

# We Serve

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A Half-yearly Publication of UMC ServiceMaster (S) Pte Ltd



UNITED ENGINEERS LIMITED

A Member of the United Engineers Group of Companies

## NEW Partnerships & SERVICES



The Kitchen & Cafeteria team led by Yogeswaran (front, centre)

### KITCHEN SERVICES @ AH By Levi Era



Our team at Alexandra Hospital (AH) has organically grown the contract to include food delivery and cleaning services in the hospital's kitchen and cafeteria since August 2007. This is in addition to our current environmental services, incorporating housekeeping, linen and pest control.

This new team's role and function is to provide prompt food delivery to the wards and childcare centre for all the meal periods, conduct kitchen and cafeteria cleaning to ensure that it meets the hospital's high standards of hygiene.

### INSEAD RESIDENCE By Alice Chua

Another organically grown contract that adds to our current portfolio in servicing the hospitality sector is the new contract at INSEAD Residence from October 2007. The new team will provide housekeeping services for the guest rooms to ensure that the residents have a clean and comfortable room to live and work in. This is a testimony of our dedicated service at INSEAD Campus which we have been servicing since 2004.



INSEAD Residence's team of housekeepers

INSEAD is a business school which offers MBA, executive education and PhD programmes to discerning corporate clients. INSEAD Singapore is the Asia Campus and provides full function of facilities and activities as their Europe Campus in France.

The INSEAD Residence is an integrated residential complex of over 80 rooms and restaurant facilities in a lush green environment providing convenience and comfort for visiting students.

### PFIZER RESEARCH UNIT By Alice Chua

From October 2007, UMC ServiceMaster was awarded the housekeeping contract to service Pfizer's Clinical Research Unit located at Raffles Hospital.

Pfizer is one of the world's leading research-based health care company. In Singapore, it has a strong portfolio of products that improve people's quality of life and help them enjoy longer, healthier, and more productive lives.

Incorporated as a private limited company in June 1964, the company started off modestly, selling only a few products. Today, it has a strong presence in Singapore with over 300 employees.

It opened its clinical research unit in June 2001 at the Singapore General Hospital but shifted to its present site at Raffles Hospital in June 2007. It conducts mainly Phase I clinical research to support and facilitate the introduction of new medicines in Asia and around the world. Their research involves the scope of cardiovascular, neuroscience, infectious diseases, arthritis/pain, ophthalmology, oncology and respiratory diseases.



P Pramavathi & Aridas provide housekeeping services at Pfizer

# RENEWED PARTNERSHIPS

UMC ServiceMaster is pleased to have renewed contracts with Singapore American School (SAS) and Tan Tock Seng Hospital (TTSH). Every time a partnership is renewed, it is a testament of our customers' belief in our professionalism and service standards.



Mr Anthony Wong, Dir of Facilities & Services (standing 2nd, left) with Henry Seow, Rosmah Barum & Francis Tan on his left, together with some of the housekeepers.

## SINGAPORE AMERICAN SCHOOL (SAS) By Henry Seow

This partnership dates as far back as 1996 in the provision of housekeeping services until May 2006, when the service was extended to include custodial, grounds keeping, pest control, waste disposal, mailroom, transportation, event coordination and management.

As from September 2007, the contract was renewed for a further five years to 2012. Please refer to our Hall of Fame page for the list of staff who have won the hearts of the SAS personnel. We will keep serving SAS with pride.

## TAN TOCK SENG HOSPITAL By Jason Teh



Jason Teh, Assistant Facility Manager (far left) with his management team

Not only did the Central Transportation & Dispatch (CTD) team do such a good job in securing a contract renewal from August 2007 after 4 years of partnership, Assistant Facility Manager, Jason Teh had also expanded the services offered in a myriad way which included:

Dispatching of Cutlery to and fro the wards and central washing



Muguntan dispatches the cutlery on a trolley



Porters stand-in as temporary Customer Service Officer during peak periods to provide visitors with need to know information

Providing additional Customer Service Officer support during peak periods to attend to patients and visitors by providing general information since November 2007.

The acceptance of Jason's proposal to have additional station porters at the x-ray department would be crucial in facilitating efficient patient moves in his observation of the limited space of the area. This has helped to reduce traffic and made movement around the area smooth.

With the newly opened Novena Medical Centre (NVM), TTSH lab has requested for dispatch service to dispatch case sheets using the link bridge from TTSH to NVM's privately managed clinics. The clinics are tapping on the TTSH labs for their services.



Porters are now stationed at the x-ray department to facilitate more efficient moves so as to relieve space and traffic flow

They will also be taking over the management of wheelchairs at the hospital which includes monitoring the maintenance of wheelchairs and sending them for repairs, cleaning the wheelchairs etc. They have already started work with Patient Services Administrator (PSA) to attend to the topping-up of wheelchairs on a daily basis.

# SERVICE QUALITY STARS

By Sophia Lim

What does it take to be nominated and awarded the Changi General Hospital Service Quality Award?

The Service Quality Awards recognize personnel working in the hospital who have exemplified the hospital's Quality Vision, core values and touched patients' hearts.

On 2 November 2007, Baptist A/L Vanathiah, Housekeeper and Hamisah Bte Esa, Porter received their award for exceptional service extended to patients of the hospital.

Baptist has been working with UMC ServiceMaster since 2004. He is an exemplary staff in his duties but what made him stand out for the award were two unselfish acts. In one act, while he was performing his housekeeping duties at the A&E Observation Room, he noticed that a patient was trying to get out of bed. In the process, the patient slipped but before he fell, Baptist ran over and supported him. His act had saved the patient from an injury, but in the process he sustained a strained back requiring four days of medical leave.



Glad to be of service - Baptist A/L Vanathiah

On another occasion in July 2007, while on his way home, he spotted a Caucasian lady lying by the staircase in Bedok North. The lady had fallen down the flight of stairs and sustained a cut on her forehead and a badly bruised left shoulder. It was hurting so much that she was in tears.

