

UEMS TIMES

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EMPOWERING EXCELLENCE: BUILDING ON SUCCESS



THOUGHTS FROM
THE LEADERS

P7

TECHNOLOGY
ADVANCEMENT

P30

EMPLOYEE
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Help Us Improve UEMS Times!



We want to express our heartfelt thanks for your continued support of UEMS Times over the years. As we look toward the future, we are excited to announce that we will be transitioning from a bi-annual hard copy to a bi-monthly e-version of the newsletter. This shift allows us to deliver more timely content while staying environmentally conscious.

As part of this transition, we would love to hear your feedback to ensure the new eUEMS Times meets your expectations. Please take a few minutes to share your thoughts and suggestions through our survey.

Thank you in advance for your valuable feedback!



Scan to participate

Looking Back on 2024: A Year of Growth and Achievement

2024 has been a pivotal year for UEMS Solutions, marked by key milestones in digital transformation, contract wins and strategic initiatives. These achievements reflect the resilience, adaptability and dedication of everyone within UEMS Solutions, positioning us as a leader in the industry.

Advancing Technology and Innovation

We continued to drive advancements in technology and digitalisation, reinforcing our focus on Robotics, Analytics and Artificial Intelligence (AI):

- **UETrack™ Enhancements:** The introduction of biometric login systems and AI-powered attendance tracking streamlined workflows, improved security and optimised workforce management. Robotics integration further enhanced operational processes, aligning with our vision of intelligent service delivery.
- **Autonomous Solutions:** Deploying autonomous scrubbers and expanding the Powered Mobility Aids (PMA) programme reduced staff workloads, prioritised well-being and maintained high cleanliness standards.
- **AI Chatbots:** The launch of Giselle and Chatty Charlie transformed support services, providing 24/7 HR assistance and seamless visitor management, elevating both employee and client experiences.

These advancements highlight our commitment to technology-driven service excellence, keeping us at the forefront of industry innovation.

Expanding Horizons: Building for the Future

We established UEMS Services, a new subsidiary to drive growth and diversification. Focusing on Addition & Alteration (A&A) projects, Smart Facilities Management (FM) systems and minor construction works, UEMS Services enhances our capabilities and market presence. Through tailored A&A solutions, state-of-the-art Smart FM technologies and seamless minor construction services, we aim to provide comprehensive and innovative offerings that meet evolving client needs. This initiative strengthens our position as a one-stop solutions provider, laying the foundation for long-term growth.

Celebrating Major Contract Wins and Renewals

On the business front, we achieved significant milestones with numerous contract wins and renewals.

In the healthcare sector, we renewed contracts with Tan Tock Seng Hospital, Yishun Community Hospital, Khoo Teck Puat Hospital and Ren Ci Community Hospital, alongside a new contract with Ren Ci @ Ang Mo Kio Nursing Home.

In the hospitality sector, we secured new contracts with Conrad Singapore Orchard, Conrad Centennial Singapore, Pullman Hillstreet, Carlton City Hotel, Resorts World Singapore, Frasers Place Robertson Walk and Frasers Suites River Valley. We also renewed contracts with Swissotel The Stamford, Fairmont Singapore and Parkroyal Hotel @ Beach Road.

“We remain committed to innovation, fostering relationships and empowering our teams to reach new heights. Together, we will tackle challenges, seize opportunities and shape a future defined by excellence, sustainability and inclusivity.”



In Integrated Facilities Management (IFM), we secured the third consecutive renewal of our contract with the Buddha Tooth Relic Temple & Museum and a new contract for One Raffles Place.

These achievements highlight our ability to deliver tailored solutions that address diverse client needs across sectors.

Celebrating Excellence: Awards and Achievements

Our efforts in excellence, sustainability and social responsibility were recognised with the following awards:

- **Gold Plus Certification in Certified Facilities Management:** A recognition of our exceptional standards and expertise in providing sustainable and efficient facilities management services.
- **Sustainability Net Zero Organisation (SNZO) Recognition:** Acknowledging our progress in advancing decarbonisation and sustainable operations.
- **2024 Company of Good (2 Hearts):** Recognised for our social responsibility efforts and commitment to making meaningful contributions to the community.
- **Excellence Award in Singapore Health Awards 2024:** Recognised for our innovative wellness programmes and efforts to enhance employee health and well-being.
- **Most Senior Friendly Employer Award 2023 (Silver) by FastJobs:** Celebrating our inclusive hiring practices and commitment to empowering senior workers in the workforce.

These achievements reflect our dedication to driving positive change and inspire us to enhance our impact further.

Honouring Our Team: The Heart of Our Success

To our dedicated teams, thank you for your unwavering commitment and resilience. Every achievement this year reflects your dedication to excellence and the pride you take in your work.

From driving innovation at HQ to delivering seamless operations on-site, your efforts are the foundation of our success. Your adaptability, collaboration and passion inspire us to aim higher, strengthening our reputation and setting the stage for an even brighter future.

Thank you for being the heart of our organisation and for your invaluable contributions to our journey.

A Heartfelt Thanks to Our Clients: Driving Success Together

To our valued clients and partners, thank you for your trust, support and belief in our capabilities. Your collaboration has been instrumental in shaping our services and achieving shared goals.

From key contract renewals to the onboarding of new projects, our partnerships have delivered remarkable outcomes, fostering mutual growth and trust. Together, we have built meaningful relationships rooted in reliability and excellence.

As we look ahead, we are committed to strengthening these partnerships, exploring new opportunities and delivering greater value. Thank you for being an integral part of our journey.

Empowering Excellence: Building on Success

As we embrace 2025, we do so under the inspiring theme of **Empowering Excellence: Building on Success**. This reflects our commitment to leveraging the achievements of 2024 as a springboard for even greater accomplishments.

With optimism, determination and a shared vision for the future, we remain steadfast in driving innovation, strengthening partnerships and empowering our teams to achieve new heights.

Together, we will tackle challenges, seize opportunities and shape a future defined by excellence, sustainability and inclusivity.

Let's work together to make 2025 our best year yet!

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 Snake Bring You New Successes, Great Abundance, Good Fortune and the Best of Health!



UEMS Solutions: Comprehensive Business Services

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

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

-  **Healthcare**
-  **Education**
-  **Commercial & Industrial**
-  **Property & Facilities**
-  **Hospitality**

Our Professional Services include:

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

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



The Heart of UEMS: Our FIRST Core Values

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

Our Core Values: FIRST

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

FIRST is the UEMS Way.

F  FUTURE FOCUSED	I  IMAGINE NEW WAYS	R  RESPECT FOR ALL	S  SOLUTIONING MINDSET	T  TRUE TO OUR WORD
WE PREPARE FOR TOMORROW'S CHALLENGES, TODAY	WE IMAGINE NEW WAYS TO DELIVER BETTER WORK	WE TREAT OUR COLLEAGUES & STAKEHOLDERS WITH RESPECT	WE SOLVE CHALLENGES TO DELIVER RESULTS	WE ARE GUIDED BY INTEGRITY TO BUILD TRUST



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

BY JAMES NG ROBERTSON

We are excited to announce the launch of our new business unit, UEMS Services, as part of UEMS Solutions. This strategic expansion strengthens our ability to provide innovative solutions that address the evolving needs of clients across multiple industries.

Why UEMS Services?

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

Our Specialised Services include:

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

Our Commitment to You

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

Learn More

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

Embracing the Future: Driving Innovation and Efficiency Through AI and Smart Technologies in 2025

BY SRINIDHI GOPALAKRISHNA
CHIEF TECHNOLOGY OFFICER



By lunchtime, many of us have likely come across discussions about Generative Artificial Intelligence (AI) and its transformative applications, which are reshaping the world around us. We are witnessing an exciting era of technological breakthroughs. From the latest generation of robots and Internet-of-Things (IoT) sensors to AI-assisted enterprise applications and models targeting specialised fields like medicine and cybersecurity, AI adoption has become a global phenomenon.

In 2024, we achieved several key milestones that have set a strong foundation for 2025. We expanded our digital solutions portfolio with new products, including ePTW (electronic Permit-To-Work) and Environmental, Social & Governance (ESG). UETrack™ is now ready to be launched as a Software-as-a-Service (SaaS) solution. This means faster onboarding and deployment for more customers across the region. Additionally, the UETrack™ mobile app has been revamped, featuring biometric authentication capabilities. Entrypass now incorporates facial recognition for enhanced verification, especially in staff attendance management. We also formed strategic technology partnerships that have strengthened UETrack™'s offerings to our clients.

We have also reached another important milestone by integrating an AI chatbot into our operations. Giselle, our Human Resource (HR) assistant chatbot, now assists staff with HR-related inquiries. Furthermore, one of our operations teams at Singapore General Hospital developed a chatbot to support our visitor management services. This highlights how AI can be a game-changer not only for internal business support but also for the services we provide.

With the backing of our key technology partners, we have incorporated more IoT sensors into our smart building solutions. We implemented these sensors at our Headquarters to monitor and share energy consumption data with sustainability dashboards, exemplifying our goal to consolidate data from various ecosystems into the UETrack™ platform for our customers.

Looking ahead to 2025, we anticipate another leap in the adoption of new technologies. WiredScore and SmartScore accreditations are gaining momentum in Singapore and globally, signalling more innovations in smart building technology. Building owners are increasingly recognising the value of integrating smart technologies from the early stages of development, aiming to maximise Return on Investment (ROI) by optimising operations and maintenance through integrated building data. This shift will likely see an increase in the use of robots managed by ground teams in operations and maintenance.

We can also expect to see new AI models tailored to specific use cases in the enterprise and facility management sectors. We have laid the groundwork in 2024 for automating workforce management with AI-based attendance tracking and staff deployment. We will continue to introduce new features and applications through our UETrack™ programme, enhancing productivity and communication efficiency through automation.

As we move into 2025, UEMS remains committed to leveraging innovative technologies to drive efficiency, improve service delivery and stay ahead in an evolving landscape, ensuring we continue to lead the way in smart solutions for our industry.



Building a Resilient Workforce for the Future

BY EILEEN KOH
DEPUTY GENERAL MANAGER

In today's rapidly changing job landscape—shaped by technological advancements, rising costs and the arising influence of artificial intelligence (AI)—resilience has become a critical quality for both individuals and organisations. While reskilling is essential, resilience is what truly empowers employees and companies to not only adapt but excel in the face of uncertainty.

Resilience is more than just recovery; it is the ability to adapt, grow and find opportunity in challenges. As job roles continually evolve, employees must adopt a mindset that embraces change and fosters innovation. Beyond acquiring technical skills, resilience involves emotional intelligence, creativity and critical thinking. Individuals who cultivate resilience can navigate disruptions, succeed in their careers and seize new opportunities, making them invaluable assets to any organization.

At UEMS, we understand that fostering resilience among our workforce is as important as reskilling. Our approach is rooted in creating a culture that values adaptability, open communication and mental well-being. We believe a supportive environment, where employees can share experiences and learn from each other, strengthens team resilience. This community-oriented approach not only boosts morale but also fosters collaboration, leading to innovative solutions to complex challenges.

