has the highest number of Certified Facility Management Expert in the last 2 years.

For the 9th consecutive year, we have successfully renewed our Clean Mark Gold Award under the National Environment Agency (NEA) Enhanced Clean Mark Accreditation Scheme.



This year, UEMS boldly embarked on a new ISO 37001 certification journey and further demonstrated our strong commitment to preventing bribery, ensuring anti-bribery measures are integrated into the organisation's overall management system. We have successfully completed our surveillance audits for all our ISO certifications – namely, ISO 27001, ISO 45001, ISO 22301, ISO 9001, ISO 14001 and successfully renewed ISO 41001. These certifications strongly emphasise UEMS' commitments on our quality assurance to all stakeholders.

As part of our annual tradition, we commemorate and honour our long-serving staff for their dedication, commitment and loyalty and have also shaped and contributed towards the Company's successes over the years at our Long Service Award Ceremony. Congratulations to more than 500 staff in their 3rd, 5th, 10th, 15th, 20th and 25th year anniversary who have achieved this very significant milestone in their career.

SIGNIFICANT EVENTS

We have the great honour of having Mr Syahrudin Samsudin, MD/CEO of UEM Edgenta Berhad, joined us for the very first time in our UEMS Singapore & Taiwan Work Plan 2024 in Bangkok. We were all very inspired and encouraged by his presence. Both the management teams and key managers came together to review the business, cross-shared each country's best practices, shared work plans of every department and focused on measures to achieve FY 2024 Key Performance Indicators.

We also had numerous corporate events, including the launch of the inaugural ESG Day, Health & Safety Week and Safety Day and events in collaboration with clients to commemorate special occasions and celebrate successes. We also continued to embark on constant staff communication and engagement over several platforms both in HQ and in the facilities across all levels.

As part of our Coral year's celebration, we ended the year with our annual Dinner & Dance with the theme "Glamorous Black & Gold" on 29 December 2023.

GIVING BACK

Giving back through our "UEMS Hope Bundles" programme was a corporate social responsibility initiative, in collaboration with Lions Befrienders. It provided an opportunity for all staff to come together amidst their busy schedules and contribute to the community by distributing care packs to 1,000 families.

DEEPEST GRATITUDE TO ALL STAFF

As always, I would like to take the opportunity to express my deepest appreciation for each and every one of you. The extraordinary year of 2023 has been a testament to your dedication, resilience and unwavering commitment to excellence. Your strong commitment, hard work, innovation, creativity, perseverance and determination have not only driven greater success for us today but have also inspired all of us.

Despite the tremendous challenges we faced, you tackled every obstacle with passion and perseverance, turning hurdles into opportunities and setbacks into stepping stones or learning experiences. Your passion for what you do and the teamwork you share have created an environment that fosters continued growth in UEMS Together, we have achieved significant milestones that once seemed impossible and that is possible because of your unwavering support, relentless efforts and never-give-up attitudes.

All of you have made a difference through your contributions to our success story today. Collectively, with the "can-do" attitudes, you have propelled us forward and made this year an all-time high in business.

THANK YOU TO OUR CUSTOMERS

The year continued to be marked with numerous challenges and I thank you for your patience and understanding, which have been invaluable to keep us going. We are humbled and deeply appreciative of the confidence and trust you have shown us. Your unwavering support all these years has been the reason for our success and we would like to express our heartfelt appreciation for choosing us as your service provider or continuing to be your service provider.

Your feedback in our partnership has been instrumental in enabling us to strive towards continuous improvement and innovation, spurring us each time to enhance our services.

We sincerely highly value the partnerships we have built with each one of you and are committed to enhancing our service quality to better serve your evolving operational needs in the new year. I would like to thank you for being an integral part of our journey. Your unwavering support is crucial as it motivates us to excel and we eagerly look forward to continuing this journey together in the new year ahead.

2024 – NEW YEAR, NEW RESOLUTIONS

As we begin the new year, let us continue to have this spirit of collaboration, resilience and determination. Your dedication continues to be the bedrock of our success, enabling us to accomplish greater things and achieve new successes together. I am extremely excited and zealous about all the possibilities that lie ahead as we continue to work together to realise our new goals and objectives. I look forward to working closely with each and every one of you in powering ahead in 2024.

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

TAN CHEH TIAN (Ms)

Chief Executive Officer
UEMS Singapore & Taiwan

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



UEMS Business Service

(Full Suite of UEMS Services)

BY ZHANG QIANG

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

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

Soft IFM Services – Environmental Services

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

Soft IFM Services – Support Services

- Portering Services
- Health Attendant Services
- Visitor Management Services
- Other Support Services (Admin Support, Security Services, Event Management, Logistic Support, Occupational Safety and Health Management, Contract Management, Financial Management, etc.)

Hard IFM Services

- Facilities Management Services
- Mechanical & Electrical Maintenance Services
- Managing Agent Services
- Fire Safety Management Services
- Defect Management Services
- Energy Management / Green Mark Management Services
- Project Management and Consultancy Services
- Smart FM Solutions

Specialised Services

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

New Project Wins and Success

New Wins -

New Contract – INSEAD IFM Services

BY SYLVIA ZHANG

UEMS is extremely delighted to be awarded an Integrated Facilities Management (IFM) contract for INSEAD Campus and Residences.

INSEAD is one of the world's leading and largest graduate business schools that offers their participants a truly global experience. Since its opening in 2000, its Asia Campus in Singapore has received numerous international students, executives, top scholars and practitioners. INSEAD Residences has 126 rooms reserved for the Executive Education and Executive Degree participants, visiting staff and faculty.

We are thrilled to add this project to our IFM track record. With our extensive and established success in providing Hospitality services, we strongly believe we have the capabilities to perform an excellent job in effectively maintaining INSEAD Residences. We look forward to providing high-quality services for INSEAD Campus and Residences.



New Wins -

Raffles Quay Asset Management Concierge Services

BY CHRYSTALBELLE TEE

In an era marked by rapid technological advancements and constantly evolving market dynamics, staying ahead of the competition is essential for any business. It is with great pride that we share our recent new project win for the provision of Concierge services to Raffles Quay Asset Management (RQAM), which includes Marina Bay Financial Centre (all 3 towers, including underground retail spaces) and One Raffles Quay.

Our successful expansion into the realm of high-profile Grade 'A' Office Buildings signifies a pivotal milestone in our journey, one that would not have been possible without the trust and confidence vested in us by RQAM.



We are profoundly appreciative of the faith they have shown in our capabilities. This strategic new win not only reaffirms our commitment to excellence but also reinforces the unwavering pursuit of client satisfaction.

Our approach to this partnership is more than just a service agreement. It is a commitment to enhance the overall experience for tenants and visitors within these prestigious properties. By offering cutting-edge technologies and personalised services, we aim to create an environment where visitors feel truly valued. Our experienced team is dedicated to delivering a seamless and memorable experience, to help RQAM maintain a distinctive competitive advantage and uphold the impeccable service rendered to visitors.

As we embark on this exciting new chapter, we look forward to building a strong and collaborative long-term service partnership with RQAM and contribute to the ongoing success of these iconic properties in the heart of the bustling Central Business District (CBD) area.

New Wins -**Shangri-La Singapore Public Area Attendant Housekeeping Services Contract**

BY GRAYSON TAN

The Shangri-La Singapore is a five-star deluxe hotel situated near the world-renowned shopping belt on Orchard Road. It is a refreshing city hotel with lush gardens in a peaceful, luxury resort setting, despite being in the heart of the vibrant city of Singapore.

We are very elated to share that we have successfully won the 2 years contract with Shangri-La Singapore for the provision of Public Area Attendant housekeeping services. The team is fully committed to win this tender and have been working extremely hard from commencement of the tender with constant follow-up, proposing innovative solutions and technologies and fulfilling Shangri-La's requirements. With this new win, it is another step forward in our goal to be a leading services provider in Singapore. This win further strengthens our Housekeeping capabilities in the Hospitality sector which we aspire to scale to new heights. Shangri-La Singapore provides an excellent track record for us to leverage and win more Hospitality projects in the near future.

We greatly appreciate Shangri-La Singapore for believing in UEMS and trusting us to provide them with our best service quality. Apart from this win, we are confident that this will open the door for us for a closer collaboration with Shangri-La Singapore in other services.

**New Wins -****NUS College Green Managing Agent Contract**

BY FOO SU YUN



We are delighted to receive the award of the Managing Agent contract for College Green.

College Green, also known as Dunearn Road Hostels, is home to the National University of Singapore's (NUS) international graduate students from over 50 countries. Located just a stone's throw away from NUS's Bukit Timah campus, it is a convenient on-campus accommodation with well-equipped facilities and a serene landscape.

We would like to express our sincere gratitude to the client for entrusting us with this project. We will certainly strive to deliver our best services in this new partnership and we look forward to working closely with NUS to make this project a success.

New Wins -

New Contract – NESTLÉ EIGHTRIUM & R&D CENTRE

BY SYLVIA ZHANG



UEMS is thrilled to share that we have been awarded the Housekeeping contracts for Nestlé Singapore at Eightrium @ Changi Business Park and R&D Centre at Quality Road. Nestlé was founded in Switzerland in 1905 and is the world's leading nutrition, health and wellness company today. Nestlé is an international brand that operates in more than 80 countries worldwide currently.

With this new Housekeeping contract, we will be managing both Nestlé's headquarters at Eightrium @ Changi Business Park and its R&D Centre at Quality Road where the development of NESCAFE white coffee and the globally recognised MILO resides. We are dedicated to providing the best service quality to Nestlé. Since the award of the contract, our Operations Team has been working relentlessly to mobilise this project and ensure smooth operations.

New Wins -

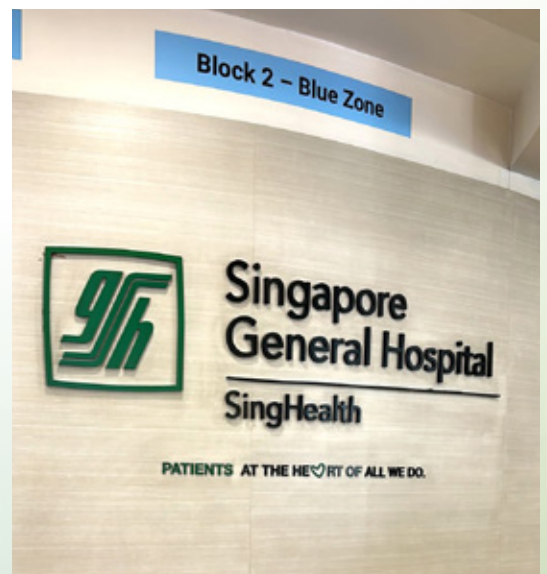
Singapore General Hospital Inpatient Meal Services Contract

BY GRAYSON TAN

We are ecstatic to announce that we have clinched a new 5-year contract with Singapore General Hospital (SGH) for the provision of manpower and management of Inpatient Meal Services in Singapore General Hospital (SGH) and Outram Community Hospital (OCH). It marks the end of a long journey since the launch of the tender to the award, with many rounds of clarifications, meetings and with the support of management and operations team, our efforts have finally paid off.

Singapore General Hospital is the largest acute tertiary hospital in Singapore and is ranked among the world's best hospitals. It provides the most comprehensive patient-centred care with over 50 clinical specialities at its campus. With this contract, our Meal Service Associates will offload this portion of the nurse's work, thus freeing up the nurses to focus on patient care.

It is a strategic win for UEMS as this is a brand-new service and this is also the first contract for this service outsourced by a Public Healthcare Institution (PHI). With the benefit of first mover advantage, UEMS is well-positioned to establish a high-quality service standard to SGH. We are excited to expand our service offering in the healthcare sector and build up our capabilities in this area. This opportunity also enables us to strengthen and cement our relationship with SGH. We are thankful to SGH for entrusting us with this opportunity and are dedicated to providing the best service to the hospital.



Renewal Wins - SingHealth Portering

BY GRAYSON TAN

We are very glad to share that we have successfully renewed our contract with SingHealth for the provision of Portering services. With the renewal, we have extended our partnership with Changi General Hospital (CGH) and Sengkang General Hospital (SKH) for the next few years. We will continue to provide high standards of service to both CGH and SKH to support the daily operations and ensure smooth operations throughout the contract tenure.

This renewal would not have happened without the excellent team effort from the site teams at CGH and SKH. This win is a testimony to the high standard of service we have upheld in our Portering services to SingHealth. The CGH and SKH teams will build on this success and continue to provide service quality and support to the clients.

We would like to thank CGH and SKH for trusting UEMS to deliver the highest service standard in this renewal. We would also like to thank our CGH and SKH staff for their pertinacious effort in providing quality service at all times and making this renewal a success.



Renewal Wins -

National University Health System Kitchen Stewarding Services Contract

BY GRAYSON TAN

We are delighted to announce the successful contract renewal with National University Health System (NUHS) for the provision of Kitchen Stewarding and Ward Pantry Services. With this renewal, we have affirmed the continuation of our Kitchen Stewarding services at Jurong Health Campus (JHC) and Alexandra Hospital (AH).

Since 2021, our Stewarding team has put in tremendous effort to ensure the operations run smoothly and in an orderly manner. With a committed and dedicated team deployed in NUHS, we have maintained a very strong and cohesive working partnership with them. Despite the challenges, the team will continue to provide their best quality service to NUHS in the coming years.



We greatly appreciate NUHS for believing in us and entrusting their Kitchen Stewarding services to UEMS. We would also like to thank all the hardworking and committed UEMS staff for their utmost effort to make this renewal possible.

Renewal Wins - Khoo Teck Puat Hospital & Yishun Community Hospital Portering Services Contract

BY GRAYSON TAN



We are delighted to announce that we have successfully renewed our contract with Yishun Health for the provision of Portering services to Khoo Teck Puat Hospital (KTPH) and Yishun Community Hospital (YCH). We have commenced Portering services at Yishun Health in 2019 and over the years, we have established a strong collaboration with our partners at KTPH and YCH.

This successful contract renewal demonstrates our solid performance in Portering operations. In early 2023, we have successfully supported Yishun Health in the implementation of their Next Generation Electronic Medical Records (NGEMR). We will continue supporting KTPH and YCH with our best effort to build a long-lasting service partnership.