Baptist hailed a taxi and took her to CGH A&E. He even stayed there with her and only left the hospital at 2.00am the next morning, after she had been admitted. During her stay, he visited her. Having touched her heart, till today, she has kept in touched with him and even invited him for family dinners at her home.

Hamisah has been a Porter with us since 2003. Senior Nursing Manager Lum of ward 34/44 commended her for her honesty when she handed over a bundle of articles that she found in the male bathroom when she was collecting the linen on 11 September 2007. The bundle belonged to a patient and there was cash amongst other personal items.

UMC ServiceMaster is certainly proud to have such exemplary staff on our team and servicing our valued customer.



Honest Porter - Hamisah Bte Esaa

## 1st PRIZE AT KKH QUALITY DAY

By Mohd Taha Bin Rahmat

The annual Quality Day event at KKH was held on 10 October 2007. The Environmental Services team made a difference which probably had a plus factor in their winning the first prize too.

Instead of the usual stand-up presentation-style in sharing Process Improvement (PI) ideas, the ES Superstar team wrote and presented a patient safety skit that was lively and humorous to get their point across. This was the first time a skit was used as a medium for the presentation.

The team won \$400.00 cash which they shared amongst themselves and it was indeed a well-deserved reward.

The ES Superstar team starring Facility Executive, Patrick Jaya dressed in pink and Housekeepers (from L to R) - Muniandy, Meenachy, Rethinasamy, Kaliammah & Manivanna



# Bed Management System Enhancements By Srinidhi Gopalakrishna



Screen shot of a BMS discharge screen



Important - it's all about training, training and more training.



"A new way to serve, a new way to lead" is UMC ServiceMaster's philosophy and to truly fulfill this we have developed a software solution which will alert the Housekeepers on the in-patient discharges in the hospital's bed management system.

Changi General Hospital's (CGH) Environmental Services Department has a dedicated discharge team which attends to all the bed making process during the time of discharge. This information was passed on to the stationed housekeeper by the nurse who, in turn, informs the Facility Executive or does the bed making oneself. In most other cases, the Facility Executives had to view the Bed Management Unit's screen to identify beds waiting to be cleaned. There were several disadvantages with this information flow.

- It was not possible to view the time the bed was made available for cleaning.
- It was difficult for the Facility Executive to keep track of the beds to be cleaned.
- This made it difficult for the Facility Executive to maximize resource allocation.
- Housekeepers had to manually walk to the Bed Management System (BMS) screen and update the information.

Keeping in view of all these operational hurdles, UMC ServiceMaster developed a Housekeeping Discharge Alert system, through which a Facility Executive and

the discharge team member is informed about the beds availability for cleaning automatically on their Personal Digital Assistants (PDA).

As soon as the nurse indicates a bed for "Awaiting Cleaning" on the hospital's Bed Management System (BMS), an alert is sent to the Facility Executive's PDA/computer notifying one the time of request with the location details. The Facility Executive then assigns this task to the concerned discharge team member. The Housekeeper then responds and executes the task at hand. He/she subsequently updates the hospital's BMS system once the bed is cleaned.

With the introduction of the Housekeeping Discharge Alert System on 13 August 2007, there is now a single channel of communication for all discharged clean beds while tracking the request / response times and the resources allocated to handle the tasks. The software doesn't replace the hospital's BMS but enhances it as it interfaces with CGH's own legacy system and server.

The housekeeping team has undergone training to understand the new system and how it will improve operations efficiency. The discharge team learned how to handle new tools like PDAs and was all excited with the new technology.

In addition, the users have been very forthcoming to express their appreciation to this new system. This is another extension of our technological enhancements at CGH - a yet another testimony to our commitment to continual service improvement.

# Advance Cleaning Technology (ACT) Housekeeping System By Steven Chew

Alexandra Hospital (AH) was the latest healthcare institution to be provided with the Advance Cleaning Technology (ACT) housekeeping system on 26 November 2007. The system has been tried and tested at Changi General Hospital (CGH) & KK Hospital (KKH) since 2006 and was featured in our newsletter (October 2006 - March 2007). With the benefits seen at CGH & KKH, the proposed system was also given approval by AH's Infection Control team and Nursing Managers.

The new system's equipment is noted for its

- Light-weight and non-corrosive material
- Modular and customizable
- Ergonomic design
- Highly accessible compartments
- Safe storage

It also uses micro-fibre flat mop where the smallest dust particles can be drawn up and retained by the static electricity and capillary action generated by the micro-fibre. There is also the safety aspect as no excessive water is left on the surface.

The advantages of this new system are as follows:-

- Improves productivity and efficiency
- Improves safety and cleanliness
- Improves professionalism
- Minimizes cross-contamination
- Light and easy to maneuver
- Reduces health impact

Housekeepers using the system at the inpatient area are thrilled with it. With this new system, UMC ServiceMaster aims to support the hospital better in providing a cleaner and safer environment for patients, visitors and staff.



Facility Manager, Steven Chew demonstrates the ACT tools to the hospital's Nursing Managers



Asst Facility Manager, Juraimi Shaharan demonstrates the efficiency of the microfibre mop pad

# CTD goes Wi-Fi @ NUH

By Srinidhi Gopalakrishna

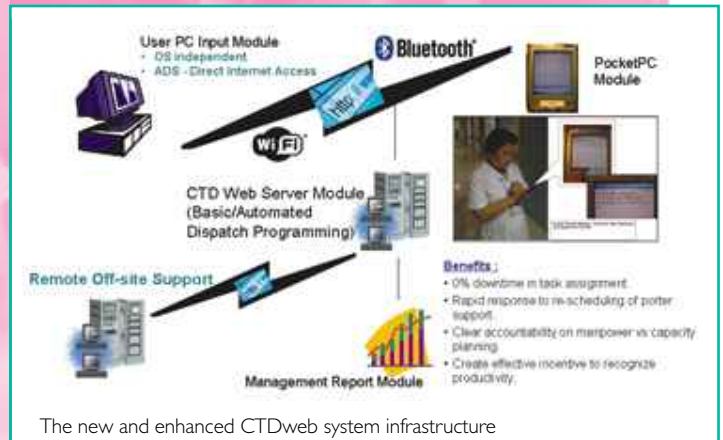
ServiceMaster's Central Portering team @ NUH made a successful transition from the CTD2000 pager system to a web-enabled Centralized Transport & Dispatch (CTDweb) system on 17 November 2007. In line with the company's continuing effort to stay ahead of competition in the portering & dispatch business, CTDweb utilizes the wireless infrastructure of the hospital to communicate with the porters holding PDAs.