Our commitment to resilience also extends to integrating technology into our operations. As AI reshapes the job market, we leverage advanced tools

that streamline processes, enabling our employees to focus on higher-value tasks that require human creativity and empathy. This approach allows us to stand as a forward-thinking organisation prepared for the future, leading through innovation rather than being burdened by routine tasks.

Our continuous learning and development programmes go beyond technical skills. Emphasising adaptability, problem-solving and key soft skills such as emotional intelligence and effective communication, we equip our employees with a well-rounded skill set. This holistic training ensures our workforce is prepared to navigate complexities, making them more resilient in their roles.

As we look to the future, we believe that resilience will be a cornerstone of success. We are dedicated to nurturing an environment where adaptability and growth are prioritised, enabling our employees to flourish in an increasingly complex world. By focusing on resilience alongside reskilling, we empower our workforce to navigate disruptions and the evolving AI-driven landscape, fostering a culture of continuous improvement and innovation.

In conclusion, while reskilling is essential, resilience is what will ultimately determine who thrives in the face of future challenges. At UEMS, we are committed to building a resilient workforce ready to adapt, innovate and lead. Together, we can embrace the future with confidence, overcoming obstacles and creating lasting impact.



2025: The Future of Facilities Management

BY JOE NG
DEPUTY GENERAL MANAGER

In 2024, real estate owners, operators and facilities management teams faced challenges from high interest rates, intensified sustainability efforts and a renewed push for back-to-office work—all reshaping building management. As 2025 approaches, the facilities management industry is on the brink of substantial transformation, defined by technological advances, sustainability priorities and evolving workplace dynamics. Here are the key trends that will shape the future:

Generative AI: The Game-Changer

Generative AI is set to revolutionise building operations by enhancing workplace software and paving the way for autonomous buildings. This technology enables facility managers to optimise management and maintenance systems, increasing efficiency and enhancing the workplace experience.

Data-Driven Optimisation

Data collection and analysis will become central to facilities management. Leveraging AI and machine learning, facility managers will gain valuable insights into building performance, occupant needs and environmental factors. These insights will drive informed decision-making and continuous improvement.

Soft Skills and Data Security Take Centre Stage

As the role of facility managers evolves, soft skills such as communication, collaboration and adaptability will be essential. Furthermore, with increased reliance on

technology and data, facility managers must prioritise data security and privacy to safeguard organisations and occupants.

Advanced Building Management Systems

The adoption of advanced building management systems, such as Digital Twins, will continue, helping to increase efficiency and meet net-zero goals. These systems allow facility managers to monitor and control key aspects of building operations, including HVAC, lighting and security.

Enhanced Training and Development

Facility managers must invest in ongoing training and development to keep pace with industry changes. This will include upskilling in technology integration, strategic planning and talent management to adapt to the evolving landscape.

Elevated Strategic Role

Facility managers will take on a more strategic role within organisations, engaging in high-level decision-making and planning. This will require a solid understanding of business objectives and the ability to align facilities management initiatives with organisational goals.

In conclusion, 2025 holds exciting transformations for facilities management. By embracing emerging technologies, prioritising sustainability and enhancing their skill sets, facility managers can position themselves as leaders in this dynamic field.



Strengthening Our Foundation, Innovating for Growth

BY KAITLYNN TAN
DIRECTOR, FINANCE & PROCUREMENT

As we approach the close of 2024, it is an opportune time to reflect on our achievements and look ahead to the opportunities and challenges awaiting us. For the Finance and Procurement teams, financial stewardship is more than managing the bottom line—it is about positioning our company for success in an ever-evolving landscape of rapid technological advancements, changing client expectations and the urgent need for sustainability.

2024: A Year of Strengthening Our Foundation

This past year has been transformative. We have made significant progress in streamlining operations, particularly with the implementation of Oracle NetSuite and the e-procurement portal, TenderBoard. These tools have allowed us to integrate our financial processes with our broader business objectives, enabling more informed, data-driven decisions and enhancing the quality of service we provide to our clients.

In addition to financial systems, we have been champions of sustainability—especially within procurement. By aligning our efforts with Environmental, Social and Governance (ESG) goals, we have made conscious choices to source environmentally responsible and cost-effective products, such as paper and cleaning supplies. These initiatives have strengthened our partnerships with key healthcare institutions and positioned us as leaders in sustainable facilities management.

2025: Innovating for Future Growth

Looking ahead to 2025, innovation will be at the heart of our strategy. By harnessing new technologies, we will deliver smarter, more efficient solutions for our clients. Automation and data analytics will continue to drive operational excellence, enabling us to anticipate needs, optimise resources and further improve service delivery.

Simultaneously, we will invest in our people, fostering a culture of continuous learning and development. As our workforce evolves, we must ensure our teams have the skills and support necessary to continue providing exceptional value to our clients.

Partnering for Success

As we envision the year ahead, collaboration will remain key. Our clients are more than customers—they are our partners. Together, we will build on trust, transparency and innovation to co-create solutions that address their unique challenges.

2025 holds immense promise. Together, we will continue to lead with purpose, embracing change and driving the growth and sustainability that our clients expect. I am excited about what we will achieve in the coming year.

Navigating 2025 with Innovation and Well-Being

BY KARYN CHENG
DIRECTOR, HUMAN RESOURCES

As we transition from 2024, a year that saw significant shifts in workforce dynamics, digital transformation, regulatory updates and intense competition for talent, we have gained invaluable insights to guide our journey into 2025.

In the face of these challenges, our focus for 2025 is clear: we are committed to driving innovation and transformative change to stay ahead. A people-centred approach remains at the core of our strategy, aligning with emerging trends and addressing the pressing need for skilled talent. The ongoing manpower shortage highlights the importance of innovative workforce planning and forging strong collaborations with the various key stakeholders.

Employee wellness is also a cornerstone of our 2025 agenda. With wellness programmes and flexible work models, we aim to foster a supportive and healthy work environment, enhancing productivity and engagement across our teams.

Building on the digital advances made in 2024, we plan to optimise and expand these processes in 2025, with support from our Technology Services team. Our goal is to streamline internal processes, leverage data-driven insights and maintain agility through regular policy and procedure reviews to stay compliant with evolving standards. Upskilling initiatives will also be prioritised, ensuring our workforce is equipped to navigate future challenges confidently.

In essence, we are forging a path toward a future defined by innovation, enhanced well-being and technological progress, ensuring that we are well-prepared to meet the challenges of tomorrow.

UEMS Renews Housekeeping Contract with Ren Ci Community Hospital and Secures New Partnership with Ren Ci @ Ang Mo Kio Nursing Home

BY ARULRAJ DANISTON

We have renewed our housekeeping services contract with Ren Ci Community Hospital and the commencement of a new partnership with Ren Ci @ Ang Mo Kio Nursing Home. Our success in securing these contracts stems from our consistent focus on quality, rigorous infection control and meticulous attention to detail, all of which contribute to creating safe and comfortable environments.

As we continue our partnership with Ren Ci, we remain dedicated to delivering quality housekeeping services that uphold the highest standards of hygiene, safety and client satisfaction. We look forward to

building upon our relationship with Ren Ci and creating environments that enhance the quality of care and well-being for all residents and clients.



Yishun Health Renews Contract with UEMS for Housekeeping Services at Khoo Teck Puat Hospital and Yishun Community Hospital

BY ALAN LIM

Yishun Health has renewed its housekeeping services contract with UEMS for Khoo Teck Puat Hospital and Yishun Community Hospital, marking a continued partnership focused on maintaining clean, welcoming environments that support patient care.

The contract renewal reflects Yishun Health's confidence in our consistent service quality. We value this trust and are committed to achieving new milestones together, enhancing the experience for patients and staff alike.



UEMS Solutions Secures Third Renewal of IFM Contract with Buddha Tooth Relic Temple & Museum

BY JEREMY ONG

We have successfully renewed our Integrated Facility Management (IFM) contract with the Buddha Tooth Relic Temple & Museum for the third consecutive time. This achievement marks over a decade of strong collaboration with the temple, highlighting the trust and confidence they continue to place in our services.

At UEMS Solutions, we provide a full suite of IFM services to the temple, including Mechanical & Electrical (M&E) maintenance, housekeeping, food & beverage (F&B) operations and event management. Our team of 26 staff works closely with the temple management to ensure the seamless operation of this iconic cultural landmark, supporting both its sacred activities and community events.

A key factor in securing this renewal has been the

trusted relationships our team has cultivated with the temple's leadership. Our staff's deep understanding of the site, combined with their commitment to delivering consistently high-quality service, has been critical in meeting the temple's evolving needs. In addition, we also have a long-term partnership with the Metta Association, supporting educational initiatives that align with the temple's values of community outreach and social responsibility.

This contract renewal reflects our unwavering dedication to service quality, operational efficiency and social responsibility. We look forward to continuing our partnership with Buddha Tooth Relic Temple & Museum, further enhancing the temple's operational excellence and community impact in the years ahead.

UEMS Solutions Secures Five-Year Renewal of Housekeeping Services Contract with Singapore Land Authority

BY SEE MENG YEW

We have been awarded a five-year renewal of our Housekeeping Services contract with the Singapore Land Authority (SLA), continuing a trusted partnership that began in 2019. This renewal reflects SLA's confidence in our commitment to excellence and our proven ability to maintain the highest standards of service quality.

Dedicated to Service Quality Since 2019

Since our partnership's inception, we have been devoted to delivering high-quality housekeeping services across SLA's extensive property portfolio, ensuring each facility is meticulously maintained for cleanliness, safety and optimal presentation. Over the past five years, our team has consistently demonstrated efficiency and responsiveness, reinforcing our position as a reliable and valued partner of SLA.

Driving Innovation and Sustainable Solutions

As we enter this new phase, we are excited to

enhance our service offerings with innovative, sustainable practices, which include adopting eco-friendly cleaning products, implementing waste reduction strategies and deploying advanced cleaning technologies such as automated cleaning robots, aligning our operations with Singapore's sustainability objectives.

A Testament to Teamwork and Operational Excellence

This contract renewal celebrates the hard work and dedication of our entire UEMS Solutions team. From our frontline staff to operations managers, every team member plays a vital role in exceeding SLA's expectations. We are committed to continuous improvement and upholding a culture of quality and teamwork. We look forward to another successful term with the Singapore Land Authority, enhancing our services and upholding our reputation as a leader in housekeeping excellence.

UEMS Solutions Expands Partnership with Pan Pacific Hotel Group: New Housekeeping Contract Secured for PARKROYAL on Beach Road

BY CARMEN CHAN

PARKROYAL on Beach Road, a vibrant and contemporary hotel in Singapore's dynamic city center, is renowned for its luxurious accommodations, rooftop pool, modern fitness facilities and diverse dining options featuring both local and international cuisines. Located near popular attractions like Haji Lane and Marina Bay, PARKROYAL on Beach Road provides an ideal combination of comfort and convenience for business and leisure travellers alike.