We would also like to express our gratitude to our Yishun Health partners for their staunch support over the years and confidence in our abilities to deliver service quality. We also wish to thank our Portering team at Yishun Health for their unwavering dedication in high service standard provided to KTPH and YCH since the commencement of the contract. We look forward to continuously serving Yishun Health through the contract period with our strongest commitment.

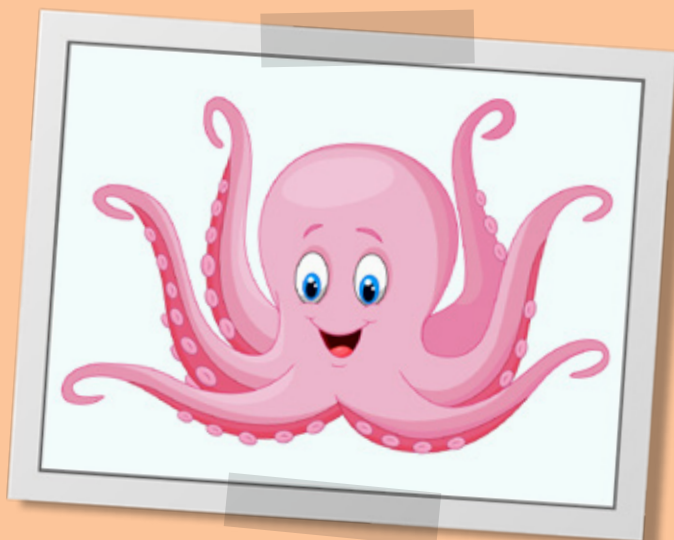
Thoughts from the Leaders

A Rare Opportunity to Experience Formative Work Years

BY TAN CHEH TIAN

I recently reflected on my entire career journey, starting from my graduation more than 25 years ago. One of the most enjoyable moments has been the chance to connect more often with various stakeholders, gaining a deeper understanding of the details and challenges faced by different parties. Sometime in Q3 2023, for about three months, I had the unique opportunity to delve into this experience further. I had to cover the duties of my team members who either took immediate leave or left due to attrition, all at the same time. This resulted in me assuming multiple roles immediately, akin to starting multiple brand-new jobs.

Recalling the experience, I immersed myself in the intricacies of things, swiftly settling into my new roles and responsibilities with full passion even though they were only covering roles. Simultaneously, I worked towards doing well for these new responsibilities, on top of my existing ones. I don't just believe in skimming the surface of an issue or going through the motions; I delve into the undercurrent and aim to understand the micro details in most areas. Though this approach needs tremendous efforts and time, it enables me to seek for viable and sustainable solutions, continuous improvements and the initiation of new initiatives. Collaborating more closely with team members, I consider myself extremely fortunate as they have been supportive and cooperative, especially towards new directions, changes, or improvements. Through direct interaction, I discovered the strengths of each team member and found talent within the team. I am proud to say that I have a wonderful team that is doing great work.



I also had the opportunity to communicate regularly with clients to discuss operational matters, an opportunity I may not have had during normal times. I like this engagement, especially when clients give constructive feedback which allows improvements to be made.

Despite the many challenges faced, I thoroughly enjoyed the entire journey during this period, reminiscent of my formative work years when I was always eager to find out more into the details and be inquisitive. In conclusion, I believe I have passed this period with flying colours if I have to make an assessment on how I fared during this period.

Before concluding this article, I would like to offer advice to all staff performing their roles and responsibilities, including the times when you had to take on any new roles and responsibilities or new tasks from time to time - always be eager to learn, work hard, understand and contribute positively. Most importantly, stay resilient and persevere. In our service business, it is not a walk in the park. However, remember, difficult roads often lead to beautiful destinations.

Finance's Playbook for Corporate Metamorphosis

BY KAITLYNN TAN

In today's rapidly changing business landscape, "metamorphosis" takes on a new meaning. The corporate world is constantly evolving and to stay competitive and relevant, companies must adapt and transform. As the steward of an organisation's resources, finance is crucial in guiding the company through this metamorphosis. In this article, we'll explore Finance's playbook for corporate transition and highlights key strategies and principles that can help our organisation thrive in an ever-shifting environment.

FINANCIAL PLANNING AND FORECASTING

Successful corporate metamorphosis starts with sound financial planning and forecasting. Finance would aim to collaborate closely with other departments to understand the business's current state and future goals. By aligning financial projections with strategic objectives, Finance can ensure the company has the necessary resources to fund its transformation. This will start with regular communication with business units to understand their evolving needs and constraints.

EFFICIENT RESOURCE ALLOCATION

Resource allocation is at the heart of finance's role in corporate metamorphosis. It's essential to prioritise investments and allocate resources where they can have the most significant impact. This requires a deep understanding of the business's evolving priorities and a willingness to reallocate funds as necessary. Finance is planning to roll out a capital budgeting framework in 2024. Stay tuned for updates!

Key Actions:

- Perform a cost-benefit analysis for all major projects and initiatives.
- Continuously review and adjust resource allocations to ensure alignment with strategic objectives.
- Encourage a culture of cost consciousness across the organisation.

RISK MANAGEMENT

Metamorphosis is inherently risky, as it involves change and uncertainty. Finance must take a proactive approach to manage and mitigate risks effectively. This includes identifying potential financial risks, such as liquidity challenges, market volatility and regulatory changes and developing strategies to address them.

Key Actions:

- Establish and integrate a comprehensive risk management framework into the strategic planning process.
- Develop contingency plans for unforeseen financial challenges.
- Stay updated on regulatory changes impacting the business and take appropriate action.

DATA-DRIVEN DECISION-MAKING

In today's data-rich environment, finance professionals have access to a wealth of information that can inform critical decisions. Harnessing the power of data analytics and reporting is vital for a successful metamorphosis. Finance teams should use data to provide insights and recommendations that guide strategic choices.

Key Actions:

- Invest in advanced data analytics tools and talent to extract meaningful insights from financial data. This will be facilitated by the upcoming implementation of our Enterprise Resource Planning System ("Oracle NetSuite Solution")
- Develop key performance indicators (KPIs) that reflect the company's transformation progress.
- Create data-driven dashboards and reports to facilitate informed decision-making at all levels.

COMMUNICATION AND COLLABORATION

Finance does not operate in isolation but is an integral part of the organisation. Effective communication and collaboration are essential to ensure that the finance function aligns with other departments and supports the corporate metamorphosis.

Key Actions:

- Foster strong relationships with other departments and regularly exchange information.
- Act as a strategic partner by providing financial guidance and insights to support the business's transformation goals.
- Encourage open dialogue and transparency in financial reporting.

CONCLUSION

Finance's playbook for corporate metamorphosis is built on adaptability, data-driven decision-making and collaboration. Our role is not just about managing finances; it is about enabling the entire organisation to thrive and evolve in a rapidly changing world. By implementing these strategies and principles, we can be at the forefront of our company's transformation and ensure its continued success. Together, we can guide our organisation through its metamorphosis and emerge stronger, more competitive and better prepared for the future.

Planting Seeds of Kindness at Work

BY KARYN CHENG

In this fast-paced and evolving business landscape, it is easy to lose sight of the importance of kindness. In tandem with our FIRST core values, R for Respect for All, fostering a culture of kindness in our diverse workforce can have a profound impact on both individual well-being and overall team dynamics.

Kindness, when cultivated, creates a positive ripple effect in our workplace. Showing kindness at work through small acts of appreciation and acknowledgement of our colleagues' efforts can go a long way in creating a harmonious work environment. Saying kind words, expressing sincere thank you or giving listening ears to our colleagues may brighten their days and boost their morales during those cloudy days. Even random acts of kindness of checking in or sending encouraging messages to our colleagues could promote a more positive work atmosphere.

It is important that we advocate leading by example and demonstrate kindness in our interactions as our behaviours will set the tone for others to follow. Moreover, kindness extends beyond interpersonal relationships and has tangible benefits for work



productivity and job satisfaction. When we feel valued and respected, we are more likely to engage in work, leading to better performance. This enhances the overall work culture and paves the way for creativity and innovation to flourish.

Kindness begets kindness. Let us strive collectively to cultivate a positive work environment by planting seeds of kindness at work.

Photo image: <https://www.bartoninsights.com/making-difference-whats-ripple-effect/>

The Power of a Leader: Leveraging Team Strengths

BY EILEEN KOH

In leadership, the traditional notion that a leader must have all the answers has evolved. Today, an exceptional leader is distinguished not by encyclopedic knowledge, but by their skill in harnessing the collective strengths of their team.

A leader's role is diverse, requiring adaptability and strategic thinking. While expertise in their field is valuable, expecting a leader to possess all-encompassing knowledge is impractical. This is where the true essence of leadership shines: understanding each team member's strengths and utilising them effectively.

When a leader acknowledges that they don't need to be the sole source of knowledge, a powerful shift occurs. Instead of shouldering the burden of all-knowing, they focus on creating an environment where diverse talents and perspectives thrive. This not only fosters creativity and innovation but also nurtures a sense of ownership and empowerment among team members.

Recognising and capitalising on individual strengths transforms a group of professionals into a high-

performing team. A leader who knows how to assign tasks based on strengths maximises productivity and efficiency. This approach ensures that each member works in their element and cultivates a culture of mutual respect and appreciation.

Furthermore, acknowledging one's limitations as a leader and relying on the expertise of others builds trust. Team members feel valued and respected, knowing that their contributions are integral to the success of the endeavour. This mutual trust forms the foundation of a strong, cohesive team that can overcome any challenge.

In essence, a leader's ability to lead is not solely measured by their knowledge, but by their skill in recognising and utilising the strengths of those around them. In doing so, they unlock the full potential of their team, propelling the organisation toward greater heights of success and achievement. This collaborative approach to leadership empowers team members and lays the groundwork for sustained growth and prosperity.

Human Factors and Ergonomics

BY MARTIN LIM



Human Factors and Ergonomics (HF&E) is a multidisciplinary field that focuses on understanding human capabilities, limitations and behaviours in relation to the design and operation of systems, products and environments. It aims to optimise the interaction between humans and their surroundings to enhance performance, safety, comfort and overall well-being.

The primary goal of human factors and ergonomics is to create designs that accommodate human characteristics, abilities and limitations, rather than expecting humans to adapt to poorly designed systems. By considering human factors and ergonomics during the design process, the goal is to reduce errors, increase efficiency and improve user satisfaction.

Applications of Human Factors and Ergonomics can be found in various domains, including:

- Product Design HF&E principles are used to design user-friendly and intuitive products, ranging from consumer electronics to vehicles and medical devices.

- Workplace Design HF&E is applied to design ergonomic workstations, tools and equipment to reduce the risk of injuries and enhance productivity.
- Transportation HF&E plays a crucial role in designing transportation systems, including aircraft, automobiles and trains, to ensure safety, comfort and efficiency.
- Healthcare HF&E is used to improve the design of healthcare facilities, medical devices and interfaces to enhance patient safety, healthcare provider performance and user satisfaction.
- User Interface Design HF&E principles are employed to design intuitive and user-friendly interfaces for software applications, websites and mobile devices.

In summary, Human Factors and Ergonomics is a field that aims to create designs and systems that consider human capabilities, limitations and behaviours. By applying HF&E principles, designers can optimize the interaction between humans and their environment, leading to improved performance, safety, comfort and user satisfaction.

Continuous Winning Streak!

BY JEREMY VINCE ONG



The second half of 2023 was exciting and enriching for the Hospitality & Commercial Services-Hoscom's team. My team and I had attended numerous site visits, tender interviews, meetings, negotiations, meeting lunches and dinners to renew and close new businesses. It has been a roller coaster ride for many of us in our team as businesses transformed from one to another during these critical years for the newly formed Hoscom division.

For hospitality businesses, we have clinched numerous new projects such as the provision of housekeeping services to hotels such as Studio M Hotel, D Hotel, Citadines Rocher Singapore, Shangri-la Singapore and the newly rebranded Conrad Singapore Orchard formerly known as Regent Hotel Singapore. We have also secured renewals of our housekeeping services for RC Hotels and Conrad Centennial Singapore. Our team has also expanded into a new venture of providing premium concierge services at the renowned Marina Bay Financial Centre starting January 2024, clinching this new business hasn't been an easy journey as the hospitality business in UEMS has merely started only a year ago and the new clients are basing on existing client's review to decide on the award. We are confident in building up

the new team that equipped with polished skills to deliver bespoke service experiences to our clients.

For commercial businesses, we have managed to succeed in renewals of our current projects such as MUFG, DSBJ and Hitachi Home. Hoscom has also clinched and mobilised the new commercial projects such as PCF Sparkletots @ Bishan, Mapletree Industrial @ Pandan, Nestle HQ @ Eightrium, Nestle R&D @ Quality, NTUC CDE, IFM – Siemens Energy & Healthineers and stewarding projects such as Zensho and Chaleur Restaurant. With the latest win, the Hoscom team is fortunate to be assigned to run the IFM project for INSEAD. The world leading school INSEAD provides MBAs and specialised training has awarded the IFM contract to UEMS to manage their hard and soft services.

Riding the recent continuous winning of new contracts, it sets a pace for the team to look forward to new management and expansion. I am heartened and pleased to lead a team of experienced leaders who uphold the company's values to build our promising future ahead this amazing journey. I look forward to many more years of abundance success and opportunities for UEMS.

Continuous Enhancement of Safety Culture in The Specialised Services

BY M. FIRDAUS

Facade maintenance works are not such a project that can be handled by substandard companies or inexperienced personnel. UEMS External Façade Maintenance team has come to set the standard and raise the bar of quality service in the industry through its robust safety management system, continuous improvements and initiatives.

Our UEMS External Façade Maintenance team is a unique entity that offers high safety standard practices in the facade maintenance industry. Our team is passionate about safety and providing ease-of-mind service to every project we undertake.

Due to the high-risk nature of External Façade Maintenance works, robust safety management systems and compliance must be monitored and controlled at all times. The essence of the team is to develop and have continuous enhancement in our expertise, dexterity and the safety culture of the

External Façade Maintenance team. We can confidently say that our External Façade Maintenance has extensive competencies compared to most similar service providers in the market. As of this article, the team internally has the following additional competencies:

- ✓ Specialist Diploma in Workplace Safety and Health
- ✓ Advance Certificate in Workplace Safety and Health
- ✓ Petzl PPE Inspector
- ✓ Building & Construction Authority Façade Inspector
- ✓ Work at Height Rescue
- ✓ ISO 45001:2018 Internal Auditor

Exterior maintenance can be a difficult task that is best left to experienced façade maintenance companies with robust safety management systems. This will put customers at heartsease and be comfortably assured that the projects we undertake will be delivered safely and of excellent quality.