NUH has now become the first facility to implement CTDweb taking full advantage of the system's many enhancements to improve operations efficiency.

The first version of Centralized Transport & Dispatch (CTD) system was introduced in Singapore 8 years ago and had since undergone continuous upgrading to ensure system compatibility with prevalent Microsoft operating systems such as Windows 2000 and Windows XP.

With the new improved web-enabled system that is completely independent of any operating system, users only require a web browser such as Internet Explorer (IE) to make dispatch requests seamlessly. This greatly reduces the support and maintenance aspect of operating the system.

CTDweb fully utilizes the wireless infrastructure within the facility to communicate with the porters through the use of PDAs. The PDA arms with the capability to save vital dispatch information greatly enhances operations efficiency even though the wireless signal at times may not be accessible due to coverage limitation. This is further enhanced by an auto update feature within the PDA to receive immediate update as soon as the PDA comes within the wireless broadcasting range again.



The new and enhanced CTDweb system infrastructure

The entire project from design to its launch took about six months including orientation, training and equipping of porters, controllers and users of the hospital. Training for the porters included one-to-one and group sessions including the usage of new tools, the PDAs. Hand-holding exercises were also done to ensure all the porters are given enough exposure on practicing on the PDAs.

Positive feedback from the hospital users on the ease-of-use and seamless conversion of the new system was well received during implementation as the team continues to improve and meet customers' demands.

With the successful outcome of this new CTDweb from NUH, we are now poised to schedule the implementation for TTSH & CGH in the first quarter of 2008.

## IMPLEMENTATING IREES TO ENHANCE FM OPERATIONS

By Sophia Lim



ServiceMaster personnel & MAH's Building Engineering Technicians attending the initial IREES training session before rolling out to the MAH users

Implementing a better system into our services at Mt Alvernia Hospital's Plant Operations Maintenance contract was the introduction of Buildfolio's Integrated Real Estate Enterprise System (IREES) which spans disparate data sources containing data about properties, assets, inventory, building operating environment (utility consumption, hazards), labour rates, budgets, permits, warranties, codes, regulations, designs, field technicians, vendors and contractors to promote better facility and asset performance.

IREES features a comprehensive property and asset register; mobile work order dispatching, real-time BAS/SCADA integration and service level management. IREES allows the facility manager to gain visibility into the status of distributed assets and workforce with ease, enabling high-level analysis and decision support.

### Key Benefits:

- Improvement of Facility Management programme quality, transparency and accountability
- Reduction in maintenance costs
- Enhanced mobile workforce productivity
- Optimization of facility/asset life cycles
- Compliance with specific EHS/OHS regulations
- Statutory essential services audits
- Hazards management
- Superior knowledge management and decision support

The IREES Facility Management programme at the hospital consists of four major modules:

- Service Management (Helpdesk)
- Work Order Management
- Asset Management
- Contract Management

Training on how to navigate through the pages for the MAH users was conducted over several days in June 2007 at the hospital to allow them to familiarize themselves with the software. The programme was launched on 1 October 2007 and with that implementation, it takes over the "Work Request System".

# Safety & Health

## UE SAFETY MOTTO: MAKE SAFETY OUR WAY OF LIFE

New to our newsletter is this dedicated segment on Safety & Health in support of UE and UMC ServiceMaster's pursuit of the Occupational Safety & Health (OSH) certification for a safer and healthier work environment for our People so that they may go home safely to their families everyday.

This segment shares with our readers different aspects of safety & health, be it at our work place, home or leisure.

## MAKING SAFETY OUR WAY OF LIFE

By Sophia Lim



Mr Chong Weng Hoe, CEO of TUV SUD PSB (far right) with the certification recipients from left to right: Mr Tai Chee Yik, United Engineers Singapore; Mr Chua Hock Tong, Greatearth Construction; Mr Jackson Yap, United Engineers and Mr Bernard Chan, UMC ServiceMaster



Certificates of appreciation were presented by Mr Jackson Yap (centre) to personnel from UE as well as the three subsidiaries for their contributions

It is now official! United Engineers Ltd together with three subsidiaries - UMC ServiceMaster Pte Ltd, Greatearth Construction Pte Ltd & United Engineers Services Pte Ltd - have been awarded the OHSAS 18001 and SS506 certification awards in a presentation ceremony held at UE's Park Avenue Suite on 24 January 2008.

This is a good start to the year as this pioneer group leads the way to more subsidiaries to undergo the certification process.



The OSH Management System Roll-out Briefing - all personnel ready to go. Thomas Tsang (seated, 7th from left), Mr Lee Chin Thai and Mr Ngiam next to him. Louise Lee is seated 3rd from right

The afternoon's ceremony was graced by UE Chairman, Mr Tan Ngiap Joo and UE Group MD & CEO, Mr Jackson Yap with distinguished guests from the Ministry of Manpower, TUV SUD PSB and PSB Technologies.

The award to UE was presented by CEO of TUV SUD PSB, Mr Chong Weng Hoe who then witnessed the presentation of the subsidiary awards to the business units as they were presented by Mr Jackson Yap.

The road to attaining OHSAS 18001 & SS506 was not an easy one. A lot of preparation work had been put in from the onset of UE deciding to make its vision to be recognized for safety & quality worldwide. The mission was to inculcate values that make safety our way of life.

With the diversity of its many subsidiaries, it was decided that the attainment would be done through phases starting with UMC ServiceMaster, Greatearth and UE Services.