We have been awarded a new housekeeping services contract with PARKROYAL on Beach Road, further strengthening our partnership with the Pan Pacific Hotel Group. This win builds on our successful collaboration with PARKROYAL COLLECTION Pickering and reinforces our reputation as a trusted service provider for Singapore's premier hotel properties.

A Legacy of Excellence in Hospitality Services

Our ongoing partnership with Pan Pacific Hotel Group reflects our commitment to the highest standards of service in the hospitality sector. Through our work with PARKROYAL COLLECTION Pickering, we have demonstrated our ability to enhance guest experiences by delivering meticulous housekeeping, operational efficiency and guest satisfaction. We are excited to bring this same level of excellence to PARKROYAL on Beach Road.

We are honoured to serve another iconic property in Pan Pacific's portfolio and look forward to expanding our collaborative efforts in the future.

Tan Tock Seng Hospital Renews Contract with UEMS for Porter and Health Attendant Services

BY DONG-AS SHELTON CRAIG MATBAGAN

We have renewed our contract with Tan Tock Seng Hospital (TTSH) for portering and health attendant services. We take pride in being a trusted partner, delivering essential services that enhance TTSH's operational efficiency and elevate patient care standards.

The renewal of this contract highlights TTSH's confidence in the professionalism and reliability that we bring. Porter and health attendant services are integral to smooth hospital operations, contributing to both patient experience and daily efficiency.

We extend our gratitude to TTSH for their ongoing trust and look forward to furthering our shared mission to deliver outstanding healthcare support.



Building Repair and Maintenance Expertise from UEMS

BY MOHAMED FIRDAUS BIN JASNI

Our Specialised Services provide building repair solutions tailored to meet the unique challenges of each facility. From addressing structural issues and water intrusion to general upkeep, our skilled and certified team is ready to support any building's needs with a focus on quality and efficiency.

Why Work with UEMS?

Depth of Expertise: With extensive experience across diverse projects, our team pays attention to details and delivers quality results.

Tailored Solutions: Recognising that every building is unique, we conduct a detailed assessment to provide solutions suited to each specific environment and budget.

Specialised Defect Identification: Our Building Defects Surveyors, certified by the Building and Construction Authority (BCA) and the National University of Singapore (NUS), are qualified to conduct detailed investigations and repairs, registered through the Institute of Engineers Singapore.

Timely and Efficient Service: With streamlined processes, we complete projects efficiently to reduce impact on routine operations, focusing on both effectiveness and minimal disruption.

Our Repair Services

Mould and Algae Treatment: Using proprietary treatments, we address mould and algae, helping to protect and maintain the building's appearance and hygiene.

Water Damage Restoration: Our water damage services help to control and mitigate issues related to moisture, including remediation for mould.

Exterior Repairs: From roof maintenance to door and window repairs, our exterior work helps to preserve the building's condition against weather and wear.

Interior Renovations: Our interior services include drywall repair, painting and flooring, enhancing both functionality and appearance.

At UEMS, we strive to go beyond expectations and value feedback as a way to continually enhance our services.

For more details on how we can assist with your building's repair and maintenance, reach out to us for a consultation. Our team is here to support both immediate repairs and ongoing maintenance needs.



Certified as a Sustainability Net Zero Organisation (SNZO) with Gold Plus Status

BY SRINIDHI GOPALAKRISHNA

We have been certified as a Sustainability Net Zero Organisation (SNZO) with Gold Plus Status. This recognition was awarded to us during the World Workplace Asia-Pacific 2024 event, where our CEO, Ms Tan Cheh Tian, received the certificate from Guest of Honour, Minister Indraneel Thurai Rajah, Second Minister for Finance and National Development.

We are honoured to be recognised for our efforts in advancing towards carbon Net Zero. This achievement serves as a strong motivation to continue our commitment to sustainability and our goal of creating a more sustainable world.

A heartfelt thank you to SIFMA for their support and for granting us this incredible honour.



Achieved Gold Plus Certification in Certified Facility Management Companies Programme by SIFMA

BY SRINIDHI GOPALAKRISHNA

We are awarded the Gold Plus accreditation, the highest level of recognition under the Certified Facilities Management Companies (CFMC) programme by the Singapore International Facility Management Association (SIFMA).

This esteemed accolade highlights our unwavering commitment to excellence in facilities management, further solidifying our position as a leader in the industry. The Gold Plus certification is a testament to the dedication, expertise and hard work of our team.

We would like to extend our heartfelt gratitude to our dedicated staff, valued clients and trusted service partners. Your continuous support and collaboration have been instrumental in achieving this milestone.



Together, we are empowering excellence and setting new standards in facilities management. Thank you for being a part of this remarkable journey!

A Heartfelt Achievement, Company of Good with 2 Hearts

BY GRACE SIONG



We are proud to be recognised as one of the Companies of Good with 2 Hearts for 2024. This recognition, under the Company of Good initiative, celebrates businesses in Singapore that are dedicated to social responsibility and creating a positive community impact, while integrating purpose-driven practices into their operations.

We are honoured to receive this award, which reflects our ongoing dedication to corporate purpose in making a positive difference across key dimensions, including People, Society, Governance, Environment and Economy.



UEMS Solutions Wins Excellence Award at Singapore HEALTH Awards 2024

BY MAY TOK

We are proud to announce that we have received the Excellence Award at the Singapore HEALTH Awards 2024. This award recognises outstanding health promotion achievements across pre-schools, workplaces and the community and we are thrilled to be acknowledged for our commitment to fostering healthier environments.

The Excellence Award highlights companies that demonstrate health promotion efforts across a broad spectrum of categories. At UEMS Solutions, we believe that health and wellness are the foundation of a productive and engaged workforce. Over the second half of 2024, we conducted a range of wellness initiatives across the company which includes:

- **Fitness classes** to encourage physical activity and build team spirit.
- **Health talks** to educate employees on various health topics.

- **Mental wellness** workshops to support emotional well-being and stress management.

This award not only validates our efforts but also inspires us to keep championing health and wellness for our employees. As we look to 2025, we are excited to introduce more engaging health and wellness initiatives, further reinforcing our commitment to building a healthier workplace.

Together, we are shaping a brighter, healthier future.



CEO Highlights “Old is Gold” at WSH Conference 2024

BY MAY TOK

On 11th September, our CEO, Ms. Tan Cheh Tian, shared with the audience at the Workplace Safety and Health (WSH) Conference, centered on the theme “Old is Gold.” In her speech, she emphasised the invaluable contribution of older employees’ experience and skills in creating safer and more inclusive workplaces.

The WSH Conference, a key platform for industry leaders, experts and professionals, focuses on shaping the future of workplace safety and sustainability. Ms. Tan highlighted the importance of older employees in building resilient teams, highlighting how their expertise is essential for driving organisational success.

As part of the “Blue Zone @ Work” symposium, Ms. Tan shared strategies on how companies can harness the wisdom of older employees to promote workplace wellness, productivity and inclusivity. Drawing inspiration from the Blue Zones—regions



globally recognised for their residents’ longevity and healthy living—she discussed how applying these principles can lead to healthier, more balanced work environments.

In her closing remarks, Ms. Tan reinforced that fostering an environment where employees of all ages can thrive is not only critical to workplace safety and health but also essential for the future success of organisations.

UEMS Safety Day 2024: Strengthening Our Commitment to Safety

BY MAY TOK

On 12th September, we marked Safety Day 2024 with a renewed focus on workplace safety. The event kicked off with a speech from our CEO, Ms. Tan Cheh Tian, who emphasised on the importance of safety in all aspects of our operations. Supported by Deputy General Managers Ms. Eileen Koh and Mr. Joe Ng, along with Head, Workplace Safety & Health,

Ms. May Tok, the leadership team reinforced our commitment to this year’s theme, “Spot It, Act on It!”. The event also provided a peek into the safety initiatives planned for 2025, showcasing our ongoing commitment to fostering a safer work environment.

A safety quiz was conducted to keep participants involved throughout the event. Winners of the safety quiz and crossword puzzle challenge, along with those who used the HSE app to identify safety-related risks and propose solutions, were recognised for their contributions towards workplace safety and health. The event wrapped up with an insightful Health Talk from the Health Promotion Board (HPB) on the “Science of Happiness,” followed by a hearty lunch. A big thank you to everyone who took part in making this day a success, reinforcing that safety remains a top priority—every day, everywhere.





Leadership Site Visits Reinforce Commitment to Workplace Safety and Health

BY MAY TOK

As part of our ongoing commitment to workplace safety and health, our Executive Leadership Team (ELT) and Management Team (MT) conducted site visits to key locations, including Tan Tock Seng Hospital, the Urban Redevelopment Authority (URA) and Buddha Tooth Relic Temple & Museum.

These visits provided an opportunity for our leadership to engage with on-ground teams and observe the work environments firsthand. Our site teams at each location showcased the safety practices and protocols they had implemented and initiatives that enhanced both safety and operational efficiency. The practices in place emphasised our organisation's dedication to creating safer and healthier workplaces.

During the Tan Tock Seng Hospital visit, our team observed unique operational challenges that came with a healthcare environment and commended the team for their dedication to upholding stringent safety standards in a high-demand setting. Their commitment ensured that patients, visitors and staff experience a safe, well-managed environment.

These visits highlighted our ELT and MT's commitment to enhancing safety and health standards across all our sites. Together, we are actively working to build

safer and supportive work environments across all our workplaces.



Promoting Health and Wellness Across UEMS Solutions

BY MAY TOK

At UEMS Solutions, we believe that a healthy workforce is essential to driving productivity. To support this, we organised a series of health and wellness initiatives across the company, offering activities not only at our headquarters but also at various operational sites. These efforts reflected our commitment to enhancing the overall well-being of our employees, focusing on their physical, mental and emotional well-being.

Our activities included fitness classes, informative health talks and mental wellness workshops, all aimed at promoting a balanced lifestyle and alleviating workplace-related stress. Employees from different sites actively participated, demonstrating their enthusiasm for maintaining a healthy lifestyle. By making health and wellness a priority, we aim to foster a supportive and energised workplace culture that benefits everyone.



Fostering Inclusion: Highlights from Our Townhall on Racial Harmony Day

BY GRACE SIONG

This year, we held our Townhall in conjunction with Racial Harmony Day, making it an occasion focused on unity and inclusion. Our CEO, Ms Tan Cheh Tian, provided updates on the company's progress and shared insights on our future direction. Several members from the Executive Leadership and Management Teams also took the stage to discuss key initiatives, including advancements in technology, efforts to boost productivity and sustainability and our commitment to promoting inclusive employment practices within our diverse workforce.

Following the Townhall, we were pleased to invite SGenable, as our guest speaker to present best practices and strategies for supporting persons with disabilities (PWDs). This was followed by one of our site managers sharing his personal experience managing PWDs at his worksite.

The celebration of Racial Harmony Day was made even more vibrant by colleagues donning attires that reflected their cultural heritage, highlighting the diversity of our workplace. The event was both inspiring and educational, further emphasising our dedication to promoting inclusion and harmony at UEMS.