Technology Trends in 2023 – New revolution called Generative Artificial Intelligence (AI)

BY SRINIDHI GOPALAKRISHNA

Most discussions on technology today start and end with Artificial Intelligence (AI) and how it is rapidly changing the world around us. Generative AI has seen a massive uptick in its adoption in the last six months and relatively speaking, it is just getting started.

Some have described this phase of Generative AI as transformational as electricity to humans 100 years ago. Among other things, the year 2023 will be remembered as the pivotal moment when Generative AI transitioned from emerging technology to a cornerstone of mainstream business solutions.

Business leaders must first understand what Generative AI is to gain a competitive edge. Generative AI is a set of algorithms, capable of generating seemingly new and realistic content like text, images, or even audio—from the training data. One popular example that we can relate to is ChatGPT. This is Generative AI at work.

Generative AI has massive implications for businesses—and many companies have already gone live with generative AI initiatives. In some cases, companies are developing custom generative AI model applications by fine-tuning them with proprietary data.

The examples of utilising AI /Generative AI:

- An AI-HR assistant that can seamlessly make onboarding and training of staff.
- Finance – Automating invoice processing and consolidating various finance activities to optimise cash flow.
- Supply chain – Automatically placing orders for below par items, calling tenders to engage suppliers to procure items by correlating data from inventory levels and consumption patterns.
- Technology – Generate application code, verify security and automate several other IT processes.
- Operations – Deploying staff using generative AI prompts to optimise staff roster while ensuring compliance and safety of staff that can lead to increased productivity.

At UEMS, we have taken iterative steps to adopt some of these generative AI models to our businesses that can help us with productivity and better service delivery to our customers. We are working to bring them to you in the coming months.

Onwards Progression with Training

BY MICHELLE LEE

As we conclude the year and reflect upon our good work for 2023, I would like to share our Training Team's effort in training achievement and progression.

In terms of our Continued Digitalisation of Training:

- ✓ Updated and launched the 2023 E-Learning modules: Infection Control, Code of Conduct, Workplace Safety & Health. Mandarin versions of the e-learning modules were also introduced to enhance the training experience. This aids in refresher training and achieve 100% in the learning hours KPI for all Operative staff.
- ✓ Training video resources were developed on key workflows at various sites to facilitate the learning outcomes of Operative staff. With a passion for filming and editing, our Trainer Joe Ng was able to share his expertise with the rest of our Team and enable all to be hands-on when it comes to developing training video resources. Although it is time-consuming and requires creativity, our Trainers derive accomplishment and satisfaction in developing these video resources to benefit of our staff's learning journey.

We will continue to work closely with our Site Leaders and Healthcare Institutions to ensure the completion of required WSQ training for Housekeeping staff in compliance with our NEA Cleaning Licence renewal. As per NEA, the revised licensing framework will be implemented from 1 January 2024 onwards. We will need to meet the new training requirements when we renew our licence in 2024, which means 100% of our Housekeeping staff must complete their WSQ training, 1 mandatory Workplace Safety & Health module and 2 core modules. This revised training requirement will benefit our Operative staff greatly to upskilling and improve their relevant job competency.

How to Survive the Rest of 2023 and 2024 onwards

BY ELIZABETH TAN

Under increased pressure to cost optimise, the Procurement team is expected to "do more with less". With the emergence of priorities for ESG in recent years alongside the function's bread and butter of cost savings, the team must now simultaneously deliver short and long-term corporate goals, while maintaining the maximum levels of operational efficiency. That is no easy task at the best of times and it has been made more difficult by the cacophony of crises businesses have endured in the past few years.

To succeed in the remainder of the year and beyond, procurement professionals have to take suitable actions to transform organisation quickly to address the complexity of today's environment:

- Identify Vulnerabilities - examine categories that could be difficult to source due to a lack of supplier diversity, geography, or other risks. Shifting from just-in-time inventory to just-in-case safety stocks can help to keep vital materials on the shelf.
- Incorporate market feedback - Market feedback from suppliers and the industry can point the way to emerging suppliers, innovative products and improved sustainability opportunities.

- Reduce dependencies - Map dependencies to assess network resilience and potential high-risk categories. Work with business partners to identify alternatives and reduce dependencies in these areas.
- Adopt a control tower approach - Build capabilities for a control tower or central nerve centre to gain real-time visibility. With real-time insights into inventory, market pricing, supply disruptions and customer demand, the organisation can coordinate a holistic response to disruptions and market forces.
- Build a team with the right talent - With ongoing digital transformation, procurement leaders must focus on building a team with advanced skills to get the most out of new analytics tools.

In conclusion, managing these complexities in an ever-evolving procurement environment requires a combination of strategic planning and a strong sense of adaptability. Above all, commitment and support from all stakeholders are essential to address the challenges proactively.

Staying Ahead: Preparing for the Next Phase of Growth

BY JOSEPHINE WONG

A company's growth trajectory is often a conscious process which requires a strong vision, focused strategy, considerable planning and thorough execution. Growth is likened to the oxygen of a company. Without oxygen, the body will not survive for long. Similarly, a company without continuous growth will not be able to sustain in the long run. Growth in revenue and profits is critical to the business, what oxygen is to the body.

Many leaders acknowledge that growing a business is laden with challenges, both external and internal. External factors are often beyond our control. Over the recent years, we have experienced the severe impact of the Covid-19 pandemic and government regulations such as the reduction of foreign worker Dependency Ratio Ceiling (DRC) on our business. In UEMS, our manpower-intensive business makes us particularly susceptible to regulatory changes, which has compelled us to develop creative solutions to mitigate these challenges.

While we are not able to control the external challenges, we can, to a certain extent, address and abate the internal factors which hinder growth. For example, in today's market, we know that many companies are competing for the same talent pool. Yet, despite the additional costs, investing in the right people would make a tremendous difference to building internal capabilities essential to business expansion. Besides this, we have also made substantial investments in systems and technologies to facilitate operational processes and stay abreast of the latest advancements.



The growth of UEMS is the result of a series of decisions made over the years. We have tied our aspirations to clear and measurable indicators which have led to decisions to pursue and invest in opportunities within and outside our core business. Some of these opportunities have borne fruit while others have not. In any case, we have learned, refined and recalibrated our plans, strategies and actions along the way.

Throughout the course of this journey, one thing is clear. Our company's success depends on our ability to determine the right strategies which will sustain growth. Despite the many trials and tribulations we have encountered, we have stayed resolute and committed to our company's growth vision to continuously develop new services, expand existing services, convert challenges into opportunities, while consistently ensuring we have in place the capabilities and structures to sustain this growth.

Staff Spotlights

Mr Ryan Cheong Linen Attendant, Alexandra Hospital (AH) Embracing Special Abilities: A Journey of Patience and Progress

Promoting inclusive hiring practices is crucial in today's workforce. It is imperative to create environments where individuals with special needs have equal opportunities to showcase their skills and talents. Often, these individuals are overlooked for the significant contributions they can make in enriching workplaces with diversity, allowing us to benefit from their unique perspectives and abilities.

Meeting Ryan

Our initial encounter with this young man with Down syndrome occurred through the Association for Persons with Special Needs (APSN). Communication required a different approach, involving not only words but also gestures, visual cues and above all, patience. Taking on the role of a linen attendant required him to perform tasks such as collecting soiled linen, mending linen stoppers and identifying and folding various facility linens. In addition to the invaluable support and guidance from his mentors and job coaches, which were instrumental in his growth and success, what truly stood out was his lively and cheerful disposition, enabling him to acquire the necessary skills.

Sharing a Journey of Learning Together

Today, we take great pride in Ryan's achievement of the "Above & Beyond Award" for September through Alexandra Hospital's "Employee Recognition Programme". Working alongside Ryan has taught me the true essence of patience. Patience was not only about waiting for Ryan's responses, but also about appreciating every small step of progress he made. Whether it was his initial successful interaction or the moment he acquired a new skill, it was a celebration of growth, a reminder that everyone has their own pace and unique journey.

Ryan exhibited remarkable attention to detail. Through careful observation and hands-on work, he discovered new methods at his own pace to accomplish his tasks. His meticulous nature made him an exceptional fit for the job.



Ryan performing his linen duties patiently



Ryan receiving his Certificate of Recognition from client from Alexandra Hospital (AH)

Reflections

Our journey was not without its challenges, but the key was to persevere, to continue moving forward towards progress rather than seeking perfection. This lesson that extends beyond our relationship and applies to life in general. Working with special needs individuals who require attention and patience can be a deeply rewarding experience. Ryan's growth and skill acquisition journey had taught us the importance of patience, building trust, discovering hidden talents and focusing on progress over perfection. It is a testament to the boundless potential within everyone, regardless of their abilities.

As we continue our success stories, let's celebrate with everyone who deserves so. Embracing special abilities is not just about making a difference in their lives; it's about the profound impact they have on ours.

Mr Zheng Jian Rooms Supervisor, RC Hotels

I joined UEMS Team in November 2022 as a Rooms Supervisor assigned to RC Hotels. During my tenure, I am responsible to oversee room inspections, defect schedules, services standards, room assignments, lost and found and training of new staff. I enjoyed the process and learned many new skills in managing the dynamic environment especially working in the 5 Star international chain hotel where we meet different demographics of people. For the past 1 year,

I have been recognised by the hotel's team to be an outstanding supervisor. I would like to thank my leaders at UEMS for giving me the opportunity to shine and encourage me all the time to pursue the challenges. Moving forward, I see more opportunities for me and my colleague to grow in UEMS as we have more profiles of clients to serve which give me better opportunity to diverse my experience in different environment. Wishing UEMS many more success years ahead.





Ms Evie Binti Gabrel

Man Fut Tong Nursing Home

Reflecting on the unwavering dedication of our team UEMS at Man Fut Tong (MFT), it is impossible to overlook the exceptional leadership and commitment of our esteemed Healthcare Housekeeping Supervisor, Evie Binti Gabrel. In healthcare settings, cleanliness is critical to patient well-being and Evie has consistently demonstrated a profound commitment to maintaining the highest standards of excellence.

Evie, over the years, has been overseeing the daily operations of our housekeeping department, fostering a culture of diligence and attention to detail that has become synonymous with our organisation's ethos. Her deep understanding of the significance of cleanliness in healthcare settings has ensured that our facilities remain sanitised and safe for our patients, staff and visitors.

Under Evie's guidance, our housekeeping team has maintained an impeccable record of compliance with the strictest industry regulations and consistently exceeded these standards. Their exceptional leadership has been instrumental in cultivating an efficient and

compassionate team that recognises the impact of their work on patients' overall well-being.

Evie has become an inspirational figure for her team, known for their tireless work ethic and their ability to uplift and motivate their team. They are approachable and committed to excellence, instilling a sense of pride and purpose within the department, creating a cohesive and motivated team that understands their vital role in the patient care journey.

We extend our heartfelt gratitude to Evie for her outstanding contributions and exceptional commitment to upholding the highest standards of cleanliness and hygiene. Her dedication serves as a shining example, motivating us to strive for excellence and ensuring that our patients receive the unparalleled care they deserve.

We look forward to many more years of shared success and unwavering commitment to our mission, with Evie leading the way as a beacon of excellence in healthcare housekeeping.



Ms Rozie Zuliana Binte Zulkefli

Senior Supervisor - Mapletree Depot Close, PCF Radin Mas, NTUC Health, Sabana Cluster

I have been working with UEMS for close to 4 years. In my 4 years of employment with UEMS, I have the opportunity to manage housekeeping accounts such as Mapletree Depot Close, PCF Radin Mas, NTUC Health as well as the Sabana cluster.

I enjoy doing what I am doing now as my current role allows me to meet all kinds of people regardless of age, race and to work and manage people of

different characters and working attitudes. It is challenging but I enjoy doing my work.

I lead a team of hardworking housekeepers who are willing to go the extra mile to get their work done promptly and understand the importance of a housekeeper's role especially during the Covid-19 pandemic, whereby housekeepers were required to work daily to keep the environment clean and safe.

In addition, I work closely with my up-line manager to resolve any ground issues. Through this, I have also learnt how to be a better leader for my teammates and guide them through difficult times; and to provide them with good advice when needed. I would also like to take this opportunity to thank my bosses who have helped and guided me through all these years in UEMS

Training Innovations

UEMS Commitment to Training for Excellence

BY STEVEN CHEW

The company is committed to enhance the skills of our employees through continuous training, viewing it as an investment in their ability to consistently provide excellent service to our customers and effectively address operational challenges. To meet these objectives, we have developed two specialised in-house training programmes: "Towards an Excellent Partnership" programme for site leaders and the "Environmental Services Inspection Module" programme for Team Leaders and above.

The first programme equips the site leaders with the skills to adeptly manage complex operational situations. It encompasses critical aspects such as building strong client relationships based on trust and collaboration, effective communication and learning from mistakes, proactive problem-solving and a commitment to ongoing improvement. Additionally, it emphasises the values of respect, professionalism, results-orientation and mechanisation for enhanced productivity. Establishing mutually beneficial partnerships with our clients is paramount for fostering long-term business relationships and well-trained site leaders play a pivotal role in leading dedicated operational teams towards achieving established goals and objectives.



Conducting Environmental Services Inspection module training for our Sengkang General Hospital (SKH) housekeeping team.



Participants for the "Towards an Excellent Partnership" programme.

The second programme, developed in collaboration with Sengkang Hospital's Environmental Services team, focuses on training team leaders and above in conducting systematic housekeeping inspections within a healthcare setting. It covers crucial areas including maintaining dust-free and germ-free environment to ensure the safety of patients, staff and visitors. The programme also addresses establishing hygiene standards that meet high expectations and delving into the understanding and prevention of Hospital Acquired Infections (HAIs). This training has significantly bolstered the housekeeping inspection skills and knowledge of our key personnel, contributing to the creation of a safe and conducive healthcare environment for all.