The initial stage involved the creation of a UE Safety Committee for both Steering and working groups. One of the most difficult tasks was to develop the UE Occupational Safety & Health (OSH) Management System which can be used by the subsidiaries, whose industry type varied from chalk and cheese. Once the UE OSH Management System was ready, it was rolled out through briefings conducted by Ms Louise Lee, Senior Executive, Corporate Planning & Coordination.

For UMC ServiceMaster, all managers and facility heads were involved in the roll-out of Levels 1 & 2 of the Management System held on 4 October 2007. Thereafter, the facility heads conducted briefings to their facility personnel on the overview, safe work procedures and the forms/ records to be implemented.

UMC ServiceMaster was also the first subsidiary to be audited by the TUV SUD PSB on 29 and 30 November 2007. The audit involved the head office, our External Façade operations, housekeeping operations at Alexandra Hospital and KK Women's & Children's Hospital and an Integrated Facility Management (IFM) operations at Applied Materials S.E.A.

This was the team effort of personnel in UMC ServiceMaster as well as UE personnel led by Mr Lee Chin Thai, General Manager, Corporate Planning & Coordination who is also the UE OSH Management Representative; Mr Shahul Sali, Vice-President, Occupational Safety & Health and Ms Louise Lee.

This is the beginning of an enduring journey that the UE Group plans to go on as we "Make Safety Our Way of Life".

## LIFE SAVING TECHNIQUES

By Sophia Lim

Not that we ever want to be in the circumstances to require it but it is still beneficial to know than not to know because you never know when this will make a difference.

On 17 & 26 September 2007, the HQ staff sat through a session on life saving techniques - Cardiopulmonary Resuscitation (CPR) - and knowledge about basic first aid. The speaker brought along "Little Anne", a special mannequin for the purpose of CPR. During the Talk, staff were explained the importance of oxygen in our body and what could possibly happen if we had insufficient oxygen. A CPR demonstration and explanation was given and basic first aid techniques

in dealing with people who feel faint, who are bleeding and how to handle severed limbs.

Staff also had an opportunity to undergo an

oxygen diagnostic test to measure their body oxygen level as well as measure their pulse rate. At the end of the Talk, each staff walked away with a CPR & First Aid chart for their personal reference. A CPR & First Aid chart is also mounted on the office wall with other safety & health notices and articles.



A demonstration on CPR techniques

## FIRE DRILL EXERCISE IN CHINATOWN

By Sophia Lim

While it is good to know that fire razing old shop houses aren't as common as years ago, it is nevertheless important that we are prepared. On 11 January 2008, we held our fire drill exercise in the midst of Chinatown. While we gathered outside a kopitiam opposite our quaint office and listened to Bernard Chan's de-brief of our efficient evacuation, this must have attracted curious stares from the customers there.

Bernard Chan, Division Head, Property & Engineering who is also the appointed Fire Warden organized the drill to test the readiness of the staff in the event of an emergency evacuation.



Marking attendance at our assembly point as General Manager, Mr Thomas Tsang (3rd from right) looks on

## LET'S GET PHYSICAL

By Levi Era

An annual event, the Fitness Challenge for staff from 3 August to 7 September 2007 saw some of our housekeeping and linen staff doing their rounds of



That's sit-up #50!



Aaaaarghhh.... Is that far enough?

Sit-up, Push-up, Sit & Reach and a 1.6km walk or 2.4km run. Facility Executives, Levi Era and Lawrence Loh came in top respectively for the walk and run under their age groups. This is Alexandra Hospital's fitness programme to promote a healthy lifestyle for all staff.

Gaining momentum by swinging the arms



The OSS team (left to right) : Ong Kok Leong, Md Taha, Ang Chew Wee & Mohd Joffri - still hoping to qualify for the Amazing Race - Asia.

## AMAZING RACE

By Md Taha Bin Rahmat

It wasn't quite THE Amazing Race and neither did we see Allen Wu hosting it but it was still an amazing race. Md Taha, Facility Manager & Mohd Joffri, Assistant Facility Manager made up half of the Operation Support Services (OSS) team. The other half of our team was Mr Ong Kok Leong, Asst Director of OSS and Mr Ang Chew Wee, Manager, Facilities Management.

The KKH Amazing Race was part of the KKH Healthy Lifestyle Committee's monthly activities to promote healthy lifestyle. In order not to impact hospital operations and services, the race was held in the evening on 25 October 2007. Competing against 24 other teams, we had to have both brains and brawn to figure out the clues to take us to the seven locations.

At each location we had to perform tasks like jumping jack, hopscotch, transfer rubber bands from one straw to another etc. Unfortunately, we didn't win the Amazing Race but we did finish it and it was actually fun.

One big happy family



## "HEALTHY COMMUNITY UP NORTH" EVENT

By Richard Halili

Since the plans for the construction of the Khoo Teck Puat (KTP) Hospital in Yishun to be opened in 2010 had been in place, Alexandra Hospital has held several events and communication sessions with the community.

In another such event to promote healthy lifestyle with a series of activities, Alexandra Hospital partnered with Northwest CDC, Sembawang GRC, Nee Soon Central Constituency, Health Promotion Board and the Public Utilities Board to organize a "Healthy Community Up North" event on 7 October 2007, near the KTP Hospital site. The event was graced by the Minister of Health, Mr Khaw Boon Wan.

What better way to kick start the morning than a warm-up exercise followed by a brisk walk around Yishun Park. There was also a free health screening fair and 'Kampong Days' games and stage performances to entertain.

Facility Manager, Steven Chew leading the Environmental Services team was joined by General Manager, Mr Thomas Tsang and Senior Operations Manager, Mr Victor Chia with their sporting wives, to support yet another successful event.



Are you sure it's like that?



Thomas Tsang shakes hands with Mr Khaw



Ice Breaker Game - things we didn't know before

## 10th QUALITY CONVENTION

by Pearlyn Chong

The 10th Quality Convention (QC) held on 31 August 2007 at Park Avenue Suite was organized by Salmah Samion, Manager, L&D and her team. Based on its theme, "Safety & Innovation", the afternoon's programme kicked off with prizes to the winners for the most creative name tag design, followed by an ice breaker to get to know one another better. Driving home the safety theme was a hilarious skit by our budding actors from various facilities.

