

We Serve

www.servicemaster.com.sg

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



A Member of the United Engineers Group of Companies

NEW PARTNERSHIPS

By Alice Chua

UMC ServiceMaster is spreading its wings from healthcare to commercial buildings and now religious institutions.



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

TRINITY @ PAYA LEBAR

From 1 February 2007, UMC ServiceMaster was awarded a 4-year contract for the provision of housekeeping services at Trinity @ Paya Lebar. It is a unique complex which comprises four buildings located along the upcoming MacPherson and Tai Seng MRT stations. The construction work for the church is divided into 2 phases and upon completion is expected to be a hub of synergy and activity.



An artist's impression of the view from Paya Lebar Road which includes the second building (right) presently being constructed.

The Education and Communication Hubs which was Phase 1 was completed early this year. It includes a 1,000-seat chapel, two 300-seat lecture theatres, library, classrooms, offices, childcare centre, multi-purpose hall, lounge and a roof-top garden. Phase 2 which will be completed by mid 2008, will consist of a 3,000-seat sanctuary, two 500-seat theatres and a 4 storey hostel.

BUDDHA TOOTH RELIC TEMPLE (SINGAPORE)

From 1 April 2007, UMC ServiceMaster was awarded the housekeeping service partnership at the Buddha Tooth Relic Temple (Singapore). This brand new temple is a very prominent building located along South Bridge Road. The temple which was founded in 2002 by Venerable Shi Fa Zhao, will be dedicated to the Maitreya Buddha, which means 'The Compassionate One' and also called 'The Future Buddha' will also house the sacred Buddha tooth relic in a gold stupa.

The team led by Mr Stephen Choo, Operations Manager, had the task to ensure that the housekeeping of the temple was up to par amidst the ongoing construction works in preparation for



Stephen Choo (far right), Ms Monica Tan, Buddha Tooth Relic Temple's Housekeeping Manager and Mohd Latif, Asst Facility Executive (far left) with some of the housekeepers

its soft launch 30 May 2007, in conjunction with Vesak Day which was graced by President Nathan. The four-storey temple has a roof top garden, museum and a theatre in the basement.



An artist's impression of the entrance into the temple. The architectural style is based on the Buddhist mandala and integrated with the art culture of Buddhism in the Tang dynasty.

RENEWED PARTNERSHIPS

By Alice Chua

UMC ServiceMaster is pleased to have renewed contracts with five of our important customers - Mt Alvernia Hospital, Kwong Wai Shiu Hospital, National University Hospital, A-Bio and Maybank.

Every time a partnership is renewed, it is a testament of the customers' belief in our professionalism and service standards.



Facility Manager, Musa (far left) and Asst Facility Manager, Steven Tan (far right) flanking some of their porters at NUH



Zulkifli (back row, left) with his facility executives and a housekeeping supervisor

Our housekeeping partnership with **Mount Alvernia Hospital's (MAH)** has continued strongly since 1989. The housekeeping management services is presently led by Mr Zulkifli Somo, Assistant Operations Manager and his team of executives in the supervision of the housekeepers for both the hospital and the Assisi Home & Hospice has seen all parties grow and develop through the experience and expertise.

At Kwong Wai Shiu Hospital (KWSH) we have also been providing housekeeping management services led solely by Ms Margaret Tan, Assistant Facility Manager, since 2004. KWSH is one of the oldest charitable healthcare institutions providing quality healthcare to the sick and needy in Singapore since 1910.

In addition to housekeeping services, UMC ServiceMaster has also been growing its services in central transportation and dispatch in the healthcare sector. The **National University Hospital (NUH)** has renewed their service partnership with us again since we started in 2003.

Not confined to the healthcare industry, ServiceMaster has also been serving customers such as the banks in the growing financial sector and also the biologics industries. **Maybank** renewed their service partnership with us since we started out with them in 2003. We continue to serve their 21 island-wide branches and main office in Ang Mo Kio. **A-Bio Pharma Pte Ltd** is expanding in yet another dynamic industry in Singapore. It is Asia's leading biologics contract manufacturer who provides a full range of manufacturing solutions for mammalian cell culture systems, including process development right through to quality control and regulatory compliance. We have been serving them since 2004 in the provision of housekeeping services.