The Green Revolution: Learning Beyond the Four Walls

BY LI LIENENG

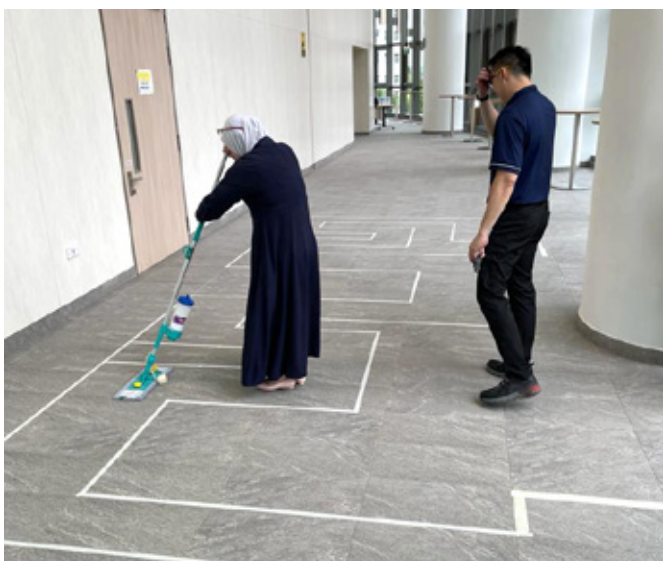
In an era of transformative change, our commitment to progressive training methodologies is paving the way for a greener, more efficient future in the realm of hospital housekeeping. Embracing innovation, we are steering away from traditional classroom training and venturing into the realm of interactive learning experiences that transcend the limits of textbooks and lectures.

INTERACTIVE CLASSROOM TRAINING: VIDEO AND LIVE DEMONSTRATIONS

Say goodbye to passive learning! Our new approach involves leveraging the power of video and live demonstrations, bringing the training material to life. By incorporating multimedia elements, we are enhancing engagement and ensuring that every housekeeping staff member gains hands-on insights into the best practices of their trade. This dynamic shift is not just about acquiring knowledge; it's about experiencing it.



Training Demo



Housekeeper Olympic – Fastest Mopstick Dribbler

FROM PAPER TO PIXEL: MODERNISING COMPETENCY ASSESSMENT

In the spirit of environmental consciousness, we bid farewell to the archaic method of paper questionnaires. Enter the age of online forms, where the benefits are twofold. Not only does this digitisation save countless trees, but it also streamlines the assessment process. The results are easily and swiftly tabulated, providing a comprehensive view of each staff member's competency. It's a win for the planet and a win for efficiency.

COMPETING FOR EXCELLENCE: ANNUAL HOUSEKEEPING OLYMPICS

In an exciting development, we're introducing an annual competition beyond theoretical knowledge—the Housekeeping Olympics. Competitions will range from the precision of bed making to the finesse of floor mopping and the crucial skill of donning PPE. This friendly yet competitive environment aims to enhance the learning ability of our housekeeping staff, fostering better retention of skills. After all, learning is not just about knowing; it's about doing.

As we embark on this green revolution in training, we are not just shaping skilled professionals; we are cultivating stewards of our environment and advocates for sustainable practices in the healthcare sector. Together, let's stride into the future, where learning extends beyond the four walls of a classroom and every action contributes to a healthier planet.



Winners of Housekeeper Olympics

Creating a Learning Culture through Innovation & Digitalisation

BY NURSYAHIDAH BINTE MOHD SHOKRI (SYASYA)

Taking a leap of faith - The Quality & Training Department has gathered efforts through video editing that involve numerous trials & error, a skill we consider not a strength at the initial stage. We all embrace new technologies and methods. Trainers proceed knowing that Digitalisation is the new IT.

The transformation of digitalisation takes time and often combines small steps that lead to bigger wins. We called it, "Baby Steps" - Inducing new ways into Training Modular can be overwhelming, but think, if not today, then when? As we take up the world with new interventions and AIs, trainers need to step up their game and be exemplary players in digitalisation.

The Training Department celebrates small wins through the videos we created for training purposes. It keeps our morale high through momentums and constant scaling on the nitty-gritty of video editing.

We, too, learnt that culture is a concept that involves everyone at UEMS We connect through the videos that trainers disseminate. In the small steps we partake, we build confidence for the big leaps which we strive to create organisational endurance to achieve greater opportunities. The end game for each valued UEMS staff is reaching greater heights through continuous improvement and shared learning.



Our aim is to continuously improve the operations and processes through Innovation & Digitalisation while boosting UEMS presence amongst customers and competitors.

Mobile Learning: Training Anytime, Anywhere

BY LIV LIEW

In today's fast-paced, digital world, learning knows no bounds. Mobile learning has emerged as a revolutionary force, offering individuals the opportunity to enhance their knowledge and skills at their own convenience. At UEMS, our approach is breaking new ground, providing unrivalled flexibility and accessibility, to address training challenges posed by operations constraints and to improve employee productivity. Thereupon, we have three in-house E-learning modules available in both English and Mandarin—Infection Control, Code of Conduct and Workplace Safety & Health.

Our in-house E-Learning modules are at the heart of this transformation. They are designed to deliver content in an engaging and interactive format, ensuring that learners not only receive information but also internalise and apply it effectively. Mobile learning empowers users to access these modules from anywhere, at any time, suiting their individual needs and schedules.

The convenience and flexibility of mobile learning democratise learning and training, shattering geographical and time constraints. This approach puts the control in the hands of individuals, whether they seek professional development or personal enrichment.



Featuring an operative staff from Alexandra Hospital (AH) housekeeping team.

In conclusion, mobile learning, driven by our in-house E-Learning modules, signifies a transformation in the way we approach learning and training. It heralds a future where knowledge is within reach for everyone, anytime, anywhere, setting a new benchmark in workplace learning.

Adapting to Digitalisation

BY JOE NG



Digitalisation has become the driving force behind transformative change, adapting to digitalisation is no longer a choice. As an individual, adapting to digitalisation is essential for personal and professional growth.

A clear strategy is required to better facilitate aging, illiterate learners, we must ensure that digital services and contents are optimised and simplified on mobile devices. Learners now access information and services through smartphones and tablets.

To encourage a culture of innovation and experimentation, our Trainers are keen to explore new technologies and approaches to improve processes.

Working on our media library which is an ongoing project which allows us to present better visual and audio experience for our learners. Trainers also use interactive training software to enhance the learning experience, such as Kahoot!, UEMS E-Learning, Jamboard etc.

Adapting to digitalisation is an ongoing journey. It is about embracing change, fostering a culture of innovation and staying agile despite technological advancements. In this digital age, those who adapt and innovate will thrive, while those who resist change may be left behind. Whether an individual or an organisation, the time to embrace digitalisation is now.

Leveraging on Technology to Reduce Carbon Footprint @ Woodlands Health

BY KOH HANQIANG BRYAN

To do our part in reducing our carbon footprint, at Woodlands Health Hospital, we have worked closely with our client in getting their approval on reducing the number of papers used when creating our new trainee file, we have shifted the competency quiz online so that our trainee can scan the QR code and do the quiz online by leveraging technology like google form and we can also share the ownership of the form so that we can work on it as a team.

The result of the quiz that the trainee attempted will be captured and recorded with the time and date stamp that they have completed, they will also be able to view their score immediately after completing the quiz and the record for their result can also be easily retrieve at any time for checking and audit purposes.



Technology Advancement

UEMS TechWeek 2023

BY SRINIDHI GOPALAKRISHNA



We celebrated our inaugural TechWeek 2023 event from 2 Oct 2023 to 6 Oct 2023.

This weeklong event was filled with various activities that were held both online through intranet and included physical activities at various locations across UEMS sites. This was a unique opportunity for all of us to come together to celebrate and explore the current and new technology advancements, while bringing technology awareness to foster innovation across our organisation.

Here are some key highlights from the event:

IT CLINIC AT VARIOUS SITES: Technology services team split into two teams to conduct IT clinic at some of our healthcare customer locations like CGH, SKH, AH & YCH along with HQ. The purpose of this event was to provide technical assistance to our employees with their personal computing devices including mobile phones. Several staff brought along their laptops while some sought the IT team's help to install and troubleshoot some technical issues on their mobile devices. The IT clinic also conducted various briefings with the site team leaders and staff regarding cyber security practices to bring awareness of cyber security while using computing devices. This was also an opportunity for staff to participate to eWaste initiatives by contributing their old electronic devices to IT team during the event.

HACKATHON 2023: This event saw 4 teams - one from each healthcare clusters and one team representing HQ participating in the day long brainstorming and ideating session which saw teams identify a challenge and provided a technology based solution to the challenge that can be adopted across the organisation. The event ended with a panel of judges reviewing the presentation from each team which culminated with a winner from NHG group.



DIGITAL COMMAND CENTRE SHOWCASE at HQ had our partners demonstrate their latest robotics which are used in the services industry. Staff from various sites along with our colleagues from HQ had a chance to interact with the Technology services team to understand the UETrack™ system and the latest developments in them.

LAPTOP GIVEAWAY: Continuing with our efforts to support our staff and their families, technology services team this year refurbished 25 laptops that were given to lucky winners of the Laptop Giveaway 2023 initiative called by the Human Resources team. This year saw a record number of staff submitting their nominations for the cause.

Health & Heritage Walk

BY ROBIN HO

We approached the year with a different angle on our Happiest Champion Worksite (HCW) event, bringing fun, history learning and a healthy lifestyle all into one journey. Collaborating with our colleagues from the CEO's Office, Hospitality & Commercial and Healthcare departments, we decided to host a hiking event through various rich and culturally diverse heritage sites.

Our journey started from the NEL (Northeast Line) MRT station at Little India. Walking through the bustling Friday afternoon at Buffalo Road, our noses were immediately hit by a myriad scent of fragrances, warm and earthy scents of spices emanating from the eateries, sweet floral notes from the garlands hanging outside the grills and fresh greens of mints and curry leaves from the nearby vegetable stores. Many of the shophouses around have been well maintained, given their age not less than a hundred years old. One building caught our attention and eventually, everyone was eager to have our first group picture with it. It was the house of Tan Teng Niah, a popular and unique Chinese villa that dates back to the 1900s, which shows the early interactions of Chinese merchants in Little India.

Upon reaching our first destination, the Indian Heritage Centre, we were warmly welcomed by our local guide. She eagerly ushered us through the halls, showing us countless artefacts that were properly curated in the timeline of early Indian settlement and its roots in the history of Singapore. There were also multiple figurines of ancient Indian deities and Buddhist origins. We were in awe as we traversed through different rooms filled with vivid colours and intriguing designs of traditional Indian clothing and jewelries.

Next stop, we slowly made our way to Arab Street, with the afternoon sun beating down our backs. Despite the merciless heat, we took many photos as we progressed, passed by the Vintage Camera Museum along Victoria Street. Like any civilised local, we visited a popular mamak store at Bussorah Street, proudly introduced by our dear Mr Teow Seong Hwa of the Facilities Management department. After a good leg rest and a refreshment of Teh Tarik, we hiked along

to glimpse the famous 200-year-old Sultan Mosque. With its massive golden onion domes, this prominent building represents the heart and core of Arabic and Malay Muslim culture in Kampong Gelam district. The architecture, craftsmanship and the call to prayers echoing along captivated us all.

Proceeding towards the Asian Civilisations Museum, we stop by the Civilian War Memorial Park to pay our respects to the fallen victims during the Japanese Occupation. This towering ivory obelisk comprises of 4 pillars, representing the unity of our four ethnic groups.

As we reached the Asian Civilisations Museum in the evening, we broke up into smaller packs to explore this vast museum, filled with priceless artefacts and interesting stories embedded on the bronze plaques. The highlight of the place was the treasures found during the expedition of Zheng He, along with broken pieces of exquisite China tableware that were excavated along with the sunken ship.

Finally, we least not forget to fill our stomachs. Heading alongside the Singapore River, we had a wonderful feast of North Indian cuisine as our famished group enjoyed a joyful interaction at the tables through the night. This was truly an unique experience that we had accomplished this year and hopefully we will bring more content into our next event.



Strategic Partnerships to Strengthen UETrack™ Offering

BY SRINIDHI GOPALAKRISHNA

UEMS forged a new digital future with new partnerships with leading technology providers in Facility Management and related technologies.

In a strategic move to accelerate its digital transformation journey, UEMS has inked a Memorandum of Understanding (MoU) with leading technology partners. This collaboration aims to amalgamate UEMS's industry expertise with cutting-edge technological solutions, creating a robust portfolio of digital offerings tailored to meet the evolving needs of the built environment industry. Such partnerships underscore UEMS's commitment to innovation and its aspiration to remain at the forefront of facility management services.

The synergistic collaboration promises a plethora of benefits to UEMS customers. By seamlessly integrating digital solutions into UEMS's core offerings, customers stand to gain from enhanced operational efficiencies, real-time building data analytics and personalised service experiences. Moreover, for UEMS, this partnership not only fortifies its market position but also paves the way for tapping into new revenue streams, driving sustainable growth in an increasingly digital-centric landscape.



Tatung System Technologies



SustainEdge Consulting



Digile Technologies



Evercomm

Discover, Connect and Thrive Sustainability through UETrack™ - ESG

BY VYSHAK MADHUSUDHAN

In today's world, marked by a growing awareness of environmental, social and governance (ESG) responsibilities, UEMS Solutions is making significant strides to diminish its carbon footprint and contribute to a more prosperous society. We have recently embarked on our novel mission of reducing our carbon footprint while nurturing a culture of sustainability among our workforce.

UEMS Solutions' journey into the ESG landscape signifies a fundamental shift towards creating a

sustainable future. We have recognised that ESG initiatives are not just buzzwords; they are the keys to building a more responsible, ethical and eco-friendly business model.