Birthday celebrants were also tested on how innovative they can get when presented with a lucky dip of tools, except a knife, to cut their cake.

A common highlight at the QC is the recognition of deserving staff nominated for the Performance Recognition Awards. They were Mohd Rani Bin Yassin (HQ), Susan Wong (PAS), Wendy Chen (KKH), Mohd Yazid Bin Mohd Yasim (EFM) and Rosaline Idzah (EFM).



The art of cake cutting using fishing thread



Are you safe in the hands of your doctor?



L to R: Peremalata A/P Pachippan (Ward 3), Visaletchimy A/P Nagursamy (Ward 13) & Siva Sathi A/P Batumalai (Ward 4)

## INFECTION CONTROL FAIR @ AH

By Cynthia Garias

In conjunction with Alexandra Hospital's Infection Control Fair, a "Best Housekeeper Award" was held to audit housekeepers on their infection control standards as well as the maintenance of cleanliness in their ward environment between 8 to 22 October 2007. The Nursing Officers and Link Nurses including our Housekeeping Executives were the auditors who agreed on the three outstanding housekeepers who earned themselves a hamper each. Well done, ladies!



# 1st QUALITY, ENVIRONMENTAL, SAFETY & HEALTH (QESH) CONVENTION

By Pearlyn Chong

As United Engineers embarked on its course to support Occupational Safety & Health (OSH), we have now re-named our Quality Convention to Quality, Environmental, Safety & Health (QESH) Convention. The theme for each convention shall focus on at least one of the elements.

Being year-end, we also wanted a more fun and light-hearted event to wrap up the year. Therefore, the inaugural event's theme was 'PLAY SAFE & WORK SAFE'. Moving away from the usual convention-style, the inaugural event also kicked off a 'Futsal' Challenge to promote team camaraderie and to enforce the theme of playing safe.

Held at 'The Cage' on 7 December 2007, this Futsal Challenge is the first of future challenges which may incorporate other sports with Men's & Women's Champion Cups to be defended and won. The Champion Cups were respectively sponsored by General Manager, Mr Thomas Tsang and Division Head - Environmental Management, Ms Wong Sioe Fa.

Our guest speaker was the new UE Vice-President for Occupational Safety & Health, Mr Shahul Sali who touched on his pet subject of OSH. He had also gamely joined the HQ Men's team in the challenge.

In order for all to return home injury-free, Samuel Francis, Assistant Facility Manager from CGH CTD briefed all on the importance of playing safely, before he took everyone through a warm-up session to wake those muscles. Sports injury can also impact work productivity.

After much excitement and lots of sweat, the CGH Team lifted the Men's Champion Cup with pride while the HQ Women's Team accepted theirs more demurely. The HQ Women's Team also won the 'Best Jersey' award. What's a game without the supporting cheerleaders? KKH Cheerleading Team went home with the 'Best Cheerleading Team award.

Long Service, Performance Recognition and EXSA Awards were also presented to staff.



Warming up is important



Women's Champion & Best Jersey winners with Ms Wong Sioe Fa

EXSA award recipients with Mr Thomas Tsang & Ms Wong Sioe Fa

# STAFF APPRECIATION PARTIES

Here are some of the facilities party snap shots .....



Full-time housekeeping professionals and part-time dancers?



A captive audience, including CEO Prof Ivy Ng shows appreciation

## KK Hospital

By Mohd Taha Bin Rahmat



Recognising our star performers



AH Operations Manager, Ms Bong Ai Wei presents the Outstanding Staff Award

## Alexandra Hospital

By Levi Era

What's a party without some competitive games?



Bollywood comes to AH minus the tree?



Ladies & gentlemen, please do not be alarm. This is only an exercise.

# Kwong Wai Shiu Hospital

By Margaret Tan



KWSH CEO, Ms Yim Sau Kit presents a prize to a housekeeper as Margaret Tan looks on.



Facility Manager, Ms Margaret Tan (centre) with the KWSH housekeepers and Senior Operations Manager, Mr Victor Chia (far right) with Ms Sally Ong, Procurement Manager on his right, held their party on 28 December 2008

# St Luke's Hospital

By Mark Kam Yee

SLH held their staff party in conjunction with the lunar New Year on 25 January 2008.



Mr Thomas Tsang presents a Health Award 2007 to Wansom Bte Abdul Rahman while Operations Manager, Ms Gene Huang looks on.



Health Award 2007 winners with Facility Manager, Mark Kam Yee (far left), Asst Facility Manager, Rohayah (far right); Procurement Manager, Sally Ong (2nd right); Mr Thomas Tsang, General Manager (back row, far right) & Sophia Lim, Div Head, Support Resources (back row, 2nd right)

# Tan Tock Seng Hospital

By Jason Teh



The favourite lucky draw segment



The CTD team holds their party at the National Service Resort on 22 Dec 2007.



Operations Manager, Victor Chia is decked in sarong & scarf in a Best Dressed contest.

# Hall Of Fame By Sophia Lim

In recognition of our staff who have gained commendation from our customers:

## Changi General Hospital (CGH)

Described as a "gem among housekeepers", Housekeeper, Kasim Syed Hussin was commended by Rehab Manager, Ms Wong Ai Lee for his diligence in executing his housekeeping duties, anticipation of users' needs & initiatives in conducting regular polishing work. In addition, he helps to "look out for our security, facilities and young hospital staff."

Facility Executive, Anderson Ong was commended for his prompt, courteous and reliable assistance. On another occasion, he and his team had taken extra steps to prepare the Rehab's meeting room for the internal BCP audit, including shampooing the carpet to give it an air of "freshness" that was much appreciated by Ms Wong Ai Lee, Rehab Manager.