Celebrating 35 Years of Excellence with Edgenta UEMS Taiwan!

BY MEGDELINE YAP



On 10th August, we joined Edgenta UEMS Taiwan in celebrating their 35th anniversary. This significant milestone was marked by the presence of our MD/CEO of UEM Edgenta, Mr. Syahrudin Samsudin and our CEO, Ms. Tan Cheh Tian, along with several colleagues.



The event was a celebration of over three decades of dedication and excellence by our Taiwan team. It provided an opportunity to recognise the achievements of Edgenta UEMS Taiwan while also reinforcing the strong connections that unite us all. Here's to many more years of shared success and continued collaboration!

Celebrating the 2nd SGH Visitor Services Appreciation Day

BY LINNA TAN

We came together to celebrate the 2nd SGH Visitor Services Appreciation Day, a special occasion to honour the dedication and hard work of our Visitor Services team at Singapore General Hospital (SGH). Joining us in the celebration were Mr. Tan Jack Thian, Group COO, SingHealth & COO, SGH; Mr. Lim Chee Tiong, Deputy Director, Operations, Patient Support, SGH; and other staff members from SGH and UEMS.

In addition to recognising the efforts of our Visitor Services team, we celebrated the recipients of two prestigious awards: the COVID-19 Resilience Award and the SingHealth Service Quality Award. The COVID-19 Resilience Award, presented by the Ministry of Health, acknowledged those who maintained exceptional service and adaptability during the pandemic, showcasing resilience and innovation. The SingHealth Service Quality Award honoured individuals who consistently delivered outstanding service, set high standards and enhanced the visitor experience at SGH.

Congratulations to all the award recipients! We would also like to express our heartfelt gratitude to SGH for their continued support. Together, let's keep building on this success and striving for excellence in everything we do.



Celebrating Our Housekeeping Teams at SingHealth Institutions

BY MEGDELINE YAP

On 9th October, we honoured the dedication and hard work of our housekeeping teams across SingHealth institutions at the Annual Housekeepers' Appreciation Day. Our housekeepers are the true heroes who ensure a clean, safe and welcoming environment for everyone—from patients to healthcare staff—making a difference each day.

A highlight of the event was our team from Changi General Hospital bringing great energy to the Lip Sync Battle, with a fantastic finale led by our site leaders to wrap up the day.

Twenty-five individuals were also recognised for their outstanding contributions to cleanliness and safety in the Housekeeper Star Awards. Celebrations were also held across our various SingHealth sites. At Sengkang General Hospital, the day was particularly special with the presentation of the ES Star Award and Glo Germ Award, honouring excellence in environmental services and hygiene.

A heartfelt congratulations to all our award winners! We are proud of our housekeeping teams' dedication and commitment and we look forward to celebrating their achievements again next year!





Charting the Future Together: UEMS Solutions' 2025 Workplan

BY MEGDELINE YAP

On 6th and 7th November, our teams from Singapore and Taiwan gathered for our annual workplace session. We celebrated key achievements from 2024 and set a clear direction for the year ahead.

Focusing on sustainability, innovation and operational excellence, the session highlighted our commitment to leveraging technology and best practices to elevate client service in 2025. Our teams shared insights, exchanged best practices and strengthened cross-country connections, fostering a unified approach to success.

As we move into 2025, we are excited to build on these goals and driving growth in our business!



Embracing Learning Opportunities: A Learning Trip to Taiwan

BY PETER HO

From 12th to 13th August, our Deputy General Manager, Ms. Eileen Koh, along with teams from Quality & Training, Operations and Learning & Development embarked on a learning trip to UEMS Taiwan.

The visit offered a valuable opportunity to explore the training systems of our Taiwan counterparts. Through in-depth discussions and collaborative knowledge-sharing sessions, our teams exchanged insights on the latest training trends and identified best practices to enhance our own programmes. This experience provided an excellent platform for learning, growth and further strengthening our commitment to excellence in training and development.



Study Trip Highlights: UEM Edgenta's RICD Team Visits UEMS in Singapore

BY MEGDELINE YAP



We were delighted to host representatives from UEM Edgenta's Risk, Integrity and Compliance Division (RICD) during their study trip to Singapore from 10th to 11th October. The visit provided an excellent opportunity for the team to share valuable insights into their ongoing work. As part of their trip, we had the pleasure of giving them a tour of our Alexandra Hospital site, where we highlighted our operational processes and innovative practices.

A big thank you to the RICD team for their insights and collaboration!

Driving Quality and Training Excellence at UEMS

BY PETER HO
HEAD OF QUALITY AND TRAINING

Hello, I am Peter Ho and I joined UEMS on 24th June 2024, as the Head of Quality and Training. After 31 years in the defence industry as a combat officer with the Republic of Singapore Air Force, this role marks a new chapter in my career. My background includes pilot training and a range of leadership roles within the Ministry of Defence and the Singapore Armed Forces.

Throughout my career, I have been fortunate to have diverse experiences in strategic planning, training, safety and leadership. A few highlights include my time as a Commanding Officer in Arizona, where I led a team to advance Attack Helicopter operations and participating in a United Nations peacekeeping mission in Timor-Leste.

My academic journey includes a Bachelor's degree in Political Science and Economics and a Master's in Management, along with a Diploma in Military Leadership from the National Technological University. I have also invested considerable time in safety training, focusing on Human Factors in Aviation and Accident Investigation—fields I'm passionate about.

Personally, I am an active person who loves the outdoors, from hiking to diving. Squash is another passion; I play regularly and am a certified coach. After retiring from the Air Force last year, I combined my love for travel with photography, earning a diploma in the field.

Joining UEMS during this phase of growth is a great opportunity. I am looking forward to learning more about the private sector and especially the healthcare industry, which I deeply respect but have yet to fully explore. This role provides a fresh perspective and is a valuable chance for personal and professional growth.

In turn, I am eager to support UEMS growth by leveraging my experience to strengthen the Quality and Training team. My aim is to build a team that is both competent and resilient, helping us deliver exceptional results. I look forward to making a positive impact as we move forward together.



“ Stay Calm, We Are UEMS’ Quality & Training Team ”

Austin Mathews spent 32 years in Dubai, witnessing its transformation from a desert to a global hub while growing up in a vibrant melting pot of cultures. With a mechanic father and a teacher mother, he learned the value of hard work and building meaningful relationships over material wealth.

Inspired by Dubai's diversity, Austin carved out a career in branding, starting at one of the world's top five advertising agencies. Over the years, he built a reputation for resilience, adaptability and a passion for connecting with people. Life's challenges eventually brought him to Singapore, where he found new opportunities and a sense of purpose.

Today, Austin is part of the UEMS family, bringing his unique perspective and skills to his role as a concierge at RQAM. Here's what he had to share about his journey, both personal and professional.



Meet Austin: From Dubai's Sands to Singapore's Skyline

BY AUSTIN OLIN MATHEWS

? Tell us about your journey to joining UEMS as a concierge at RQAM in June 2024.

Coming from a background in branding and running my own agency, stepping into a concierge role with UEMS has been a unique shift. Balancing business and family life was challenging, so with growing educational expenses for my kids, I sought a role that offered stability and more family time. UEMS recognised the value of my transferable skills and this new role has allowed me to bring a fresh perspective to customer service.

? What's it like working at the same company as your spouse, Jaya?

Working in the same organisation but in different departments has worked well for us. Jaya is known for her high energy and data-driven approach, while I focus more on building relationships. Although our styles differ, we share the same high standards and mutual respect, which helps us maintain a good balance. Thankfully, we don't work directly together!

? How has the transition from Dubai to working in Singapore and at UEMS been for you?

Singapore's work ethic is very similar to Dubai's, with high customer expectations. While I am used to a fast-paced, customer-focused environment, I have had to adapt to new ways of service delivery here. Adjusting after over 25 years in one way of working has been a challenge, but I have embraced it and the team's warm welcome has made each day enjoyable.

? What do you enjoy most about being a concierge and what motivates you?

I am a people person, so helping others comes naturally. Each day brings new situations, which I love—it is similar to client servicing, where no two days are the same. The satisfaction of making someone's day a little easier keeps me motivated.

? How do you and Jaya support each other at work?

We are familiar with each other's teams, which builds respect for our roles. Small acts like Jaya dropping me off for early shifts or me picking her up, help us stay connected. We act as sounding boards for each other, whether it is sharing ideas or venting about work.

? How do you balance work and family life, especially with both of you in demanding roles?

Working at the same company helps us understand each other's challenges. Despite busy schedules, we prioritise family time, always having dinner together and sharing stories from our day. Fridays are special, with our kids cooking and us enjoying a movie night—it is our family recharge.

? How has UEMS contributed to your professional and personal growth?

UEMS has enabled me to apply my branding and customer service skills in a new context, helping me develop patience and empathy. Personally, UEMS has been incredibly supportive in my PR application, adding value to my future here.

? What advice would you give to other couples working together, especially in a fast-paced environment like UEMS?

Understanding each other's needs and supporting without expectation is key. As one UEMS manager told me, "If you can't put others before yourself in service, you are in the wrong industry." Love, patience and the occasional treat—like ice cream or chocolate—go a long way!

Dedicated to Hospitality: Wang Zhiyang's Journey to Team Leader

BY WANG ZHIYANG & CARMEN CHAN

At UEMS, our commitment to hospitality excellence is embodied by team members like Mr. Wang Zhiyang. Zhiyang joined UEMS in August 2022 as a Room Attendant at Conrad Centennial Singapore, where he transformed guests' stays by creating a welcoming, home-like atmosphere. His dedication to ensuring spotless rooms and fresh linens helped make each visit memorable.

Today, Zhiyang is a Team Leader at Citadines Connect City Centre, responsible for overseeing room inspections and upholding quality standards, while inspiring his team toward continuous growth and excellence.

As he embarks on this new chapter, we sat down with Zhiyang to learn about his journey and the experiences that have shaped his approach to hospitality.

What has been the most rewarding part of your journey from Room Attendant to Team Leader and how has this promotion impacted your approach to your work?

The most rewarding part of my journey has been the opportunity to lead and mentor my team. Transitioning into a leadership role has enabled me to cultivate a positive work environment where I can support my colleagues' growth and development.

This promotion has also shifted my focus from completing tasks to fostering teamwork and collaboration. I have realized the value of effective communication and I strive to create an open atmosphere where everyone feels valued and heard. It has been fulfilling to see how my leadership can inspire others and elevate our team's performance.

Can you share a memorable experience with a guest that highlights what you love most about working in hospitality?

One memorable experience was with a guest who seemed stressed during his stay. I decided to leave a small note and a couple of extra toiletries in his room. The note simply wished him a relaxing stay and offered my assistance if he needed anything.

Later, the guest approached me in the hallway, visibly relieved and grateful. He shared how my small gesture had made a big difference in his day, especially since he was feeling overwhelmed with work. This experience highlighted the personal connections we can create through attention to detail and small acts of kindness, which is what I love most about working in hospitality—being able to positively impact a guest's stay.