Margaret Tan (seated, centre) with her housekeeping staff

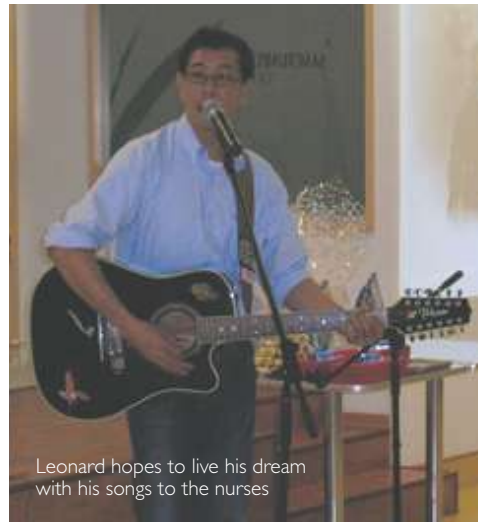
NURSES' DAY CELEBRATIONS AT BVH

By William Teow



Victor Chia (left) with Mr Ching Hon Siang and Mr Ranjit Singh, Director of Nursing, BVH

BrightVision Hospital (BVH) celebrated Nurses' Day on 1 August 2007. Senior Operations Manager, Mr Victor Chia and Operations Manager, Mr William Teow were honored to have been invited to join in the celebration. It was an opportunity to meet with the hospital's newly appointed CEO, Mr Ching Hon Siang.



Leonard hopes to live his dream with his songs to the nurses

Facility Executive, Leonard de Cotta who leads the Housekeeping team at BVH, also performed three songs specially dedicated to the nurses in appreciation for their selfless contribution in their care for their patients.

We are glad to be able to work hand in hand with them.

PRESIDENT'S CHALLENGE 2007

By William Teow

The President's Challenge is an annual series of community-based activities initiated by President S R Nathan in 2000. The aims are to increase awareness about how the community can get involved in helping the less fortunate and to raise funds for the social service sector. It is hoped that a more cohesive society would be created.



Mohd Musa (front, row, far left) with Mr Chua Song Kim, CEO of NUH (next to the children) and the NUH running team

One such activity was the President's Challenge HealthCare Charity Run 2007 organized by Singapore Health Services on 26 August 2007 at KK Women's and Children's Hospital. This was participated by the staff of various healthcare institutions in Singapore.

The event was graced by Mr Khaw Boon Wan, Minister of Health who took the lead of the 2 km fun run from Novena to KK Women's and Children's Hospital to pass the baton to His Excellency, Mr S R Nathan. Earlier in the morning, long distance runners from different hospitals were passing the baton across the island.

UMC ServiceMaster's long distance runners included Mohd Musa, Facility Manager at NUH CTD and Patrick Jaya, Facility Executive at KKH. Other participants included Victor Chia, Senior Operations Manager; William Teow, Operations Manager and Mohd Taha, Facility Manager at KKH.



Adding to the Fun Factor, healthcare staff donned their professional attire in creative ways. Amidst this group were our staff, William Teow and Victor Chia (standing, 2nd & 3rd from left), Mohd Taha (standing, 3rd right), Lilian Wong and Patrick Jaya, (kneeling, left and centre) with the KKH Nightingales

Green Conservation Sharing at AH's ETM By Sophia Lim



Juraimi educates the crowd in Waste Minimization and Recycling

The Environmental Services team at Alexandra Hospital (AH) held their Employee Team Meeting (ETM) on 23 April 2007 based on a Conservation theme. Hospital representatives at the event included the Director of Nursing, Ms Low Beng Hoi and Mr Toh Cheng Onn, Security Executive.

The event kicked off with recognition awards to housekeepers for Excellent Service, Honesty and Perfect

Attendance before Assistant Facility Manager, Mr Juraimi Shaharan conducted a sharing session on "Waste Minimization and Recycling".

Juraimi and Facility Executive, Mr Larry Zheng had both attended NEA's Environmental Champions module 1 in March 2007 and they took opportunity to use the ETM as a platform to share what they had learnt. Representatives from other facilities had also joined the event to learn from this sharing session.

He started his session with an introduction about the 3 R's - Reduce, Re-use and Recycle and proceeded to explain the current state of waste in Singapore and the development of Pulau Semakau's landfill. Aply, he connected the introduction of BYOB - Bring Your Own Bag - into his sharing session as an example of steps taken to curb the use of plastic bags. A quick flash of recycled items that we can buy included PVC belts, garden chairs and aluminum bottles. Proudly, he shared how AH had recycled their dry leaves and food waste together with some green

leaves to make their own compost in their Tumbleweed Compost Maker. Other activities that the Environmental Services team had participated in AH included the Clean & Green Week Fashion Show and their recycled lamp shade.