Front to Back: Maimonah, Jacintha, Kalidasan and Kasim

Facility Executive, Jacintha Rosario organized her team to perform last minute housekeeping request by Nursing Manager, Mi Mi Teh for the ISO 9000 audit was also appreciated.

Other commendations of service included Facility Executive, Kalidasan A/L Mohan and Housekeeper, Maimonah Mohd.

## KK Women's & Children's Hospital (KKH)



Mohd Taha (far left) with his management team members

CEO, Prof Ivy Ng acknowledged the committee members' efforts in the achievement of the ISO 9000, ISO 14000 & OHSAS 18000 audit in August 2007. Environmental Services' Facility Manager, Mohd Taha Bin Rahmat was also a member of the committee and together with his team, they had worked with the hospital as a team.

Nursing Manager, Zaiton nominated Facility Manager, Mohd Taha Bin Rahmat for the KKH's Service from the Heart, for his contribution in environmental recommendations and assistance in the installation of biohazard waste bins at the Ang Mo Kio satellite clinic which had started operations after their upgrading renovation.

## National University Hospital (NUH)



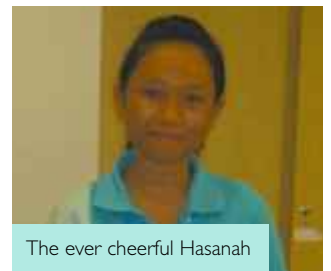
L to R: Joe Cheng, Musa, Anthony Peter, Chan Aik Lek, Edward Poh & Lai Ah Neu.

Sometimes in crisis, we really see the best of people shining through. With a sudden surge of casualties from a road traffic accident being rushed to NUH emergency department on 10 January 2008. Ms Joelle Lee, Assistant Director (Nursing & Operations), Emergency Medicine Dept & Admitting Ward 52 wrote a big thank you email to all the personnel who had been part and parcel of the team effort.

Notwithstanding, our CTD team led by Mohd Musa, Anthony Peter, Joe Cheng and the executives on their responsiveness. She wrote "... the responsiveness and the mobilization was simply FANTASTICALLY impressive. We were even given extra porters in anticipation to transfer patients when we open day surgery ward." And as Ms Joelle Lee wrote, "When the going gets rough, we see teamwork emerged!"

## Tan Tock Seng Hospital (TTSH)

Hasanah Salleh, Porter was recognized by Senior Radiographer, Ms Adeline Ying for her systematic approach in her work, team spirit and smiling disposition



The ever cheerful Hasanah

Health Attendant, Sarawanan A/L Nallathamby received a



The caring Sarawanan

thank you note from the family of a patient for taking care of their father during his stay there.

Despite the tight resources, Assistant Facility Manager, Jason Teh had found ways to extend his service to the Patient Service Department in the provision of temporary staff, Thamarai Selvi d/o Vasagan to tide them over

the Ministry of Health (MOH) Customer Satisfaction Survey.

Roziana Bte Barrie was applauded by HIS Executive, Ms Shannon Lim for the initiative taken to organize the Processing shelves in the evening.



The self-initiated Roziana

## Singapore American School (SAS)

The housekeeping team had set a stellar example if we were to rate the number of compliments coming in from the staff of SAS, including Mr Ken Schunk, Primary Division Deputy Principal. The housekeepers had been singled out as kind, diligent, friendly, good work ethics, considerate, honest and going beyond the call of duty.

We salute you:

- |                           |                              |
|---------------------------|------------------------------|
| 1 Henry Seow              | 13 Sinnathambi Suseela       |
| 2 Jubir Said              | 14 Rosanna Salamat           |
| 3 Rosmah Barum            | 15 Masirah Ahmad             |
| 4 Balu A/L Muanday        | 16 Maimon Abdullah           |
| 5 Julia Yunani            | 17 Rangammal Sinnathambi     |
| 6 Sinnammah A/P Muthusamy | 18 Chokkalingam Annaletchimi |
| 7 Siti Rahana Rohani      | 19 Alizah Ahmad              |
| 8 Ellamah A/P Ramasamy    | 20 Janaki Varathaiah         |
| 9 Zuhrah Mansor           | 21 Kasian Tamser             |
| 10 Seibah Katan           | 22 Jamilah Alias             |
| 11 Pang Mui Choon         | 23 Biba Pateh Jan            |
| 12 Bibi Laila Butali      | 24 Shaliah Salleh            |



L to R : Chokkalingam Annletchimi, Henry Seow, Kasian Tamser, Zuhrah Mansor, Biba Pateh, Sinnammah, Alizah, Balu, Sinnathambi, Rosmah, Rangammal & Janaki



L to R : Masirah, Bibi Laila, Maimon, Jamilah, Siti Rahana, Seibah, Julia & Pang Mui Choon

## Other Facilities

Kudos to **United Tech Park's** Assistant Facility Executive, Zulkiflee Sulong and Housekeeper, Chee Ee King for their honesty in returning a wallet found in the washroom on 20 November 2007.



Zulkiflee Sulong (left) with his staff, Chee Ee King.

Another honest act by Housekeeper, Loh Ah Soh at **UE Shopping Mall** when she handed a lady's purse containing credit cards and more than \$1,300 cash to the Security department.



## Trinity Christian Centre (TCC)

appreciated the way the team had accustomed themselves to TCC's expectations and culture so as to better meet their expectations. TCC also commended on the excellent work of the team to manage three simultaneous events, despite the heavy downpour.



Asst Facility Executive, Omar (far right) with his team



Outgoing Vice-President /Managing Director (Asia Pacific) of **Kester Components Pte Ltd** couldn't have presented Assistant Facility Manager, James Boen, a better farewell token than a testimonial commending him on his diplomacy, integrity and a person who leads his team

"hands-on.", which is a testament of UMC ServiceMaster's Servant Leadership philosophy.

These compliments were also shared by Ms Katherine Hou, HR Manager who had also appreciated James' service and readiness to assist beyond the call of his duties.