What advice would you give to team members who aspire to grow within UEMS and take on leadership roles in the future?

For team members aspiring to grow within UEMS and take on leadership roles, my advice would be:

Embrace Learning: Seek out opportunities to learn, whether through formal training, mentorship, or simply asking questions. Stay curious about different aspects of the business.

Build Relationships: Strong relationships with colleagues and supervisors can open doors and provide valuable support as you advance.

Show Initiative: Take the lead on projects or volunteer for additional responsibilities.

Seek Feedback: Regularly ask for feedback from peers and supervisors. Constructive criticism can help identify areas for growth.

Develop Soft Skills: Leadership requires emotional intelligence, communication and conflict resolution, not just technical skills. Focus on these areas too.

Stay Positive and Resilient: The journey to leadership has its ups and downs. A positive attitude and resilience in the face of challenges will help you stand out.

Be a Team Player: Show that you value collaboration and are willing to support your teammates, as leaders often emerge from those who uplift others.

By following these principles and remaining committed to growth, you can position yourself for future leadership opportunities within UEMS.



“Demonstrating your willingness to go above and beyond shows your commitment and readiness for more challenging roles.”

Partnering for Success: Steven Han's Collaborative Role in Buddha Tooth Relic Temple & Museum Renewal

BY STEVEN HAN & JEREMY ONG

Steven Han, our Assistant Building Manager, played a key role in our recent contract renewal with the Buddha Tooth Relic Temple & Museum. His leadership and dedication to excellence across M&E, housekeeping, F&B and event management have set a high bar for service quality. Through his lead-by-example approach, Steven has cultivated a culture of teamwork and accountability, motivating his team to consistently deliver high standards of service.

Steven's close collaboration with both UEMS HQ and temple management has been pivotal. His commitment to understanding the unique needs of the temple, combined with his proactive approach to addressing challenges, has strengthened our client relationship, making him a key contributor to this long-term partnership. To gain a deeper understanding of Steven's experiences and approach, we asked him to share insights into his role, the challenges he faces and his advice for others in facility management.

What has been the most rewarding aspect of working at the Buddha Tooth Relic Temple & Museum and how does it differ from other facilities you've managed?

The most rewarding aspect of working at the Buddha Tooth Relic Temple & Museum has been the unique and fulfilling challenge of managing a sacred space where spiritual activities are integral to daily operations. Unlike commercial or industrial facilities, where the focus is primarily on building maintenance and operational efficiency, the temple requires us to align our work with spiritual practices, such as chanting schedules, event setups and supporting Buddhist courses. This alignment creates a deeper sense of purpose and connection to the community we serve.

For example, at the temple, managing the flexible setup of the large hall in Basement 2—dividing it into four classrooms or reconfiguring it for larger events—requires careful planning and adaptability. The time-sensitive setups such as transitioning from morning classrooms to combined spaces for afternoon sessions, present challenges similar to assembling a complex puzzle. The sense of fulfilment comes from watching everything come together smoothly and ensuring the temple's activities flow seamlessly.

What makes this experience truly special is the dedication and teamwork of the technicians. Their commitment and

willingness to tackle demanding tasks without complaint reinforce the sense of gratitude and teamwork that sets this environment apart from other facilities I have managed. This combination of meaningful work and an outstanding team makes my role at the Buddha Tooth Relic Temple & Museum deeply rewarding.

Can you share a specific challenge you faced during this contract period and how you worked with your team to overcome it?

One significant challenge during this contract period was preparing for the re-tender process after the Temple's Board decided to call for the tender when our contract was due for expiry. We have been managing the Temple's IFM services since 2014. This decision required us to reaffirm our commitment to excellence and ensure we demonstrated our value to the client. Months before the contract's expiration, I emphasised to the team the importance of going above and beyond in our daily operations to showcase our dedication to the Temple's needs.

To tackle the re-tender process, we collaborated closely, gathering detailed quotations from M&E service providers and conducting extensive discussions to address every aspect of the tender. The team's proactive approach and attention to detail allowed us to submit a comprehensive proposal, reinforcing our commitment to maintaining high standards. This collaborative effort turned a potential setback into an opportunity to demonstrate our expertise and dedication.

What advice would you give to others in facility management who aim to build strong client relationships and achieve long-term contract renewals?

My advice for building strong client relationships and securing long-term contract renewals is to prioritise PATIENCE and consistency in your approach. Always uphold a high standard of on-site work to meet the client's expectations and demonstrate reliability. Going the extra mile—whether by addressing their unique needs or offering thoughtful suggestions to improve the quality of the work—can make a lasting impression. While the saying "The client is always right" might not always feel accurate, it is important to remember they are your client and fostering trust through proactive communication and continuous improvement is key to achieving long-term success.





Driving Digital Transformation: A Year of Innovation and Operational Excellence

BY KAITLYNN TAN

As 2024 comes to a close, we take this opportunity to reflect on the advancements we have made in transforming our business operations. The successful implementation of Oracle NetSuite and our e-procurement platform, TenderBoard, has reshaped the way we operate, enhancing our efficiency and collaboration with suppliers while delivering greater value to our clients.

Oracle NetSuite: Unlocking the Power of Data

Oracle NetSuite has empowered us with advanced data analytics, providing deeper insights into our operations. With the ability to analyse data in greater detail, we can identify trends, forecast needs more accurately and adapt our strategies in real-time. This data-driven approach allows us to remain agile in a dynamic market, helping us stay ahead of industry changes and continually improve our performance.

NetSuite's continuous monitoring of market data also ensures that we can proactively respond to shifts in the industry. By benchmarking our performance, we have identified areas of strength and opportunities for improvement, positioning ourselves for sustained success.

TenderBoard: Transforming Procurement for Greater Transparency and Efficiency

TenderBoard has revolutionised our procurement processes, offering transparency, efficiency and a commitment to sustainability. One of the key features is the self-service vendor portal which allows suppliers to manage their profiles, submit invoices and handle

payment preferences directly. This not only reduces the administrative workload on our teams but also ensures that supplier information is always accurate and up-to-date.

The move to electronic invoicing through TenderBoard has streamlined the entire process, reducing manual data entry, minimising errors and speeding up payment timelines. Suppliers now benefit from faster payments and we maintain a transparent, efficient financial process that provides real-time visibility into invoice approvals and payment status.

Moreover, the integration of TenderBoard with Oracle NetSuite has created a seamless flow of information between procurement and finance. This centralised approach allows us to onboard suppliers more efficiently while ensuring that all procurement decisions align with our sustainability objectives.

Looking Ahead: Innovating for the Future

As we look to 2025, our focus remains on scaling these platforms to drive further automation, enhance data-driven decision-making and promote sustainability across our operations. By leveraging Oracle NetSuite's analytics and TenderBoard's streamlined procurement capabilities, we are positioned to continue delivering value to our clients and partners.

We are also committed to the ongoing development of our teams, ensuring they have the skills and insights needed to support our clients effectively. As we expand our digital capabilities, we look forward to fostering innovation, strengthening partnerships and achieving operational excellence in the year ahead.

Strategic Partnerships with Technology Innovators

BY SRINIDHI GOPALAKRISHNA

We recognise the growing complexity and technological advancements in the Integrated Facilities Management (IFM) and smart building sectors, making it essential to collaborate with technology providers to stay ahead in the market.

Partnering with SIMPPLE Ltd allows us to leverage their expertise in workflow management, Internet of Things (IoT) and robotics, enabling us to enhance our service offerings through the integration of our UETrack™ suite with their advanced SIMPPLE Plus platform. This collaboration addresses the need for more efficient, automated solutions in facilities management, helping us deliver state-of-the-art facility integration to our customers.

Similarly, the partnership with Zynec is driven by the increasing demand for smarter, more sustainable energy and building management solutions. Zynec's extensive experience in IoT for energy and building systems enables us to strengthen the energy performance module of our UETrack™ SmartFM platform. This collaboration ensures that we can offer enhanced energy management and optimisation solutions, meeting the growing sustainability needs of our clients and improving overall operational efficiency.



Memorandum of Understanding signing ceremony with IFSC (SIMPPLE Ltd)



Memorandum of Understanding signing ceremony with Zynec

Enhancing Information Security: Our Smooth Transition to ISO 27001:2022

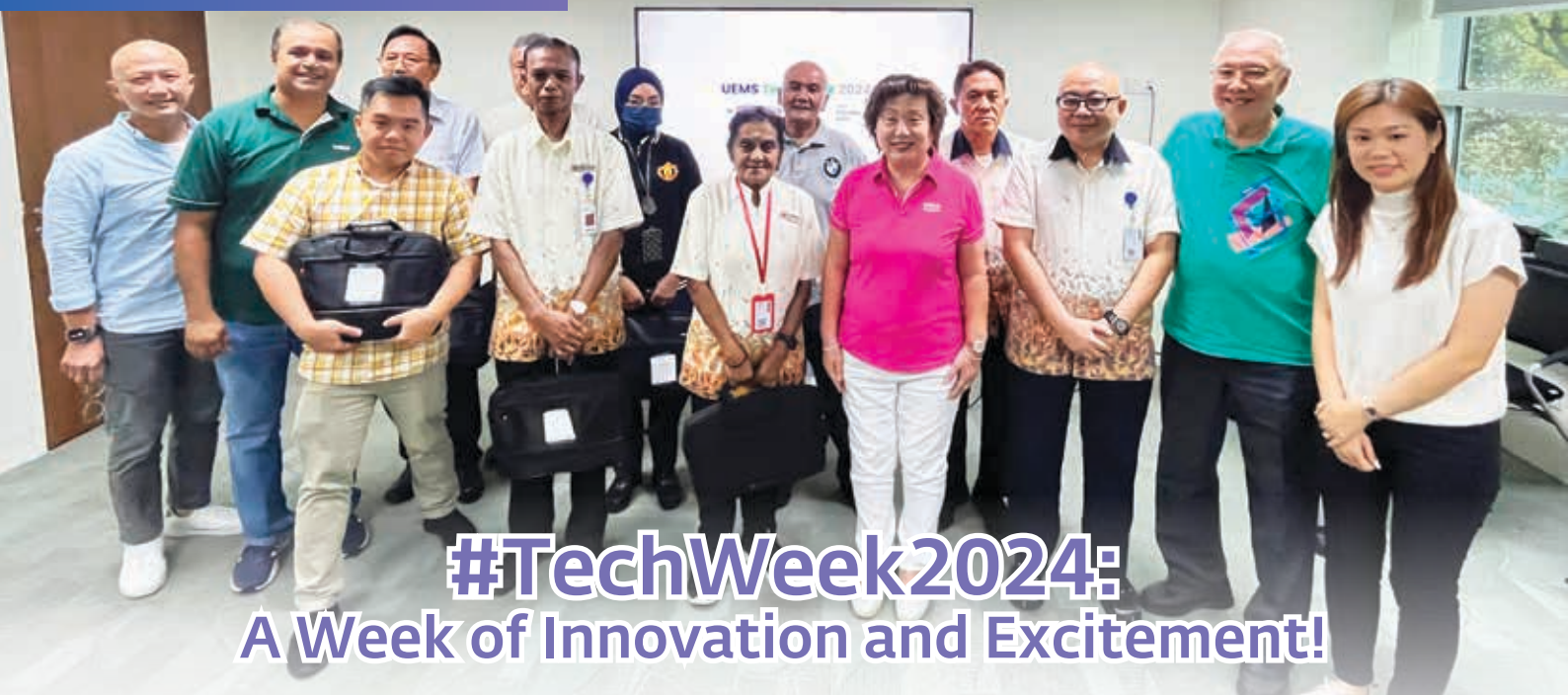
BY ROBIN HO

ISO/IEC 27001 provides a framework for managing sensitive information and protecting it from risks like cyberattacks, data breaches and misuse. We have been accredited with ISO 27001:2013 since 2018 and this year, we decided to transition to the updated ISO 27001:2022 edition.