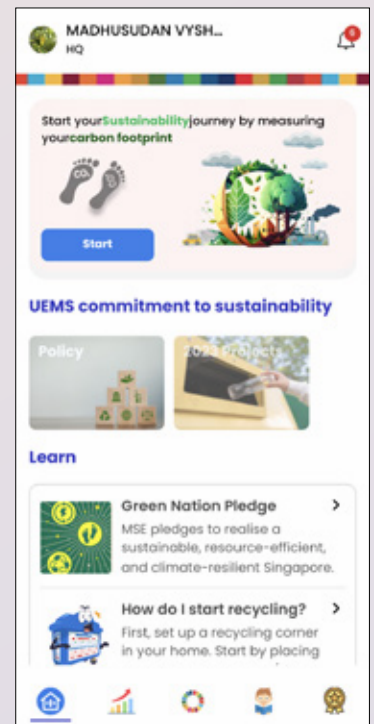
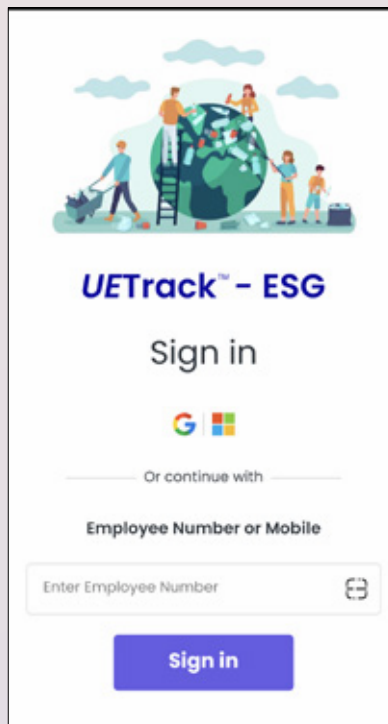
One of the standout features of UEMS Solutions' ESG journey is the introduction of an innovative UETrack™ - ESG mobile app in September 2023. This app empowers staff to actively engage in UEMS's sustainability endeavours starting with bringing awareness and information about ESG to all our staff.

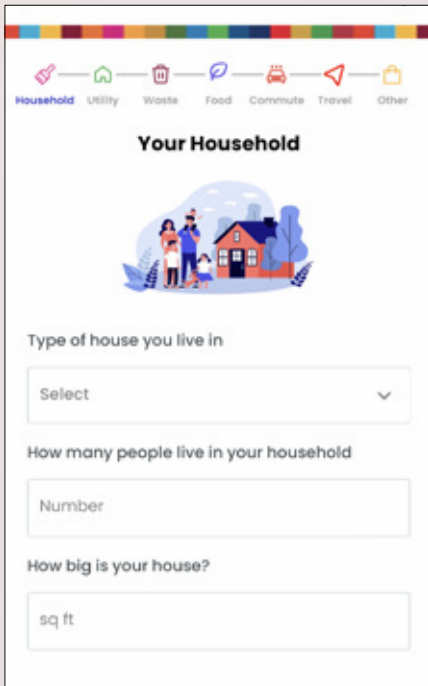
Among the many remarkable features embedded within our ESG mobile app, there are some features which truly stand out. These features are designed to make a meaningful impact and encourage active participation from our dedicated employees.

RECORDING CARBON FOOTPRINT: BUILDING A GREENER TOMORROW

Our ESG mobile app is thoughtfully designed to seamlessly integrate sustainability into the daily lives of our employees. It empowers our staff to take control of their own environmental footprint. Through this app, employees can easily track their individual carbon footprint, focusing on areas like commuting, utility usage, food consumption and waste management. By recording and understanding their emissions, they can initiate actions to reduce their impact on the environment.

Beyond measuring their carbon footprint, our employees can explore a wide array of ESG initiatives. The app provides access to valuable resources that enrich their understanding of how they can contribute to a more sustainable future. This holistic approach makes our ESG app a comprehensive tool for making a positive environmental impact.





**EMPLOYEE CHALLENGES:
FUN AND IMPACTFUL**

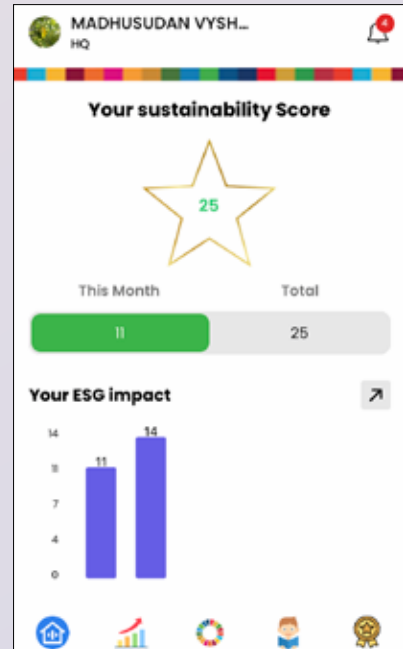
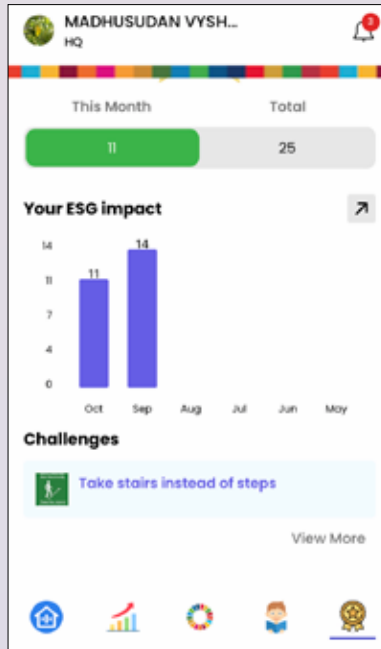
In our relentless pursuit of sustainability, the ESG app consistently challenges our staff to take part in exciting initiatives. These challenges ignite enthusiasm among our employees to create meaningful change.

Challenges can range from small daily habits, like taking the stairs instead of the elevator for a week, to more extended initiatives, such as opting for electric vehicles for a month. Each challenge is designed to contribute to the reduction of carbon emissions and environmental conservation.

UNLOCKING GREEN POINTS

But the excitement doesn't stop there. We have integrated a feature through which staff members can earn green points as they undertake challenges and contribute to a positive environmental impact through actions such as recycling and reusing. This active involvement in sustainable practices result in higher sustainability scores for staff and they are duly recognised and rewarded for their efforts.

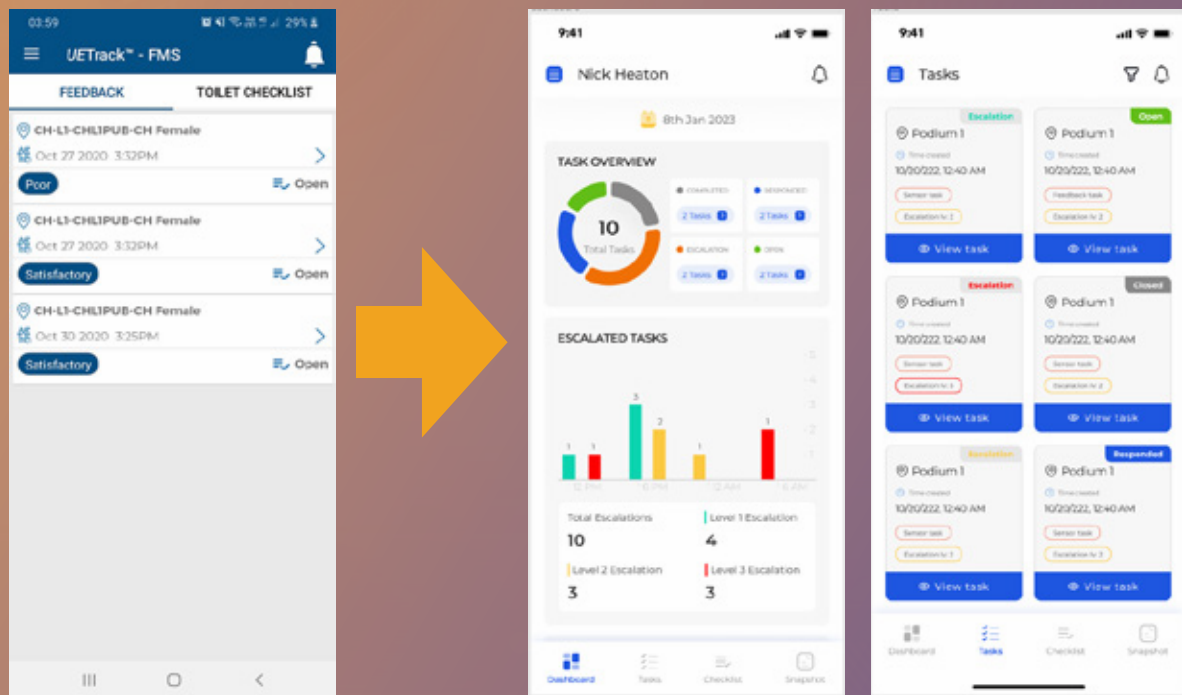
In conclusion, with the introduction of the UETrack™ - ESG mobile app and our unwavering dedication to environmental and social responsibility, we are not only leading by example but also highlighting the strong connection between corporate sustainability and employee involvement. By leveraging the capabilities of innovative ESG initiatives, UEMS Solutions empowers



its employees to play an active role in pursuing carbon neutrality. This positive impact extends far beyond the workplace, UEMS Solutions' vision of a sustainable world is becoming a tangible reality, one green point at a time.

Smart Toilet Mobile app gets a UI facelift

BY ANEESH PERIYE



In today's fast-paced world, mobile applications play an increasingly vital role in daily operations. One such mobile app that has become a staple in the industry is the Smart Toilet Mobile App, which empowers the operations teams to manage their housekeeping operations with ease. Now, this mobile app is set to undergo a remarkable transformation as it receives a much-anticipated UI facelift.

A FRESH LOOK - User interfaces are the first point of contact between users and the app. A visually appealing and user-friendly interface is crucial for creating a positive user experience. Recognising this, we have decided to embark on a journey to revamp its UI. This redesign is not just a cosmetic change but a significant step toward improving functionality, navigation and overall user satisfaction.

The primary goal of the Housekeeping Mobile App UI facelift is to enhance the user experience and modernise its aesthetics. Here are the key objectives driving this transformation:

1. Improved User Experience: The new design will prioritise ease of use, making it more intuitive for both experienced and first-time users. Streamlined navigation and simplified workflows will be at the forefront.

2. Modern Aesthetics: The app's visual elements will undergo a refreshing transformation. A modern, visually appealing design that aligns with the brand's identity will replace the outdated interface.

3. Enhanced Functionality: The facelift will also include under-the-hood improvements, optimising performance and responsiveness.

4. User Feedback Integration: Throughout the redesign process, user feedback and suggestions will be carefully considered to ensure that the new UI aligns with the expectations and needs of the app's users.

5. IoT Capability: This application upgrade can seamlessly create tasks with the latest IoT devices based on the criteria definitions.

THE JOURNEY THUS FAR - Development has now kicked off in parallel with the design phase, as the team works on translating the new design into a working prototype. The target launch date is set and we are excited to bring the revamped app to users in the near future. Stay tuned for further updates as this transformation takes shape, promising a more efficient and user-friendly experience for hotels and resorts around the world.

Environmental, Social and Governance (ESG) Initiatives

UEMS Singapore Inaugural ESG Day 2023

BY MARTIN LIM

What is ESG? ESG stands for Environment, Social and Governance. It is a framework used to evaluate companies and investment based on their impact on the environment, society and corporate governance. As we strive to become a more sustainable company, emphasis and awareness are key. Therefore, we decided to launch our Inaugural ESG Day on 15 Aug 2023, Chief Executive Officer of UEMS Singapore & Taiwan, Ms Tan Cheh Tian, launched the event with a spectacular glowing i-ball. Ms Tan went on to give her opening keynote address with a strong emphasis on unwavering ESG commitment and our journey towards a sustainable future.

We wanted to reduce the reliance on plastic and paper in the HQ. Sustainable gifts like wheat bowls and bamboo fibre mugs were distributed to all participants. Likewise, sustainable confetti was used for the event, with zero waste in mind.

Chief Technical Officer of UEMS Singapore & Taiwan, Srinidhi, shared on the sustainability mobile app that was launched in September 2023. Participants could accumulate green points and interact with personalised carbon calculator to track individual emissions. Nevertheless, ESG is a collective effort. Heads of Departments from various functions also came forward to present their respective efforts in this ESG journey.

Finally, to end the amazing session, we had an ESG quiz to add some spice to the event and to improve the awareness of the staff with a prize presentation that followed. No doubt, it was a memorable day for everyone involved. Let's work towards a green and sustainable future!



Environmental Sustainability: A Shared Responsibility

BY JEREMY LIM

Achieving environmental sustainability often necessitates collaborative endeavours involving a range of stakeholders, including governments, businesses, non-governmental organisations (NGOs), communities and individuals. Such partnerships are crucial for tackling intricate environmental issues. Faced with challenges like resource scarcity and social inequality, collaborative efforts for sustainability have emerged as a potent tool for driving meaningful change.

The Yishun Health UEMS Team is thrilled to join forces with the Yishun Health Environment Service Department to integrate sustainability into our business strategies. Our joint initiatives aim to curtail our environmental impact and promote sustainable practices. Some of our initiatives include:

- a) Emphasising the principles of "Refuse, Reduce, Reuse and Recycle," and providing clearly labelled bins to facilitate proper separation of recyclables.
- b) Utilising green cleaning products that are environmentally friendly and non-toxic, minimising chemical pollution and safeguarding indoor air quality.
- c) Opting for eco-friendly consumables, such as single-sheet dispensing to reduce waste compared to jumbo rolls and employing multi-fold hand towels that have a lower output than rolled formats.
- d) Incorporating reusable food boxes and utensils in staff events to encourage a reduction in the use of disposables.

We firmly believe that sustainability is a collective responsibility and that collaborative endeavours are paramount in achieving environmental sustainability. Through these collaborations, we can harness the collective expertise, resources and influence of various stakeholders. This facilitates the exchange of knowledge, technology and best practices, ultimately leading to the development of comprehensive solutions to environmental challenges on local, national and global scales. We aspire for our staff to become passionate advocates for sustainable practices within the company and through active engagement, we aim to successfully implement sustainable initiatives.

In a recent interview with one of our housekeepers, who assist in delivering recyclables to designated collection bins in the hospital, he expressed his views on recycling in Chinese: "环保, 对社会有点贡献。我的工作 对环保有点帮助, 不会浪费社会资源。" (Being environmentally conscious is a form of contribution to society. My work aids in environmental protection and ensures we do not squander societal resources.)