L to R : Lyda Bakar, Manimekalai, Areamala, Murugan & Hirman

Ms May Chong, of **Standard Chartered Bank, Battery Road** complimented Assistant Facility Executive, Lyda Bakar for being a good leader who willingly performs hands-on and works closely with her team to ensure that the tasks are done. Special mention was also given to Housekeepers, Wong Mei Sin, Areamala A/P Chandra Kumar, Manimekalai A/P Raman and Hirman Hamid for excellent services, notably in giving their commitment in their tasks and always listening to their needs. To top that off, they are professionals with warm personalities.

# SUCCESS IN PEOPLE

By Sophia Lim

Our People are our assets! Sounds familiar?

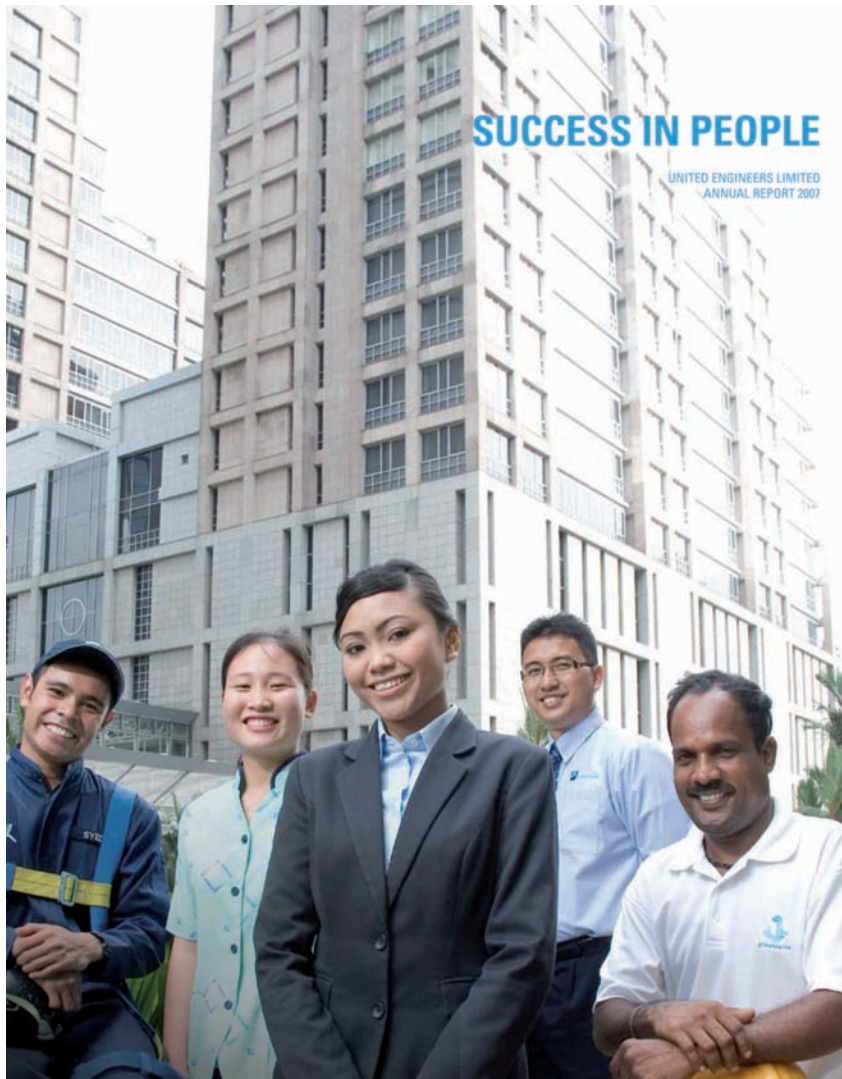
Indeed, our People are our Assets. Even with the introduction of technology, we still need people. And our people are one of the key elements in making us a success.

With 2007's unexpected surge in economic growth in Singapore, many organizations experienced a talent and labour crunch in construction, marine, manufacturing and services, a rise in career expectations and the diminishing unemployment rate to a historic 1.6%.

With that, Mr David Lim, Vice President of UE Corporate Communications thought it most befitting to make People the cover page (picture) of the upcoming United Engineers 2007 Annual Report to be published in April 2008. It is a recognition of the importance of people power and attributes its success to its 5,000-men strong workforce across Asia serving in various businesses.

With 5 charming personalities on the cover page of personnel from UMC ServiceMaster, United Engineers and Greatearth Construction representing the multi-racial society of Singapore, it also reflects the span of industries and services that the United Engineers Group has built its growing reputation.

To ensure a healthy cycle of success at all levels, we are committed in developing our people to grow and adapt in the ever changing global business landscape.



The United Engineers Ltd Annual Report 2007 cover page featuring the friendly faces of its People against the UE Square backdrop. From left to right: Syed Muhammad Syed Ahmad Kamal (ServiceMaster), Li Ruihong (ServiceMaster), Noor Fazlina Bte Yusoff (UED), Amran Mat Hassan (ServiceMaster) & Karunanithi Selvan (Greatearth Construction).

## NEW FACES

Welcoming our new colleagues who came on board between October 2007 to February 2008:



Bernard Chan  
Division Head  
Property & Engineering



Bryan Cheong  
Assistant Manager  
Quality Assurance



Samsuri Bin Ambri  
Facility Executive



Antonio De Guzman  
Facility Executive



Eddie Sung  
Facility Executive



Irene Yeo  
Facility Manager



Arulmallar d/o Birachamy  
Service Coordinator



Edward Poh  
Facility Executive



Sutrestno Sahaman  
Technician II



Gladys Gooi  
Assistant Facility Executive



Moonyeen Formosa  
Facility Executive

## BEHIND The Scene By Mohd Musa Bin Mohd

Ever wondered what's behind a person's job or what does a certain department do? NUH's monthly Executive Development Programme does just that so that their personnel can understand the roles and functions of the many departments within the hospital that makes it run as ONE.

On 18 January 2008, Ms Cynthia Foo, Deputy Director of Environmental Services presented an insight on the roles & functions of the Central Portering Services which is led by Mohd Musa Bin Mohamed, Facility Manager, to a captive audience of operations support services and administrative personnel.