The new version reorganises controls, reducing them from 114 controls to 93 controls instead, with additional focus on cloud security, threat intelligence and data privacy. To ensure a smooth transition, we engaged a consultant who assisted us to perform a gap analysis. While many of our existing controls were strong, we identified areas for improvement, particularly in cloud security and integrated the new controls into our Information Security Management System (ISMS) framework.

Our team collaborated closely with the consultant, updating our Statement of Applicability (SOA) and security policies, while also providing tailored ISMS Awareness training for staff. These efforts not only ensured compliance but also fostered a stronger culture of security across UEMS.

In addition, we trained selected staff from various departments to conduct internal audits, enhancing our ability to maintain effective security practices. With the consultant's support, we ensured a seamless transition, updating our documentation and preparing for the full ISO 27001:2022 transition in 2024.



BY ROBIN HO

From 30th September to 4th October, we celebrated our #TechWeek2024 with a series of events, all centered on embracing technology innovation and adoption. Led by our Technology Services team, the week was filled with engaging activities and learning opportunities for everyone.

The week kicked off with daily quizzes on the intranet and the popular IT Clinic, where staff from various sites received personal device support and learned essential cybersecurity tips. One of the key highlights of the week was Hackathon 2024, which saw several teams showcasing their innovative solutions and presented cases to our judges. The excitement continued with the Reels Challenge, a creative initiative aimed at raising awareness about online scams.

On 4th October, our CEO, Ms. Tan Cheh Tian, concluded the week by sharing updates on our ongoing tech transformation journey. The closing event also included the launch of "Giselle," our new AI-powered HR assistant and a laptop giveaway, where 10 lucky winners walked away with brand-new laptops!

A huge thank you to everyone who participated and made #TechWeek2024 a success. We are already looking forward to an even bigger and better #TechWeek in 2025!



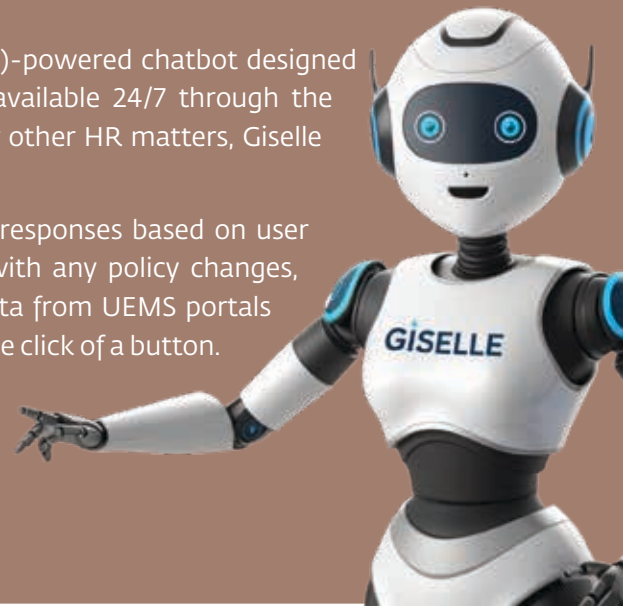
Introducing Giselle: UEMS' AI-Powered HR Chatbot

BY ANEESH PERIYE

Launched on 4th October, Giselle is our new Artificial Intelligence (AI)-powered chatbot designed to assist employees with Human Resource (HR)-related queries, available 24/7 through the company intranet. Whether it is leave policies, employee benefits, or other HR matters, Giselle provides instant answers without the need to contact our HR teams.

As a self-learning system, Giselle improves over time, adapting her responses based on user interactions for greater accuracy. She also automatically updates with any policy changes, ensuring the information provided is always current. Giselle pulls data from UEMS portals and organisational announcements, offering up-to-date support at the click of a button.

With Giselle, our staff can enjoy quick, accurate and reliable HR support anytime, enhancing efficiency and reducing the need for manual HR assistance. As she continues to evolve and improve, Giselle is set to become an important tool in streamlining HR processes across the organisation.



Introducing Chatty Charlie: AI-Powered Support for Enhanced Visitor Services at SGH

BY VINAY KUMAR

In line with our drive towards innovation and continuous improvement, we have introduced Chatty Charlie, an Artificial Intelligence (AI)-powered chatbot designed to assist our Patient Service Associates (PSAs) at the Visitor Services counters in Singapore General Hospital (SGH).

Who is Chatty Charlie?

Chatty Charlie functions similarly to popular AI platforms like ChatGPT, designed to understand text-based inputs from PSAs, analyse them and provide accurate responses drawn from standard operating procedures (SOPs) and work instructions. By delivering reliable answers in seconds, Chatty Charlie empowers PSAs to manage high volumes at busy counters effectively. This AI tool minimises the time staff spend searching through manuals and guidelines, allowing them to respond to queries promptly.

Real-Time Support for PSAs

With Chatty Charlie, PSAs receive real-time assistance to manage various tasks, from visitor registrations and inquiries to

compliance with hospital protocols. The chatbot is specifically programmed to retrieve up-to-date information on hospital SOPs, ensuring consistency and accuracy in service delivery. By handling routine information requests, Chatty Charlie allows PSAs to focus more on personalised interactions with visitors, enhancing the overall experience.

Expanding Chatty Charlie's Potential

We are exploring possibilities to expand the chatbot's support across other hospital services, including patient registration, appointment scheduling and additional visitor-facing functions. This expansion would further streamline operations and improve efficiency across multiple departments.

A Future of AI-Enhanced Healthcare Services

As AI technology progresses, Chatty Charlie is set to become an even more valuable asset to our staff, ensuring seamless, efficient and high-quality service in healthcare environments. This AI integration marks a step toward a future where human staff and AI work collaboratively to elevate service standards, aligning with our commitment to operational excellence and patient care.

We are excited to see how Chatty Charlie will continue to positively impact our service delivery, supporting UEMS in setting new standards for quality in healthcare.



Our Digital Transformation Journey: Integrating Biometrics and Digitisation

BY KAMAL MANI

We have continued our digital transformation journey with several enhancements to our digital services across the organisation. Below are some key updates.

Biometric Login for UETrack™ Mobile Apps

Biometric login is now available across UETrack™ Housekeeping and Compliance modules. Users can register their biometric data such as fingerprints or facial recognition, to stay logged in securely, making it easier and faster to access the mobile app. This enhancement complements the multi-factor authentication (MFA) system, adding another layer of security for users interacting with the app's features.

Biometric Attendance with Entrypass

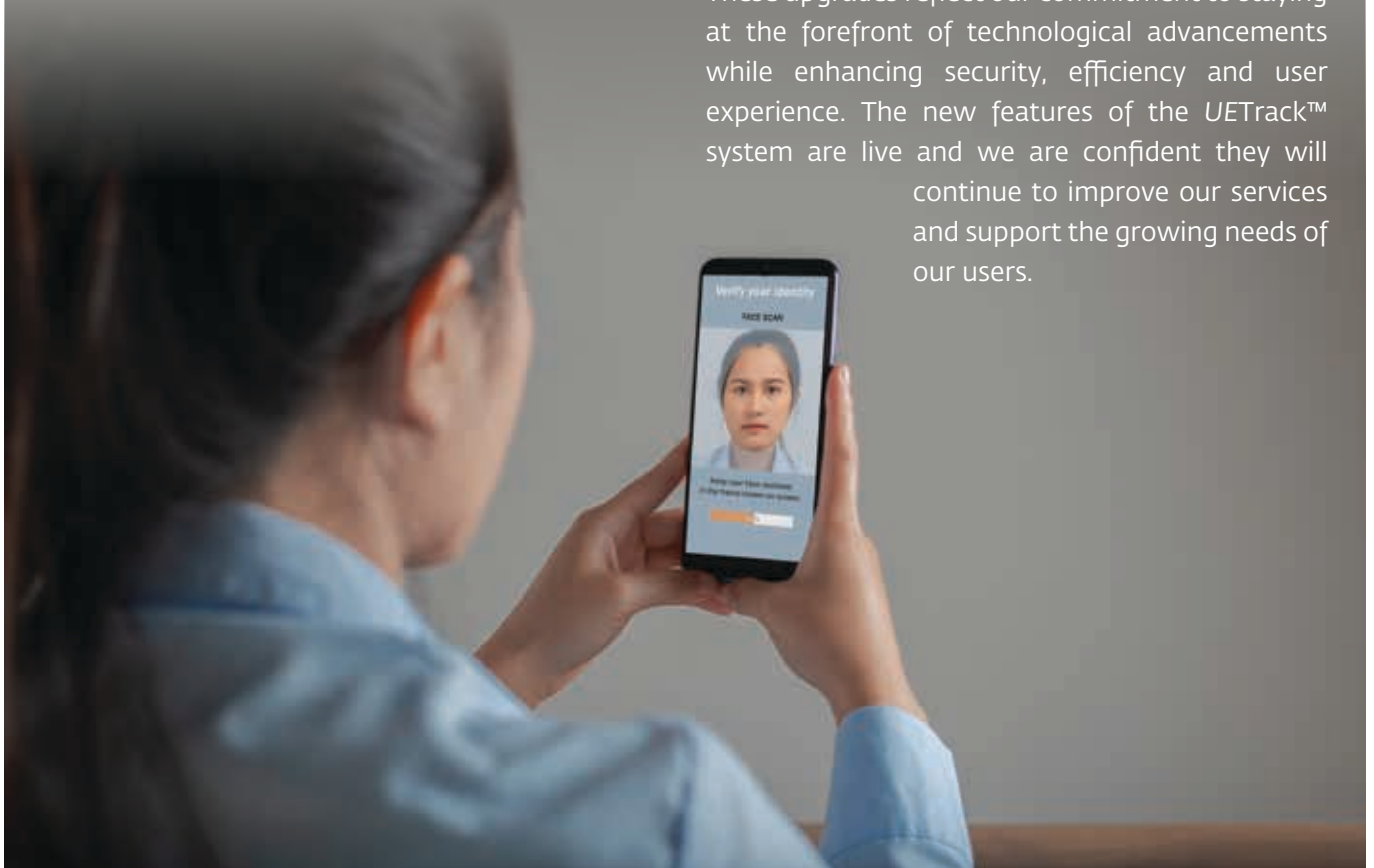
UETrack™ Entrypass, used to record daily attendance via QR Code and photograph on mobile devices, now includes a face recognition feature. This update allows users to enable facial validation

when clocking in, ensuring the correct staff members are logging in from the right locations. Site teams can activate this feature by registering their face profiles once, with Artificial Intelligence (AI) verifying attendance daily. Entrypass also supports GPS zoning-based attendance, offering a comprehensive suite of attendance solutions for teams across multiple locations.