Staff event with re-useable food box and utensils



Housekeeper assisting in the hospital's recycling efforts

Employee Engagement

A Year of Staff Engagement @ Sengkang General Hospital and Community Hospital: Monthly Themes to Boost Morale and Productivity

BY BERNARD TEO

Maintaining high levels of staff engagement is paramount for the success of any organisation. When employees are motivated, dedicated and feel appreciated, they not only perform at their best but also contribute to fostering a positive work culture. To ensure that staff remain engaged consistently, it is crucial to introduce fresh and exciting initiatives. At Sengkang General Hospital and Community Hospital (SKH), we embrace the philosophy of "Happy Staff, Happy Customer" (HSHC)", which revolves around creating a lively, joyful and laughter-filled environment. Here are some standout HSHC events from 2023.

JANUARY 23 - "HUAT HUAT" YU SHENG!

Kickstart the year with a renewed focus on new beginnings. The Lunar New Year, also known as Chinese New Year (CNY) is a vibrant celebration that marks the commencement of the lunar calendar. This auspicious occasion was imbued with tradition, symbolism and cultural significance. We organised a record-breaking 8 yusheng event, held at Medical Centre, level 8. Alongside our housekeepers and clients, we "lou" together to extend wishes for good luck and prosperity!

MARCH 23 - PCK DAY!

Ensuring safety is an integral aspect of daily work and who better to convey this message than "Mr Phua Chu Kang" himself! The team shared a good laugh while the Management team conducted quiz sessions to test the housekeepers on safe working protocols. Housekeepers had the chance to win numerous prizes by providing correct answers to the quiz questions!



MAY 23 - ICE-CREAM DAY

Ice cream has a unique ability to bring joy to many people, making it one of the standout months at HSHC! The management donned costumes as cheerful ice cream cones



and we arranged for an ice cream vendor to serve the staff with ice cream roti or cones. This was a token of appreciation for the outstanding work done by the housekeepers in April during the Joint Inspection Audit.

OCTOBER 23 - A MONTH OF APPRECIATION FOR THE HOUSEKEEPERS AND THE ANNUAL SKH HOUSEKEEPER OLYMPICS

We would like to extend our heartfelt gratitude for the dedicated efforts of the housekeepers, supervisors and team leaders. Building on this theme, on 16 October 2023, in addition to celebrating their contributions at SingHealth Academia, we organised a delectable buffet at SKH for the housekeepers to relish. We also introduced the inaugural SKH Housekeeper Olympics, where housekeepers could compete in various housekeeping skill sets to vie for the Gold Medal.

At SKH, we recognise that staff engagement is an ongoing endeavour that demands continuous attention and dedication. By implementing these monthly themes throughout the year, we aim to cultivate a workplace culture where employees are motivated, content and dedicated. When employees are engaged, the organisation reaps the benefits, resulting in heightened productivity and success.



Mystery Lunch Kaki Experience

BY MICHELLE LEE

Upon receiving the 'Mystery Lunch Kaki' email from HR, I was thrilled to sign up as it was a good chance for us to know our colleagues better. Unique lunch Fridate experience, gain new lunch kakis, extended lunch hours, lunch budget provided by company and taking lots of pictures together to capture these precious moments! It was a great opportunity not to be missed.

On the day of our 'Mystery Lunch Kaki' date, we were informed of the meet up point and time. It felt somewhat like a blind date due to the surprise element. Finally, we all gathered at the stipulated meet up point, I was happily surprised at our star-studded Lunch Kakis: Ms Tan, Karyn, Nelson and William.

I was very happy that our company is willing to give us budget for free lunch and encourage interaction with colleagues whom we always see in HQ office but may not have the opportunity to work with. Thankful for this valuable experience to have lunch together especially dining with our CEO! It is truly a pleasure to have Ms Tan joining us. We decided to go for Thai food near our office. It was fun chatting about short getaway trips to JB, blind date experience from the past, discussing about how fun the 'Mystery Lunch Kaki' activity is and also exploring ways to encourage more shy colleagues to sign up. We took lots of pictures together and discovered similar food palettes, passion in photography, Chinese horoscope compatibility and many other hobbies. Everyone is so spontaneous and fun-loving! It will be fun to have a follow-up lunch date or second date with the same group again.

Thank you to our company, UEMS and HR department for organising this awesome 'Mystery Lunch Kaki' activity and we look forward to many more exciting activities to bond with our colleagues in future.



Health & Safety

UEMS Safety Day 2023 & Bi-Yearly Senior Management Team Safety Walk in KK Women's and Children's Hospital (KKH)

BY MARTIN LIM



This year, we aligned and launched our Safety Day with Edgenta on 19 Oct 2023 with the tagline "Safety Starts at Home". This event served as a testament to our collective commitment to prioritise safety in all aspects of our lives, not just confined within the workplace. The day started with our CEO, UEMS SG & TW Ms Tan, launching the event. Followed by communication videos from UEM Edgenta on the importance of safety.

Sharing was done by the WSH & QA team on our core businesses in healthcare and non-healthcare settings. We have also tagged onto the WSH national campaign of "Reporting Saves Lives" initiative and encourage our staff to report unsafe acts and practices through our own UETrack™ HSSE mobile application.

Lastly, a safety quiz was held with both physical and online audiences to end the wonderful morning session. Prizes were given out to 3 winners with perfect scores! Surely, they are our UEMS safety ambassadors.

The second part of our Safety Day was a Senior Management Team safety walk at one of our healthcare sites, KK Women's and Children's Hospital (KKH). We are honoured that our clients agreed to join us for the walk as we demonstrate our commitment to ensuring our employees' safety and well-being. Positive remarks were given for this initiative by them.

Let us continue to put safety first in all aspects of our work.

UEMS CycleMania 2023

BY MARTIN LIM

Physical wellness and mental wellness are both important aspects of overall well-being. Physical wellness refers to taking care of your body through regular exercise, proper nutrition and adequate rest. On the other hand, mental wellness focuses on maintaining a healthy state of mind. This includes managing stress, practising self-care and seeking support when needed.

This year, we wanted to do an outdoor activity for our UEMS Safety Week and at the same time, to celebrate our 35th Anniversary. Naturally, cycling fits perfectly and the date was set as 20 Oct 2023.

Like all outdoor events, we were not spared by the unforeseen climate. The event started with a heavy downpour just as we reached our destination and

took our group photo at the bike rental shop. Due to safety reasons, we had to wait for the rain to stop but it didn't last too long.

Everyone was in excellent spirits when we resumed our cycling. Ironically, the rain made the weather much cooler and more enjoyable. The designated path was a 21km route from East Coast Park E2 car park to Marina Barrage and back to the start point. We were assigned into different teams and dispatched at intervals to prevent congestion and hogging of the cycling path. We gathered 2.5 hours later and took another group photo to sum up the day. It was all smiles and sweaty!

I must say, all of us had an amazing time!



UEMS Singapore Safety Week 2023

BY BRANDON CHOO

UEMS Safety Week is an annual event dedicated to raising awareness and promoting mental well-being in various aspects of life. It serves as a reminder of the importance of prioritising mental health measures in our daily routines, workplaces and communities. A series of programmes in collaboration with the Health Promotion Board were catered for UEMS's employees.

Healthy Eating: Healthy eating is a lifelong commitment to your well-being. By making informed food choices and prioritising a balanced diet, you can enjoy the numerous benefits of healthy eating, including better physical and mental health and a higher quality of life. So, remember, to stay healthy and feel your best, eat well and nourish your body with the goodness it deserves.

Office ergonomics and stretching exercises: Office ergonomics and stretching exercises are essential components of a healthy and comfortable workspace. Paying attention to your workspace setup and incorporating regular stretching into your daily routine can reduce the risk of discomfort, pain and musculoskeletal issues associated with prolonged desk work. These simple adjustments and exercises can help you stay productive, focused and physically well while working in an office environment.

Marble Coaster Stress Management: Marble coaster stress management offers a unique and enjoyable approach to finding serenity amid of a hectic world. It provides a tangible, hands-on means of practising mindfulness and relaxation. Incorporating this practice into your daily routine can help you combat stress, improve your focus and enhance your overall well-being.

Art Jamming – Mindfulness: Art jamming is a powerful tool for cultivating mindfulness and emotional well-being. Individuals can find inner peace, reduce stress and develop a deeper connection with themselves by engaging in the creative process. Whether an experienced artist or a complete novice, art jamming offers a non-judgmental and liberating space for self-expression and self-discovery. So, pick up your brushes, let your creativity flow and embark on a journey to mindfulness through art.

UEMS Safety Week towards Mental Health is a crucial initiative to promote community well-being and resilience. By raising awareness, reducing stigma and providing education and support, we can collectively work toward creating a society where mental health is a top priority. Mental health safety is not a one-time event but a continuous commitment to fostering an environment where individuals can thrive emotionally and mentally. Together, UEMS can build a culture of compassion and understanding that values and protects the mental well-being of all.



Health Promotion Board (HPB) Collaboration with Sengkang General Hospital (SKH) and KK Women's and Children's Hospital (KKH)

BY TAN KAI SHING

In an unprecedented partnership, UEMS has joined forces with the Health Promotion Board (HPB) to address the pressing needs of vulnerable staff members in the healthcare sector. This collaborative effort is aimed at providing crucial support and resources to those who have been tirelessly serving on the front lines of the healthcare industry.

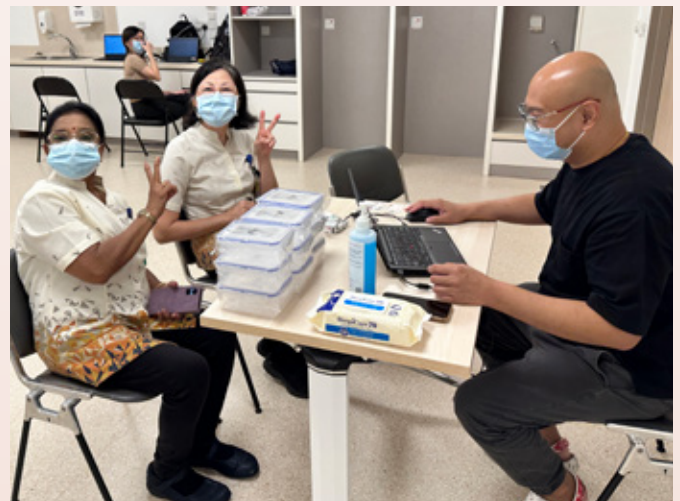
The importance of this collaboration cannot be understated. The health and well-being of healthcare staff are pivotal to the overall functioning of the healthcare system. By supporting and uplifting these vulnerable individuals, UEMS and HPB are not only safeguarding the welfare of frontline workers but also ensuring the continued delivery of quality healthcare services to the community.

In a world where our daily lives are increasingly busy and stressful, the importance of maintaining a healthy lifestyle is important. For vulnerable staff, who often face additional challenges in their personal and professional lives, adopting a healthy lifestyle is not just a choice – it is a necessity. This article highlights the significance of promoting a healthy lifestyle for vulnerable staff and offers practical tips to help them achieve and maintain their well-being.

Vulnerable staff members, which can include individuals facing health issues, financial difficulties, or personal crises, are more susceptible to the adverse effects of a sedentary lifestyle, poor nutrition and high levels of stress. Recognising these challenges, it becomes crucial to empower them to make positive changes in their lives.

A series of programmes have been initiated, beginning with a basic health screening, followed by a briefing of the results and chronic disease management. This is followed by healthy eating coaching for staff. Additionally, the HPB staff provides coaching on cleaning, lifting ergonomics and stretching to our staff to ensure correct posture. To assess the programme's effectiveness, a post-health screening will be conducted after 6 months.

In conclusion, a healthy lifestyle is a powerful tool for vulnerable staff to overcome difficulties and build resilience. Employers and colleagues can play a significant role in fostering a supportive environment that promotes healthy choices and helps vulnerable staff lead happier, more fulfilling lives. By focusing on well-being, we can empower them to thrive, even in adversity.



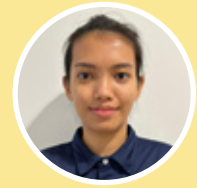


From The Clients' Hearts

ASSISI HOSPICE

"I would like to appreciate the amazing work that Zin has brought with her thus far in Assisi Hospice for the past working tenure here - 1 year and 8 months. Especially more so during the Covid-19 period, she has surpassed all my expectations regarding managing stressful situations during Covid's times such as, the endless isolation and disinfecting cleaning in the wards, manpower support during shortfalls, supporting her staff in their work and the list goes on. I would like to officially commend her on her hard work and guidance to her team. Her dedication has helped us nurture a strong housekeeping team and ensure the wards always achieve the highest cleaning standards and a safe environment for everyone here.

I would like to thank her and the entire UEMS team once again for their willing disposition and cooperative attitudes to their work here and I anticipate a long-term working relationship."



– Andy Tham, Head of Operations, Assisi Hospice

ALEXANDRA HOSPITAL - STEWARDING

"AH Food Services team would like to express our biggest gratitude for the stewarding services provided by UEMS. The team has shown enthusiasm and commitment to providing quality services in maintaining kitchen cleanliness and delivering patient meals. We would also like to extend our appreciation to Arumugam and Chakshu, for being here with us and for their promptness to the kitchen's request.

Thank you for your unwavering support and keep up the good work! Happy 35th Birthday, UEMS!"

– Alexandra Hospital

MOMENTUS HOTEL ALEXANDRA

"Momentus Hotel Alexandra was rebranded and opened officially on 1 March 2023. In the first quarter of 2023, UEMS's hospitality and commercial team has started the provision of housekeeping services for room attendants and public area cleaning. The team has provided great support in the opening of the hotel, they have provided stable manpower and quality equipment to carry out the task. Jeremy and the team are always going the extra mile and taking the initiative to check on us, this is to ensure the manpower deployed to provide with the best services, meeting expectations always. I would like to thank Jeremy & team for their service and look forward to more collaboration."

*– Mr Andrew Tan,
Executive Housekeeper, Momentus Hotel Alexandra*

Achieving Excellence: Successfully Navigating Multiple ISO Audits

BY SARAH WOO

In the recent months, UEMS has been busy preparing for and successfully completing surveillance audits for ISO 9001, ISO 14001, ISO 45001, ISO 22301 and ISO 27001, as well as the recertification audit for ISO 41001. The successful outcome of these audits is a testament to our organisation's dedication to excellence and commitment to the highest standards in our operations.