A quick quiz saw some of the housekeepers walking away with prizes. Unfortunately, due to the heavy downpour, the walk to the Herb Garden in the compound was cancelled.

Footnote : Remember to recycle this newsletter!



Excellent service award winners with Director of Nursing, Ms Low Beng Hoi (far right)



Honesty award winners with Mr Toh Cheng Onn, Security Executive (far right)



Kanisah Bte Nasrun answers one of the quiz questions

NUH Central Portering Merit AWARD WINNERS By Steven Tan & Mohd Musa



Porter, Lily accepts the Merit Awards from Mr Joe Sim, COO on behalf of her fellow Porters

Some 16 Porters from UMC ServiceMaster's Central Portering team were recognized for their excellent work performance for the period of January to March 2007. They were awarded the NUH Central Portering Merit Award and a shopping voucher during the NUH Environmental Services Sharing-cum-Employee Team Meeting Session on 4 April 2007.

The winners were selected based on NUH executive's feedback. Winners had to display commitment, diligence and passion in getting every assignment completed effectively & efficiently with no mistakes. Aside from task oriented elements, they must also display personal attributes that would add value to their service.

Kudos also go to Asst Facility Manager, Steven Tan and Senior Facility Executive, Samsulbahri Bin Ahmad Surasi whose participation in a project working committee to improve data processing, productivity and reduce transportation time between wards to Endoscopy Department, won them the Merit Award in the hospital's Quest @ Work.

Pitted against other project teams, they worked several months to achieve the following success:

- Better communication between wards, Endoscopy & Portering Departments
- Streamlining standard practices
- Safe handover from ward to porter and courier nurse to Endoscopy Department and back to ward
- Achieved more than 70% courier nurse pick-ups
- Better teamwork amongst all departments involved
- Reduced delay from 75 - 115 minutes to 25 to 60 minutes (57% improvement rate)
- Better data of courier nurse and porterage coverage

Well Done All!



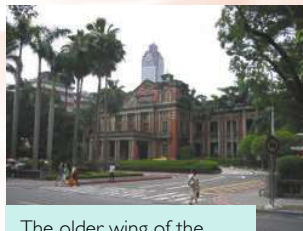
Steven Tan, (third from left) and Samsulbahri (far right) enjoying a moment with fellow colleagues

TAIWAN'S 32nd Senior Managers' Meeting

By Wong Sioe Fa, William Teow, Gene Huang & Wong Kim Sung

Following our participation at the 31st Senior Managers' Meeting (SMT), another team attended the 32nd session in January 2007 at Tai Chung. The difference this time was that our team of four - Ms Wong Sioe Fa, Division Head (Environment); Mr William Teow, Operations Manager (Property); Ms Gene Huang, Operations Manager (Engineering) and Mr Wong Kim Sung, Senior Facility Manager (CGH CTD) - were also there to present our topic on "Singapore Technopreneur" to our Taiwanese and Malaysian counterparts.

The SMT's theme - "United Entrepreneurship" - saw presentations in the team's performance, the Company's direction in strategic growth and a guest speaker from the university who shared with the group on how he attracted student enrollment through facility



The older wing of the National Taiwan University Hospital dates to 1912.



With our Malaysian counterparts

improvement. The session had many inspiring activities that incorporated team work, creativity and planning. The highlight was a psychological test to assess our personal strengths and weaknesses. They also held their Dinner & Dance in conjunction with the SMT.

Our presentation highlighted the adoption of IT technology in our business and how the benefits helped us consolidate our business positions and promote our drive for Integrated People - Integrated Systems - Integrated Services. In the presentation, we elaborated on our business growth, opportunities and strategies; improvement system for Central Transportation & Dispatch (CTD) and the new Integrated Real Estate Enterprise System (IREES) which is to be launched in one of the Plant Operations & Maintenance facilities plus the Core-4 strategic directions. The most difficult part of our preparation was to prepare the presentation in both English and Mandarin - no easy task but we have to thank our bilingual school system.

We also had the opportunity to be taken by Mr C.T. Yang, Area Assistant Manager, Management Operation Division on a site visit of one of their largest accounts - the highly renowned National Taiwan University Hospital (NTUH) - to observe their housekeeping and CTD services. The hospital is so big that it serves 2,000 inpatients, 8,000 outpatients daily with a staff strength of 4,000. With its garden and colonial architecture, it reminded us of our account - Alexandra Hospital, except much bigger.