A participant tries out a wheelchair with the assistance of Edward Poh, Facility Executive



A captive audience at Musa's station as he explains the role of CTD

For our contribution as an integral part of Environmental Services, we set up wheelchairs and bed trolleys as part of the exhibition of Central Transport & Dispatch's (CTD) functions. After the presentation and during the refreshments, the CTD Management team were on hand to demonstrate on how a wheelchair is opened and closed for storage, use of safety devices such as the seat belt on the wheelchair, explained on wheelchair maintenance, inventory control of wheelchairs and bed trolleys, administrative documentation etc. This is like a behind the scene of what makes the CTD tick in sync with the rest of the hospital's operations.

## NUH CTD Sharing Session

By Mohd Musa Bin Mohd

On 8 August 2007, a Porter Sharing Session was held at NUH. The event was also to appreciate the Porters for their hard work during the recent Joint Commission International Accreditation (JCIA) renewal audit. Facility Manager, Mohd Musa shared the importance of continuous improvement and being adaptable to changes so as to move forward as a team.

Staff were also recognized for their efforts in participation at the hospital's activities as well as those who have undergone training. A sharing session often includes a learning session and our theme was a re-cap of the Porter's daily activities and job understanding through the creative use of a "Pass-the-Parcel" game, with prizes to win for those who answered correctly. This generated a lot of excitement and made the learning session enjoyable.

In order to accommodate staff on shift work, the event was held in two sessions during the day.



A fashion game to test the creative juices and team spirit.

## Nostalgia Hari Raya By Zabidah Bte Ariffin

Alexandra Hospital organized a "Nostalgia Hari Raya" event on 2 November 2007 to allow our multi-racial society have a feel of how the Malays celebrate their Hari Raya.

Regardless of race, staff were dressed in traditional Malay 'baju kurung' for the female and 'baju melayu' for the males. CEO, Mr Liak Teng Lit, the guest of honour was welcomed by a group of 'kompang' (Malay traditional percussions) at the auditorium. The Housekeeping team members once again gamely participated as Juraimi Shaharan (Assistant Facility Manager) partnered with Staff Nurse, Ms Sapphire Teo, from Ward 7 as the emcees for the day.

barat", performed by the students of Jamiyah Business School, a Fashion Parade by the doctors and nurses of various nationalities dolled-up with the Malay traditional costumes, and an Indian dance by the Housekeeping Department. Facility Executive, Zabidah Ariffin from Housekeeping was asked to judge the creativity of the 'Abang and Ratu' contestants, where female contestants have to tie the "kain samping" on the male contestants. There was also a Hari Raya Karaoke Contest and the Rendang Competition. Hari Raya speciality dishes such as the Ketupat,



The Housekeeping team all dressed up

Lontong, Rendang were served amidst tidbits like Kuih Makmur, Suji and many other delicacies.

The highlight of the event was a speech by Mr Liak together with a distribution of "green packets", which is similar to the Chinese red packet or "hong pao" to the children of Darul Insan Orphanage. To end the day, a prayer to wish everyone health and happiness was said.

## AH'S Heroes & Villians By Christine Teow

Are you a Hero or Villian? Alexandra Hospital's theme saw a good mix of heroes & villainous characters on 16 November 2007, as they celebrated their annual dinner & dance.

Our Housekeeping team has once again gamely participated in the entertainment as they creatively put together a dance to tell the story of the almost forgotten samsui women and coolie men who had once-upon-a-time built the civil and economic foundations of Singapore. Christine Teow had also joined the AH belly dancing beauties as they jingled to the beat of Arabian and Moroccan music.



The versatility of our people - from housekeeping to story-telling dancing



Do they look like seductive belly dancing heroes or villains?



# EXCELLENT SERVICE AWARD 2007

By Sophia Lim

The Excellent Service Award (EXSA) is a national award that recognizes individuals who have delivered outstanding service. It seeks to develop service models for staff to emulate, create service champions, professionalize services and raise the prestige of a career in services.

With the elimination of the Security & General Service category, many of our staff could not participate. Fortunately, upon accepting our appeal, they had permitted us to participate under the Healthcare category for staff working in the healthcare sector.

On 13 November 2007, Ms Sophia Lim, Division Head, Support Resources proudly led her team of 10 Award winners to receive their

awards from Prof Tan Ser Kiat, Group CEO, SingHealth.

During his Opening Remarks, Prof Tan highlighted ServiceMaster's participation and acknowledged the growing importance of service partners as being "part and parcel" of the total healthcare service and encouraged greater participation from service providers in the Awards.

An organization certificate was presented to Ms Lim and each individual award recipient received a certificate and an Excellent Service Award collar pin. As an incentive token from the Company, each of the Award winners received shopping vouchers.



Sophia Lim (centre) & Prof Tan Ser Kiat (centre) with some of the EXSA winners

**We are proud to announce the names of our winners:**

## Star Award

Wong Bee Bee @ Nur Farhana Wong Bte Abdullah (KKH)

## Gold Award

Zukifli Abdul Rashid Durai (CGH)

Patrick Jaya s/o Anthony (KKH)

Janaki A/P Sockanathan (KKH)

Tenmoli d/o Rajoo Mrs R Selvaraj (KKH)

## Silver Award

Joseph Tan Hok Tjia (KKH)

Karudin Bin Abu Kassim (KKH)

Chong Siew Lin (KKH)

Kaliyama A/P Muniandy (KKH)

Jacintha Rosario (CGH)

Our heartiest congratulations to our winners and thank you for being our GEMS.... Going the Extra Mile Serving our Customers.

**We are moving ...** With effect from 10 May 2008,

we will be at our new office. Visit us at 61 Tai Seng Ave, #05-05/07 Singapore 534167

Phone: 65-6295 5101 Fax: 65-6295 5102



For more information about the SERVICES we offer, please visit us at website: [www.servicemaster.com.sg](http://www.servicemaster.com.sg)

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