Preparing for multiple ISO audits simultaneously is a complex task. The journey began months ago, with a comprehensive assessment of our processes and systems, addressing any gaps or areas of improvement.

This preparation encompassed a thorough review of documentation, the identification of key performance indicators and the establishment of a strong framework to support our compliance efforts. Every department within the organisation played an integral role in this process, as achieving and maintaining ISO standards requires a collective commitment to excellence.

The successful completion of these audits is a significant milestone for UEMS. It demonstrates our unwavering commitment to quality, environmental responsibility, occupational health and safety, business continuity, information security and facility management. Each of these ISO standards represents an essential pillar in our organisation's pursuit of operational excellence.



ISO 9001 reaffirms our commitment to quality management, ensuring that our services consistently meet customer expectations. ISO 14001 highlights our dedication to environmental stewardship, emphasising sustainability and the reduction of our ecological footprint. ISO 45001 emphasises our firm dedication to ensuring the safety and well-being of our employees, as well as maintaining a work environment that is safe and healthy. ISO 22301 emphasises our preparedness for business continuity and crisis management. ISO 27001 demonstrates our commitment to protecting sensitive information. Finally, ISO 41001 demonstrates our commitment to facility management excellence.

As we reflect on the successful completion of these audits, we also look to the future. We understand that achieving ISO standards is an ongoing process, one that requires continuous improvement and unwavering commitment. We will continue to strive for excellence, ensuring that we not only meet but exceed the expectations set forth by these international standards.

In conclusion, the recent accomplishment of successfully navigating multiple ISO standards surveillance audits and the recertification audit is a testament to our dedication to excellence. It reaffirms our commitment to our customers, employees and the environment and it inspires us to continue our journey toward continuous improvement and operational excellence.

UEMS Work Plan 2024

BY CONSTANCE CHONG

This year, our annual Work Plan 2024 took place in Bangkok, Thailand during 8-9 Nov 2023. A mass gathering of more than 80 participants, both physically and virtually from Singapore and Taiwan filled the meeting venue with vibrant energy and excitement.

The 2-day event kicked off with the opening message from our Chief Executive Officer of UEMS Singapore and Taiwan, Ms Tan Cheh Tian and a welcome message from our MD/CEO of UEM Edgenta, Mr Syahrudin Samsudin. Setting the tone of the event with a sense of shared purpose and commitment; and laying the groundwork for participants of both countries to share insights and opportunities that lie ahead. The honorable presence of our MD/CEO of UEM Edgenta, Mr Syahrudin Samsudin, alongside with colleagues from Malaysia elevated the event with great significance of engagement and involvement.

The Work Plan 2024 featured interactive exchange of practices, achievements and initiatives for the year 2024; as colleagues from both countries shared valuable insights into the challenges faced and lessons learned. Along with this, presenters took the opportunity to commemorate and recognise

the year's accomplishments and successes. With the theme, "ESG Matters", presenters acknowledged the importance of integrating and aligning ESG (Environmental, Social and Governance) components into our business strategies to create sustainable value for the Company and its stakeholders.

The annual UEMS Work Plan 2024 once again reinforced the strength that together, we are stronger and the participants departed the event with enthusiasm and rekindled friendships, binding us to our shared pursuit towards the Company's excellence.

Till we meet again next year!

"Always Aim Beyond the Limit and Do it Well with High Focus in Quality. Never Fear of the Accompanying Hard Works as These will Translate into Extraordinary Achievements in Time to Come"

Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan



Opening and Welcome message from Mr Syahrudin Samsudin, MD/CEO UEM Edgenta & Ms Tan Cheh Tian, CEO of UEMS Singapore & Taiwan.



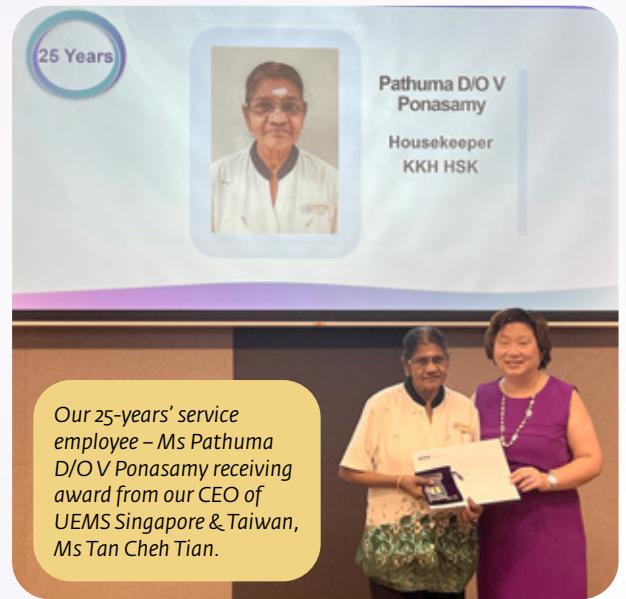
Long Service Award 2023

BY BRENDA EU

The Long Service Award was held on 1 December 2023 at SAFRA, Toa Payoh to recognise and celebrate the significant milestone of our long serving staff with UEMS

This year marks an even special year as the Company celebrates its 35th anniversary. A total of 500 staff received their tokens of appreciation for 3, 5, 10, 15, 20 to 25 years of long service with the Company.

We would like to take this opportunity to congratulate all recipients for their dedicated contributions over the past years and we look forward to more success ahead!



UEMS Takes the Helm of Woodlands Health Portering Services

BY WENDY TAN

In a triumphant moment for UEMS, we are thrilled to announce the awarding of the prestigious contract for portering services at Woodlands Health, a testament to our unwavering commitment to excellence and quality in healthcare support. This achievement reflects the relentless dedication of our porters and the steadfast management team, as well as the remarkable understanding exhibited by our clients.

The Woodlands Health contract is a significant milestone for us and we understand the immense responsibility that comes with it. Our porters' tireless efforts and dedication across the other healthcare institutions have played a pivotal role in our successful bid for this



First Batch of Woodlands Health Porters

contract. They have proven time and again that they are the backbone of our service, ensuring that patients and healthcare professionals experience the best care and support possible.

We would like to extend our heartfelt appreciation to the clients at Woodlands Health for their understanding and support as we embarked on our journey to ramp up the service at the new campus. Any new service start-up in a healthcare setting will be a complex and challenging process, but with a supportive partner from Woodlands Health, the journey had been made smoother and gainful.

As your trusted service provider, we are committed to delivering the highest quality of service. We understand that the healthcare industry demands precision, compassion and unwavering reliability. UEMS pledges to continue delivering on these fronts. Our team is dedicated to going above and beyond, ensuring that Woodlands Health receives the best portering services possible.



SingHealth Housekeepers' Appreciation Day 2023

BY STEPHEN SHI

SingHealth Housekeepers' Appreciation Day is an annual event dedicated to recognising and honouring the unwavering commitment and hard work of the housekeeping staff at SingHealth, a prominent healthcare institution in Singapore. On this special occasion, which took place on 16 October 2023, provides an opportunity for the entire SingHealth community to come together and extend their heartfelt gratitude for the invaluable contributions made by the housekeepers.

The housekeeping staff plays a pivotal role in upholding a safe, clean and hygienic environment within healthcare facilities. They work tirelessly behind the scenes, ensuring that patient wards, operating theatres, consultation rooms and other publicly accessible areas remain impeccably maintained. Their efforts, ranging from meticulous surface disinfection to proper waste disposal, directly contribute to infection prevention and control, ultimately safeguarding the health and well-being of patients, visitors and staff.

The main ceremony for this event was hosted at Academia @ SGH and featured a video montage, award presentation (the list of award categories are provided below) and special performances by UEMS & ISS dancers, as well as the top two winners of the karaoke singing competition. The main ceremony was broadcast "live" from Academia. In addition to the main ceremony, various other highlights of the celebrations were organised at respective satellite sites. While both KKH and BVCH commemorated the occasion with a buffet luncheon, SKH, CGH and BVCH organised their own distinctive activities, including competitions, dance performances and distribution of door gifts. At SKH, the housekeeping staff engaged in lively competitions for the Housekeeping Olympics,



featuring events such as the Fastest Bed Maker, Fastest PPE Wearer and Fastest Mop Stick Dribbler. At CGH, the UEMS team showcased three special dance performances set to popular English, Chinese and Indian songs, representing different nationalities. Lastly, at SHP, UEMS management distributed appreciation gifts to housekeepers alongside SHP management. Overall, everyone thoroughly enjoyed the two-hour celebration, culminating in a sumptuous buffet lunch.

LIST OF AWARD CATEGORIES:

- Best **Overall** Performance
- Best **Newcomer** Award
- Best **Team Spirit** Award
- Best **Attendance** Award
- Best **Customer Service** Award

Beacons of Benevolence: The Environmental Services Star Award and Environmental Services Achievement Award

BY LAI YEW LOON

UEMS places a high level of importance on human development, which is one of its two key pillars of success. Over the years, this approach has empowered and inspired many individuals to achieve greater success. Participation in events like The Environmental Services (ES) Star Award, organised by the National Environment Agency is an important aspect of UEMS's approach. The award is a national award which aims to recognise exemplary employees in the environmental services industry.

The event was graced by Deputy Prime Minister and Coordinating Minister for Economic Policies, Mr Heng Swee Keat, who presented awards to the recipients.

The ES Star Awards were given to individuals at the Clean Green Singapore (CGS) Day 2023 – Environmental Services Star Award Ceremony on 4 Nov 2023. The ES Star Award recognises the top employees in the ES industry across three sectors – cleaning services, waste management and pest management – in three categories, namely frontline, supervisory and operations support. Recipients of the ES Star Award were nominated for demonstrating exceptional service excellence, good leadership, a proactive attitude to upskilling themselves and outstanding contributions to environmental sustainability in their profession.

15 ES Achievement Awards were also awarded to UEMS individuals who have made significant contributions, demonstrated commitment to their work and achieved exemplary performance. We are proud to congratulate two of our staff deployed to KKH Women's and Children's Hospital, Ms Azrah, Housekeeper and Ms Roszian Binte Roslan, Senior Infection Control Nurse for being awarded the Environmental Services (ES) Star Award 2023. At UEMS, we believe in empowering and nurturing resilience in all our staff, motivating and inspiring them to achieve greater professional growth.



As a housekeeper for 23 years in a hospital, winning this award brings happiness and joy as this means that the work and effort contributed by me was recognised by my superiors.

Maintaining patient's rights to a safe and clean environment for their every visit is the key to my patience and strength to do my best throughout my working years.

I look forward to many more housekeeping recipients for their strength in improving cleanliness in the hospitals.

Ms Azrah Banu Bte Mohd Sultan (left in picture), UEMS Housekeeper for 22 years

I feel extremely appreciative of the recognition for receiving this distinguished award. It gave me immense gratitude and appreciation for all those who gave trust and support during my service to improve and increase the quality of disinfection to greater heights and in accordance with work policies.

In my experience as a senior infection control Senior Infection Control Preventionist, reducing hospital-acquired infections by coordinating teams of different backgrounds is intimidating. It is my personal opinion that awards like the ES Star play a crucial role in motivating employees in the sector to achieve higher performance levels

As the environmental industry has become increasingly competitive, consistent upskilling and upgrading through evidence-based practice is essential to improving individual performances within the industry.

In summary, I am honoured to be a recipient of the ES Star Award and I look forward to continuing to be a valued contributor to the industry in many more years.

Ms Roszian Binte Roslan (right in picture), UEMS Senior Infection Control Nurse for 5 years

Sengkang General Hospital and Community Hospital First Ever Housekeeping Olympics

BY BERNARD TEO

The housekeeping department, often underestimated, plays a pivotal role in various service industries, such as healthcare and hospitality. To excel in this field, housekeepers must possess unwavering dedication, keen attention to detail and the ability to tackle unforeseen challenges. Recently, the introduction of the "Housekeeping Olympics" aims to honour these often overlooked heroes.

On 16 October 2023, Sengkang General Hospital and Community Hospital (SKH) hosted its inaugural Housekeeping Olympics in conjunction with SingHealth Housekeeper Appreciation Day. This competition evaluated housekeepers' skills in diverse categories, including bed-making, proper personal protective equipment (PPE) donning and adept mop stick handling.

In the Fastest Bed Maker segment, participants were assessed on the swiftness and precision of their bed-making skills, which they acquired during their training. Thandar Soe previously set a record in 2022 with an impressive time of 1:30:00, free of errors. During the Housekeeping Olympics, Quach Thi Hang, Emma, clinched the gold medal with a record-breaking time of 1:24:00 in the bed-making category. Ramakrishnan Naganathan secured the silver medal with a time of 1:30:00 without any errors, while Ankush claimed the bronze with a time of 1:30:00, incurring a 20-second penalty due to two minor mistakes.

In the Fastest PPE Wearer category, participants showcased their ability to swiftly don personal protective equipment, crucial for ensuring safety in specific work environments. Ankush claimed the gold medal with a flawless time of 1:57:00.

Mohammed Nazri Bin Noh secured the silver with a time of 2:02:00, without any errors and Ramakrishna Naganathan earned the bronze with a time of 2:06:00, also without any errors.

The introduction of the Fastest Mop Stick Dribbler category challenged participants' dexterity and agility as they navigated an obstacle course, demonstrating the "S-technique" to mop the floor while simultaneously juggling a ball. This category made its debut in the Housekeeping Olympics. Yadavalli Veerabrahmavenkata Satya Vara Prasad claimed the gold medal with an impressive time of 0:51:00. Ramakrishnan Naganathan secured the silver with a time of 0:56:00 and Pusala Venkata Vishnu earned the bronze with a time of 0:59:00.

The Housekeeping Olympics not only showcased the remarkable skills of housekeepers but also fostered a strong sense of camaraderie among participants. As this competition gains traction, we anticipate even greater strides in the realm of housekeeping, ensuring that these unsung heroes continue to excel in their vital roles. The next time you check into a hotel or visit a hospital, remember the meticulous work that goes into making your stay comfortable and inviting and perhaps, consider showing appreciation for the unsung heroes of the housekeeping department.