New Digital Forms

As part of our ongoing digitisation efforts, we have converted several HR forms and their workflows into digital formats accessible via the intranet. This shift not only reduces paperwork and administrative efforts but also increases agility for teams to submit requests online while interacting more efficiently with HR. Our Technology Services team will continue collaborating with various departments to digitise more forms, further streamlining processes across the company.

These upgrades reflect our commitment to staying at the forefront of technological advancements while enhancing security, efficiency and user experience. The new features of the UETrack™ system are live and we are confident they will continue to improve our services and support the growing needs of our users.



Successful Upgrade of UETrack™ Portering at Changi General Hospital

BY XIE MENGJUN

Since 2004, we have been providing portering services to Changi General Hospital (CGH), utilising the UETrack™ - Portering module to efficiently manage tasks. To meet evolving security compliance standards and respond to new user requirements, we have upgraded the portering module with several key enhancements:

- **SAP Integration:** Streamlines task creation, making the process more seamless and efficient while minimising the risk of human errors.
- **Active Directory (AD) Integration:** Provides users with a secure, seamless login experience, resolving access issues and enhancing security.
- **iPhones for Porters and Housekeepers (4G):** Equips staff with iPhones featuring Mobile Device Management (MDM) for centralised app control, improved security and a better user experience.
- **Robotics Integration:** We are exploring partnerships with robotics providers to automate and further improve operational efficiency.
- **Improved Performance:** The upgraded system architecture enhances performance, scalability and reliability for portering operations.

The upgraded UETrack™ - Portering module is scheduled to go live in Q1 2025, delivering significant improvements in efficiency, security and user experience. We remain committed to continuously enhancing technology to uphold the highest service standards at CGH.

Driving Transformative Advancements at Sengkang General Hospital

BY TAN WEI NENG



To elevate work efficiency and improve patient care, our portering team at Sengkang General Hospital (SKH) has introduced an innovative Powered Mobility Aids (PMA) programme. This initiative helps in overcoming challenges like manpower shortages, increased demands and an aging workforce, while significantly enhancing staff well-being and service delivery.

Since the PMA units were introduced in Q3 of 2024, they have not only increased operational efficiency but have also opened new pathways for inclusivity. For example, the potential employment of porters with limited mobility, supporting a diverse and inclusive team at SKH.

With this initiative, we are prioritising staff welfare and efficient service delivery, highlighting both SKH and UEMS commitment to high-quality patient care and an empowered workforce.

Driving Sustainability Forward: UEMS' 2024 Initiatives and Commitment to a Greener Future

BY SRINIDHI GOPALAKRISHNA

At UEMS, we develop an annual roadmap that serves as a strategic guide for embedding sustainability into our operations. This roadmap is developed through a holistic approach, incorporating stakeholder feedback from workshops and addressing key issues that impact both our business and stakeholders, with a focus on reducing carbon emissions each year.

In 2024, we implemented several initiatives aligned with our Environmental, Social and Governance (ESG) principles. Earlier in the year, we participated in the Plant-A-Tree Programme, planting trees to help offset our carbon footprint. We also initiated a transition to greener transportation by replacing one of our diesel vehicles with an electric vehicle (EV), reinforcing our commitment to cleaner energy and reduced emissions. This shift also helps lower Scope 3 emissions for our customers who rely on our services.

We provided advanced carbon management training for our leadership team, offering valuable insights into carbon emissions, Singapore's sustainability goals, carbon removal strategies and pathways to achieving Net Zero.

Our staff contributed to sustainability initiatives through the UETrack™ ESG app, resulting in the implementation of several new programmes. Building on existing energy-saving practices like our



“lights-off-at-lunchtime” policy, we installed smart lighting systems in meeting rooms to optimise energy efficiency and smart connectors to monitor the energy consumption of electrical equipment.

We also launched the Supplier Engagement Programme to promote collaboration with suppliers on carbon management and sustainable practices.

On 23rd October, we held our 2nd ESG Day, dedicated to reflecting on our progress toward sustainability and responsible governance. It was also an opportunity to reaffirm our commitment to incorporating sustainable practices into our operations.

As a testament to our efforts, we are proud to have achieved the Sustainability Net Zero Organisation (SNZO) Gold Plus Certification, reaffirming our commitment to sustainable practices and carbon reduction.

With our SNZO Gold Plus Certification and a clear roadmap, we are excited to continue driving sustainability in 2025, with new initiatives that will help us achieve our goal of reducing carbon emissions by 26% by 2030.



Together, We Made a Difference!

BY SARAH WOO

In collaboration with The Salvation Army Singapore, we organised an apparel donation drive. With everyone's support, we were able to collect a total of 120kg of mixed clothing items!

These donations will go a long way in supporting



individuals in need within our community. We thank everyone at UEMS Solutions for their participation and kindness in making this initiative a success. Together, we demonstrated the power of collective action and we could not have done it without everyone's support!



Celebrating ESG Day at UEMS Solutions!

BY SARAH WOO

On 25th October, we celebrated our 2nd annual Environmental, Social & Governance (ESG) Day—a day dedicated to reflecting on our ESG journey and reinforcing our commitment to sustainability.

The event opened with an address from our CEO, Ms. Tan Cheh Tian, who shared recent achievements in environmental practices and social responsibility. Ms. Tan highlighted our successes in adopting energy-efficient practices and inclusiveness initiatives, emphasising how these actions contribute to a sustainable future.

Building on Ms. Tan's address, our Chief Technology Officer, who also serves as our Head of Sustainability, outlined the steps we are taking to further embed ESG principles into our operations. He shared upcoming initiatives, including secure data management practices, sustainability training for our teams and our pledge to transition our fleet to electric vehicles by 2027, all aimed at creating long-term positive impact.

A highlight of the day was an insightful and engaging session on "Sustainability 101" led by Mr. Martin Fung from Blended Concept. His session illustrated

practical ways we can contribute both individually and collectively to a more sustainable world.

To conclude the day, each attendee had the opportunity to participate in our "Adopt-a-Plant" initiative, adopting a plant to nurture as a symbol of our collective commitment to growth and sustainability. This initiative encourages everyone to play a small, yet meaningful, role in caring for the environment.

ESG Day is a call to action. Together, with each small step and every sustainable choice, we are contributing to a greener, more responsible future for all.



Enhancing Energy Efficiency and Reducing Carbon Emissions

BY SRINIDHI GOPALAKRISHNA

As part of our key initiative to reduce Scope 2 carbon emissions, we have successfully completed the installation of a smart lighting system in our office meeting rooms to optimise energy usage. We already had motion sensor-based lighting in certain areas of our office which is automatically activated during lunch time and after-office hours. This new system ensures that lighting in meeting and training rooms is used only as needed, giving users control over its operation.

In collaboration with our IoT partner, we can now measure the energy consumption of the lighting in these rooms, which is integrated into the UETrack™ Sustainability Dashboard for visualising emission levels.

We remain committed to reducing Scope 1 and Scope 2 carbon emissions by 26% by 2030 and we will continue to adopt new technologies and implement initiatives that help us achieve these goals.

Driving Sustainability: How Food Waste Compactors Support ESG Goals

BY TAN CHENG KIAT



As Environmental, Social & Governance (ESG) priorities take centre stage, sustainable waste management, especially food waste, has become essential for organisations. Food waste compactors offer a sustainable solution by reducing waste volume, disposal costs, odours and enhancing hygiene. Modern compactors equipped with smart technology, such as sensors and data analytics, optimise collection schedules, lower fuel consumption and emissions and enable tracking of waste management progress, helping organisations align with their ESG goals.

Food Waste Compactors at Sengkang General Hospital (SKH)

At SKH, table-top food waste compactors in pantry areas have significantly reduced waste volume, collection costs and the hospital's carbon footprint. Compacted waste is also repurposed as compost for gardening, promoting eco-friendly practices.

A Greener Path Forward

UEMS aims to expand the use of food waste compactors across of facilities that we are currently serving, reinforcing our commitment to sustainability and a socially responsible future.

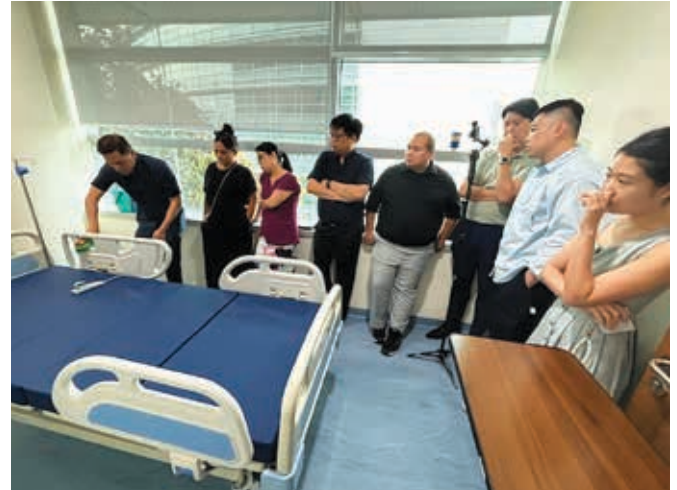
UEMS Launches Monthly Learning Day Series to Enhance Housekeeping Standards in Healthcare

BY WILLIAM NG

On 25th September, our Quality & Training Team launched its inaugural Learning Day for Housekeeping trainers. This event focused on enhancing training techniques and raising standards in ward cleaning across healthcare institutions. Trainers engaged in hands-on activities and shared innovative housekeeping practices, exploring new approaches to maintaining a clean, safe environment for patients and staff.

Feedback was positive, with trainers feeling inspired to bring fresh ideas to their teams. Going forward, the Quality & Training Team will host monthly Learning Days covering diverse topics to keep trainers at the forefront of best practices in healthcare housekeeping. This ongoing commitment to development strengthens

UEMS's mission to deliver top-quality care through continuous learning.



UEMS Transitions Training Documentation from Paper to Digital with Tablets

BY LIV LIEW



Our Quality & Training team has begun a trial to digitise training documentation at Alexandra Hospital (AH) and Sengkang General Hospital (SKH). Led by Ms. Sahlidatol Bte Osman, our trainer at UEMS, this initiative has shown positive results, enabling trainees to complete and sign documents digitally on the tablets and giving trainers easy, mobile access to records.

This trial now extends to SKH, where tablets are replacing cumbersome signing pads, with plans to expand tablet usage across other sites by the end of 2024. We aim to fully digitise all training records, storing them on a secure cloud platform and using Artificial Intelligence (AI) for data analysis to improve training efficiency and effectiveness.