The Champion Mop Stick Dribbler



The Record Breaking Fastest Bed Maker



The Fastest PPE Wearer

Inaugural SingHealth Visitor Services (VS) Symposium 2023

BY LINNA TAN

On 6 Jun 2023, the inaugural SingHealth Visitor Services (VS) Symposium took place at the Ngee Ann Kongsi Auditorium @ Academia, situated at the heart of the Singapore General Hospital (SGH) campus. The event commenced with a light breakfast and warm beverages, providing attendees with an opportunity to network. With a turnout of over 100 participants, the symposium commenced with an opening address by Mr Alson Goh, the Deputy Group Chief Operating Officer of SingHealth. The event featured four distinguished speakers, each bringing a wealth of knowledge from their respective industries. It was enlightening to hear their perspectives and insights, despite their different service sectors. They shared their unique challenges and management styles in meeting the diverse needs of their customers.



Among the speakers was Mr Ang Chee Chiang, Senior Vice President of Constellar Holdings, who introduced innovative ideas on how to reimagine the visitor experience. He emphasised the importance of considering visitors' emotions and requirements and how to redesign processes to create a 'WOW' factor for visitors.

Mr Fong Kah Seng, Senior Assistant Director of Alexandra Hospital, discussed enhancing hospitality in healthcare by shaping the mindset of employees and promoting service values at every level.

Ms Choo Shiu Ling, Chief Executive Officer of Assisi Hospice, shared various scenarios illustrating how Assisi Hospice demonstrated exceptional empathy and support for patients and their families, even amidst the challenges posed by the Covid pandemic.

Finally, Mr Lee Jiunn Kee, Director of Operations for Patient Support Services in Singapore General Hospital, shared his insights and ideas for adopting an integrated approach to Visitor Experience in a hospital environment, starting from the smallest details.

A panel discussion, moderated by Ms Sally Oh, Director of Patient Support Services at KK Women's and Children's Hospital, provided an interactive forum. While not all questions could



be addressed due to time constraints, selected key inquiries were directed to the speakers for their expert viewpoints.

The symposium also showcased a corporate video on Visitor Services by UEMS, highlighting how UEMS integrates core values and service delivery for its clients. The event concluded with a closing speech from Mr Jim Gu, Chief Operating Officer for Visitor Services and Admitting Services of SingHealth, summarising the key insights shared by each speaker.

The symposium proved to be a rewarding and informative session, with attendees gaining valuable insights into the future direction of hospital visitor services. To enhance the visitor experience, necessary changes will be implemented to provide a seamless experience for both patients and visitors.

Heroes by day, Members of Anglican Care Centre by night

BY TAN WEI NENG

It all started with a contact from an Employment Specialist at Anglican Care Centre in Simei. This centre specialises in psychiatric rehabilitation and the Employment Specialist recommends their members for reintegration into the workforce or for alternative employment opportunities.

During our initial interaction with the Employment Specialist and the centre members, we were uncertain about how to place them in the Portering department at Sengkang General Hospital (SKH). The first group of centre members who came for interviews were predominantly male and younger than the average age of the existing SKH porters. This presented a few operational challenges that could have led us to consider not proceeding with this collaboration. However, we recognised their potential and were determined to find a way to make it work.

After reviewing the available positions in SKH Portering, we identified that the role of Central Asset Management (CAM) Porter would be a suitable fit. This team of CAM Porters follows a structured schedule of routine tasks, involves handling large trolleys and does not entail direct patient interaction. Our next step was to assure our clients that we had conducted thorough assessments to guarantee the safety and well-being of the candidates before bringing them on board.

Our first hire, Mr Alan Wong, joined us on 9 May 2022. He had been unemployed for the past 5 years and appreciates the positive working atmosphere at UEMS, where he enjoys a healthy relationship with his coworkers and superiors.

Our second hire, Mr Ivan Chan, joined us on 10 August 2022. Previously a cook at a fast-food restaurant, Ivan finds fulfilment in working as part of a team to provide support to patients throughout SKH.

The most recent hire is Mr Teo Kok Liang, who started on 8 May 2023. He previously worked as a freelance rider for Grabfood delivery and is pleased to serve the community as a CAM porter.



These three porters have established a commendable track record of dedication and valuable contributions to their work. Both the UEMS SKH Portering team and our clients take pride in their achievements. They have received commendations from users of our service. The successful collaboration between UEMS and Anglican Care Centre (Simei) is evident in the employment of three centre members within the span of one year, with the Employment Specialist playing a pivotal role in this accomplishment. Consistent communication is essential for maintaining a strong and enduring relationship between both parties and we are committed to nurturing this relationship to continue providing meaningful and fulfilling job opportunities in the healthcare environment for the centre members.

Mobilising Excellence: New Tampines North Polyclinic

BY DANISTON ARULRAJ ISRAEL



Located in the bustling heart of Tampines North is the long-awaited Tampines North Polyclinic, a beacon of healthcare that opened its doors officially on 29 September 2023 by Minister for Health, Mr Ong Ye Kung. Building this facility was an arduous process, but every effort was made to ensure that it not only met but exceeded the highest standards of cleanliness. From mobilising manpower to addressing cleaning challenges, the journey from construction to completion to grand opening has been nothing short of meticulous.

MOBILISING MANPOWER: A COLLABORATIVE EFFORT

The transition from the contractor's hands to the polyclinic's own team presented a unique set of challenges. To ensure a seamless takeover, a dedicated mobilisation task force was established, comprising skilled professionals and support staff including UEMS. This transition required strategic planning, efficient communication and a commitment to excellence.

KEY HIGHLIGHTS FROM UEMS:

Recruitment and Training of Housekeepers

Filling key positions with skilled individuals was a rigorous process. The polyclinic's team underwent comprehensive training programmes to be familiarised with the unique requirements of a healthcare environment. The Tampines North Polyclinic ICM Nursing Team organised training for housekeepers, despite being occupied with their own tasks. Their efforts and support are greatly appreciated.

Cross-Functional Collaboration

Departments ranging from administration to clinical services worked together during the mobilisation phase. Regular meetups and site visits were conducted with UEMS to ensure a holistic approach to ensure hygiene during the transition phase from handing-over to the official grand opening.

Cleaning Challenges: Construction Residue

Dust, debris and construction residue are common challenges during the transition phase. Thorough cleaning was essential to eliminate these remnants and create a pristine environment.

Specialised Areas

Healthcare facilities have specialised areas with unique cleaning requirements, such as sterile zones and medical equipment. Addressing these specifics demanded a tailored approach to cleaning protocols.

Deep Cleaning Protocols

A comprehensive deep-cleaning protocol was implemented, involving specialised cleaning agents and equipment. Every nook and cranny of the facility was meticulously cleaned to eliminate any traces of construction residue.

TURNING CHALLENGES INTO OPPORTUNITIES

The transition from construction to operation presented its own set of challenges and the New Tampines North Polyclinic prioritised customer and SHP Facility Team support to navigate these challenges seamlessly. The SHP team's fantastic support for UEMS to start up housekeeping service in Tampines North Polyclinic is greatly appreciated.

UEMS received the Best Certified Facilities Management Company Award in 2023

BY GRACE SIONG



UEMS Solutions Pte Ltd is honoured to receive the Best Certified Facilities Management Company (CFMC) Award at the Facilities Management Expert Summit held on 4 December 2023.

The award is given by the Singapore International Facility Management Association (SIFMA), acknowledging the efforts of UEMS in achieving the highest number of Certified Facilities Management Expert (CFME) over the last two years. The CFMC accreditation scheme aims to recognise, raise professionalism and improve the competencies of FM companies. Receiving this award, it further motivates us in our continuous pursuit of excellence towards technical competencies, knowledge and ability in the FM domain.

We would like to take this opportunity to express our appreciation and gratitude to all parties who have contributed and supported us in attaining this prestigious award. Our aspiration is to stay committed to upskilling our staff to be competent FM individuals in providing professional FM services to our customers.



The Coral Year, Our Celebration Journey

BY GRACE SIONG

It has been undoubtedly an eventful and memorable year for UEMS. With 35 years of growth journey, we have progressed through difficult times and achieved many successes together. It is worth a loud shoutout to celebrate this remarkable milestone. UEMS 35th Anniversary Committee was formed to plan and organise a series of celebratory events in 2023.

The first 35th Anniversary event was officially launched together with Townhall event held in May 2023. Ms Tan Cheh Tian, UEMS Singapore & Taiwan gave an opening speech and shared the key company updates. Followed by Ms Julius Fam, the appointed 35th Anniversary Committee Chairman, sharing the series of events being planned for the year. The Townhall event ended with a Fastest Fingers First quiz testing our memories of the Company's history and a few of our colleagues walked away with quiz prizes.



MAY

JUN

A group of UEMS staff participated in UEMS Hope Bundles, a Corporate Social Responsibility (CSR) initiative, planned as part of our 35th anniversary events in June 2023. This initiative was planned to create opportunities for staff to work together towards giving back to the community through the distribution of care packs. We had partnered with Lions Befrienders for the event and distributed care packs to 1000 families to Give.Joy.Share.Love on 16 June 2023.



The long-awaited UEMS family day event was organised in July 2023, where our staff and their family members were invited to join us for a night movie screening. More than 400 pax participated and enjoyed the action-packed movie, Mission: Impossible – Dead Reckoning Part 1.



JUL

AUG - SEP

In August and September 2023, we rolled out Towards Zero Waste event that aimed to cultivate zero-waste mindsets. We also encouraged recycling to support our ESG goal and Singapore Green Plan 2030 when possible. A collective effort was made with more than 30kg of recyclables collected during the period. We wish to take this opportunity to encourage all UEMS staff to continue to cultivate these good habits in our daily lives.

UEMS SOLUTIONS PTE LTD

Zero waste

PLAY YOUR PART

TOWARDS ZERO WASTE

REDUCE

REUSE

RECYCLE

STEP 1
Nominate up to 5 Green Ambassadors for this programme at your site.

Green Ambassadors' Responsibilities:

1. Communicate and coordinate the initiative with colleagues at site
2. Collate & deposit recycle items to the respective recycling machines
3. Submit record for tabulation via e-form

STEP 2
Sort recyclable items according to:

1. **SG Recycle stations:**
 - a. general wastepaper, old magazines & books, as well as corrugated carton boxes, textile and non-regulated e-waste
2. **Recycle N Save stations:**
 - a. Bottles & cans (with barcode)

STEP 3
Deposit the recyclables to the respective machines, locations of machine can be found here:

1. SG Recycle stations: download the app & search locations ([click here](#))
2. Recycle N Save stations ([click here](#))

Take a screenshot of your deposited recyclables on the machine / app screen and upload to e-form ([click here](#))



A CycleMania event was held on 20 October 2023 to create awareness and promote healthy lifestyle among all. A group of UEMS staff joined in the cycling event which started from East Coast Park to Marina Barrage and back, with a whopping distance of 20km! Kudos to all and stay fit!



was rolled out to create awareness of UEMS' core values, FIRST and encourage a positive and healthy workplace culture within the Company.



Ms Julius Fam, Chairman of the 35th Anniversary Committee and a few colleagues were invited to share the celebratory moments and their journey with UEMS. Thereafter, the exciting Fastest Fingers First quiz was held to test our memories! We could see the excitement from everyone trying to compete with one another to win the fastest finger prizes. This segment brought much fun and laughter to all.

Finally, a cake-cutting ceremony and buffet lunch for staff to dine and catch up with each other. It was a memorable day with touching moments throughout the various segments.

18 October 2023 is the big day of UEMS, as this is our Company's incorporation date on 18 October. On this special day, we were honoured to have our special guests, Mr Razman Ismail, Chief People Officer of UEM Edgenta Berhad and Ms Hillary Chua, Head of Asset Consultancy & Managing Director of OPUS Consultants joining us for the celebratory occasion.

The event started with a welcome speech from Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan, expressing her heartfelt appreciation to all who have walked through this growth journey together and looking forward to many more successes and achievements in the years to come. We were honoured to receive congratulatory messages and wishes from our special guests as well.

Following which, award presentations were held for Towards Zero Waste event and FIRST Recognition Programme. The FIRST Recognition Programme

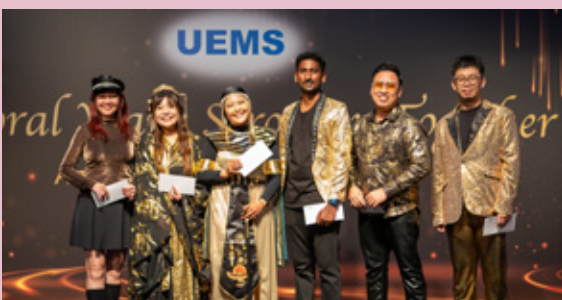




The last event in tandem with the 35th Anniversary was the annual UEMS Dinner & Dance was held on 29 Dec 2023. This year, we are back to Singapore Marriott Tang Plaza Hotel with D&D theme of Glamorous Black & Gold, with the aim to bring a classy look and ambience for the event.



Upon entering the venue, heading towards the signature wall with camera flashes, we felt like we were celebrities going to an award ceremony after a year of hard work. The objective was to present a fun and unique entrance coupled with a rewarding-felt experience when entering the event hall.



The highly anticipated event kickstarted with a welcoming speech by Ms Tan Cheh Tian, Chief Executive Officer, UEMS Singapore & Taiwan. She shared the highlights of the Year 2023 and gave appreciation to all staff for their hard work and contributions. Thereafter, the party began with sumptuous dishes.

This year, we engaged a live band to spice up the atmosphere with sing-along songs and to our surprise, many hidden talented singers were uncovered! Followed by UEMS lucky draws to hype up the whole atmosphere with cheers and endless laughter!



Next, the classic segment of Dinner & Dance, The Best Dress contest. It was indeed a hard time for Emcee to choose the best-dressed participants. Congratulations to all the best-dressed winners of the contest. Finally, we had the lucky draw segment followed by a ceremonial toast, signifying the success of year 2023 and cheering for a better year ahead!

The night ended with much laughter and we had a great time catching up with colleagues from different worksites. We would like to express our gratitude to our working partners, clients and staff for the unwavering trust and support throughout these years. Looking forward to the next 35 years of stories unfolding!

The Mis-Adventures of SUPER PORTER!

One day at the Hospital...

Ok, Porter. The patient is ready to go for her MRI scan, thank you.

Will do, Nurse Lily.

Alamak! The seat belt is **spoilt!** I have to change to another wheelchair...

...for **Patient Safety** reason!

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