This shift from paper to digital is a key step in building smarter, sustainable training environments.

From Good to Great: Elevating Concierge Service Excellence at RQAM

BY SANDRA GOH

At UEMS, we believe that outstanding service is about consistently exceeding expectations. Our Service Champions, particularly concierges, play a crucial role in creating positive impressions with every interaction. Whether assisting a guest or guiding a tenant, those first moments of contact shape a lasting impression. As our reputation for excellence grows, so do customer expectations, challenging our front-line staff to deliver above-and-beyond service, even in demanding situations.

Recognising the need for continuous development, we launched Phase 2 of the Service Excellence Training for our concierges at Raffles Quay Asset Management (RQAM) in August 2024. This phase goes beyond basic skills, focusing on creating memorable service experiences through specialised modules that enhance our concierge team's professionalism and adaptability. The training covers key areas:

Creating Positive First Impressions: Our concierges are trained to project warmth and reliability through professional presentation, from body language to overall demeanour, right from the first interaction.

Service Language: Emphasising positive, empathetic language to connect with and reassure guests, building essential trust.

Customer Relations: Preparing our team to handle complaints and resolve conflicts with patience and composure, maintaining professionalism under pressure.

Etiquette, Deportment and Grooming: Training concierges in professional grooming and composure to represent our brand with excellence and uphold the highest standards.

Training at UEMS goes beyond a one-time event—it's an investment in our team and the service they deliver. Through continuous learning, we foster a culture of service excellence, empowering staff to consistently exceed customer expectations. Our Service Excellence Training transforms good service into great, ensuring every interaction leaves a positive, lasting impression.



Back by Popular Demand! Mystery Lunch Kakis

BY GRACE SIONG



The Mystery Lunch Kakis, an employee engagement initiative launched in 2023 for our colleagues at headquarters, was well-received. Given its success, we re-launched the initiative in 2024, expanding it to include colleagues from various sites.

The primary objective of Mystery Lunch Kakis is to foster a sense of connection across the company by encouraging colleagues from different departments and locations to interact in a more personal and informal setting. As many of us are stationed in different work locations, this initiative aims to break down silos, strengthen team bonds and promote collaboration across the organisation.

We were delighted with the enthusiastic participation, as it continues to bring colleagues together in meaningful ways, helping to enhance our sense of community.

As we maintain this momentum, we look forward to introducing more initiatives that promote engagement across the company.

Here's what some of our participants had to say:

"I appreciated the chance to get to know colleagues from different departments whom I don't normally interact with and it was great to connect on a more personal level."

"I really enjoy the moment, sharing the laughter and of course, the food!"

"It was like introduction from Korean reality shows, we get pleasantly surprised to see who are our lunch kakis."





Celebrating Dedication: Long Service Awards 2024

BY BRENDA EU

Congratulations to all our long-serving employees! This year, we are proud to honour 800 dedicated individuals who have reached significant service milestones of 3, 5, 10, 15, 20, 25 and 30 years with the company. Celebrations were held across various sites to recognise and commemorate their commitment.

To each of our recipients, we extend our heartfelt thanks for your contributions and look forward to celebrating continued success together in the years ahead!





Lunch & Learn Series: A Fresh Take on Learning

BY GRACE SIONG

Who says learning has to be boring? We believe learning can be engaging and enjoyable! This year, we introduced the Lunch & Learn series in collaboration with various providers, offering our staff the opportunity to make their lunch breaks both meaningful and productive.

The Lunch & Learn sessions covered a range of topics, including financial management, wellness programmes like chiropractic awareness and health screenings, as well as important conversations on Diversity, Equity and Inclusion.

We understand that beyond the skills required for work, personal growth and well-being are equally vital. Through these sessions, we aim to ensure our employees feel supported, engaged and empowered to thrive both professionally and personally.



Tropical Paradise at the Annual Dinner & Dance Celebration

BY GRACE SIONG

Held on 29th November at the Singapore Marriott Tang Plaza Hotel, our Annual Dinner & Dance event was a celebration of camaraderie and connection. This year, we embraced the Tropical Paradise theme, transforming the evening into a warm and lively gathering. Colleagues from various sites came together to share laughter and joy.

The event was a testament to our strong team spirit and commitment to fostering meaningful connections. We look forward to carrying this energy into the year ahead, creating more memorable moments along the way!



UEMS Celebrates Teamwork and Skill at SKH's 3rd Annual Housekeeping Olympics

BY BERNARD TEO & TAN CHENG KIAT

On 9th October, we hosted our 3rd Annual Housekeeping Olympics at Sengkang General Hospital & Community Hospital (SKH), bringing together the housekeeping team for a day of friendly competition, skill-building and celebration. This yearly event highlights the dedication and talent of our housekeeping staff, fostering camaraderie and pride in their essential work. The event was attended by our Chief Technology Officer, Mr. Srinidhi Gopalakrishna, HR Manager, Ms. Michelle Wong and her team, along with members of the finance department.

The activities brought excitement and fun to the day, highlighting the skills essential to maintaining SKH's safe and welcoming environment:

- **Fastest Bed-Making Competition:** Participants raced to make beds to SKH's standards, showcasing efficiency and precision.
- **Fastest PPE Wearer:** Participants competed to put on personal protective equipment quickly and accurately, emphasising the importance of safety.
- **Fastest Mop Stick Dribbler:** Participants maneuvered a ball with a mop stick through obstacles, demonstrating agility and coordination.

Congratulations to all the winners, who were awarded vouchers and medals—just like true Olympians! We are already looking forward to the next Housekeeping Olympics!



Celebrating Teamwork at International French School

BY THERESA SHI

The housekeeping team at the International French School (IFS) gathered for an afternoon filled with delicious food and engaging conversations. Along with sharing health tips and safety updates, team members exchanged personal stories, fostering a deeper sense of connection and unity. It was a great moment to reflect on our hard work, celebrate our diverse experiences and recharge for what's next.

Kudos to the team for all the effort and dedication—here's to continued success at IFS!



An Afternoon of Appreciation: Celebrating INSEAD's Dedicated Team

BY THERESA SHI

Hosted by INSEAD, the Staff Appreciation Hi-Tea event brought team members together for an afternoon of recognition and camaraderie. Alongside the festivities, we were proud to acknowledge our top performers with award certifications, celebrating their outstanding contributions and commitment.

Nine individuals from our Integrated Facilities Management (IFM) operations team were recognised as "Staff of the Team" across six categories:

Maintenance Marvel, Housekeeping Excellence, Logistics Ace, Landscape Mastery, Team Collaboration and Customer Service Champion. These awards highlighted their dedication to high standard of service and teamwork.

The recognition motivated the team for continued success. The event ended with a group photo, celebrating the team's hard work and dedication at INSEAD.



Appreciation **Notes** for our Meal Service Associates at Singapore General Hospital

"Meal Service Associates deployed to SGH wards had made an impact to the meal service level. Their contributions have resulted in patients having the opportunity to choose what they want to eat daily, with improvements to food taste and temperature ratings. Nurses relieved of meal ordering/serving duties also welcome this change and find that they now have more time to attend to our patients immediate and urgent needs."

~ Eileen Lim

THANKS

"Thanks to the deployment of Meal Service Associate (MSA) in the clinical wards. Our nurses can concentrate and perform more value-added care for patients since MSAs can relieve the nurses from placing meal orders online for subsequent orders via e-menu. Our patients appreciate the personalised meal service and meal selection according to their preferences."

~ Assistant Director Chua

"Dear Jaya, I appreciate your small and impactful contributions to our patient care. Your smile, kind and warm approach brightens our patients a lot. Being attentive and detailed ensures all patients are provided with safe care during their stay in hospital."

~ Ms Tan, Senior Nurse Manager

Appreciation **Notes** from KK Women's and Children's Hospital

"I really appreciated the thoughtfulness and initiative by Amsa to get your colleagues to help with the deep cleansing of my office chair food stain even though it was not requested."

"Dayang, you are the best housekeeper in KKH. As a team leader, you've upheld every assignment with pride, contributed ideas diligently for process improvement and bravely fronted auditors with confidence. You are truly an asset to the organisation. Keep up the warm approach and continue rendering assistance to your team members."

"I would like to express my heartfelt appreciation for all the housekeepers who have been working tirelessly behind-the-scenes, ensuring that our work environment is clean and tidy at all times. The importance of your work cannot be overstated."

"Jothi has never failed to keep our office spick and span! Her friendly greetings often brought a lot of smiles to us. Thank you, Jothi for taking care of us! Happy Housekeeper Appreciation Day to all! Cheers!"

Singapore General Hospital

"We would like to extend our sincere appreciation to the UEMS team for their continued dedication in delivering visitor management and porch services in SGH Campus.

Despite facing manpower challenges, the team has consistently upheld a high standard of professionalism and service. Your knowledge and feedback were instrumental in the successful implementation of the Cluster Automated Visitor Management System (CAVMS) with facial recognition technology. We are also pleased with UEMS' plans to further enhance staff skills through additional training and development.

Alongside the hospital's ongoing efforts to improve the working environment, these initiatives will help support and strengthen the team. Thank you for your hard work and commitment!"

~ Dr Lim Chee Tiong, Deputy Director, Operations Patient Support



Alexandra Hospital Housekeeping



Changi General Hospital Housekeeping



HQ



KK Women's and Children's Hospital Housekeeping



Sengkang Hospital Housekeeping



Sengkang Hospital Portering



Tan Tock Seng Hospital Portering

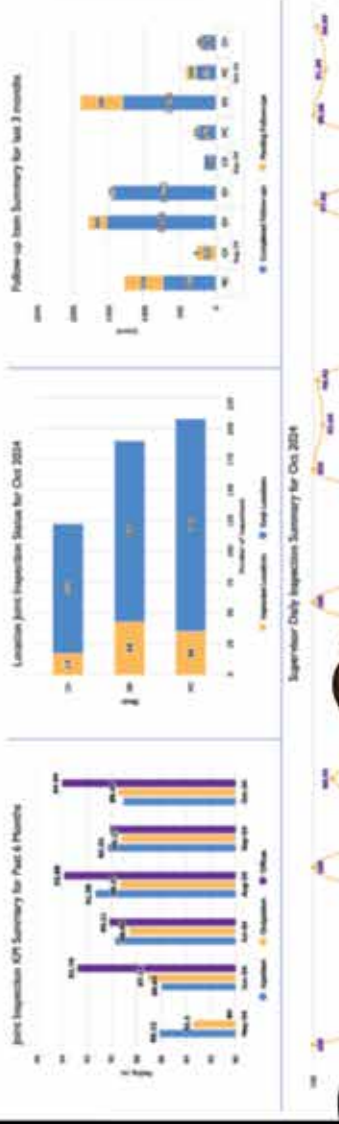


Woodlands Health Campus Portering



Annual Dinner & Dance





**UEMS Executive Leadership & Management Teams thank you for your continued support & trust!
We look forward to a successful new year together!**