William Teow (left) & Wong Sioe Fa (right) presents their segment on "Singapore Technopreneur"



Enjoying a light moment with Ms Mary Naidu, Senior Manager, IFM - Business & Strategy Division of UMC ServiceMaster Sdn Bhd

Aside from the intensive learning sessions, we found opportunity to visit Taipei's famous tallest tower - Taipei 101, savour smelly tou fu, relax in a hot spring bath in cold weather and even a minor earthquake!

From the whole experience, we had gained a very good learning point. Nothing Is Impossible When There Is Teamwork!

We also learnt a new word - 企业达人 - which means "Technopreneur".

HOW IS YOUR BUILDING'S AIR QUALITY?

By Salmah Samion

Does your office suffer from Sick Building Syndrome (SBS)?

UMC ServiceMaster can improve on your indoor air quality that's getting your staff down with headaches, dizziness, cough, nose and throat irritations that affects your organisation's productivity. These are even more prevalent in our climate due to the heat and humidity.

The Air Duct Cleaning System is the basis of the Indoor Air Quality (IAQ) Management Programme. The system cleans and sanitizes the air ducts. Particles of dust, pollen and other debris are cleared from the HVAC (Heating, Ventilation & Air-conditioning) systems thereby eliminating exposure to contaminants that can cause the "sick building" syndrome.

This service was formerly launched by UMC ServiceMaster in 2004 but was subsequently transferred to another UE subsidiary - UE Development. The new service then was featured in our newsletter, We SERVE (October 2004 - March 2005) issue. Today, ServiceMaster is once again the principal provider of the Indoor Air Quality (IAQ) Management Programme led by Assistant Operations Manager, Mr Shairul Md Shet who is also in-charge of high rise external facade cleaning and external window sealing. This is an extension of our environmental management business.

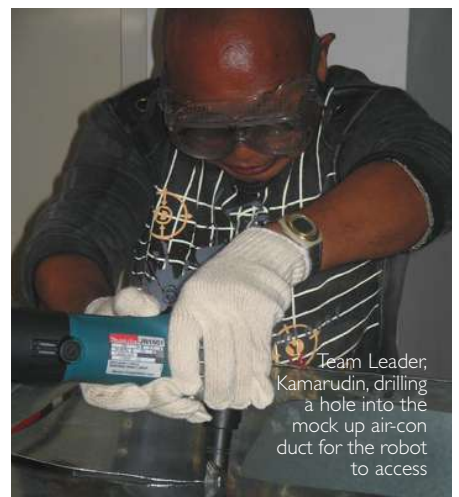
Key operations personnel attended a comprehensive three-day training on the Air Duct Cleaning System in June 2007 conducted by former ServiceMaster's Senior Operations Manager, Mr Alan Verhovich who is now Senior Project Manager of United Engineer Services (Enertec) and is also a member of the National Air Duct Cleaners Association - USA.



Fixing the giant hose onto the Air Duct Cleaning System



Not a job for the claustrophobic



Team Leader, Kamarudin, drilling a hole into the mock up air-con duct for the robot to access

The trainees had hands-on practical sessions on the use of the various equipment and tools. The equipment includes the Air Duct Cleaning System, Robotic Cleaning System, the Viper Clean Sweep System, the HEPA Vacuum System, the Spray Fogger, the Air Scrubber and the Air Compressor. In addition to learning how to use the equipment, the trainees had to undergo a practical hands-on session in cleaning a mock-up air duct.

Participants had gained extensive knowledge and skills from this training programme and are raring to use their newly acquired skills when the opportunity arises.

WE ARE READY @ SAS

By Henry Seow



Looking smart

One should always be prepared for the unexpected which was why the Singapore American School conducted a "Lockdown cum Fire Drill" exercise for the whole school on 30 January 2007.

Our housekeeping and custodian teams were not excluded from the exercise and had actively gone through the procedures which had been briefed to them before. The 'lockdown' had the staff taking refuge in store rooms and the fire drill was an orderly evacuation to the assembly areas. Our staff were also trained to use the portable fire extinguishers in the event that they needed to perform on-the-spot fire control.

Building a Closer RELATIONSHIP By Sophia Lim

Greatearth Construction Pte Ltd, a fellow UE Group subsidiary tapped on UMC ServiceMaster's area of expertise in housekeeping, training and entertainment production. A training session was held on 10 March 2007 at one of their condominium construction sites, Calrose, for Project Managers and key personnel of their suppliers to learn more about the Japanese Housekeeping concept of 5 'S' - Seiri (Sort), Seiton (Set in order), Seiso (Shine), Seiketsu (Standardise) and Shitsuke (Sustain). The half-day session also included a 5 'S' game and snapshots of their worksites.

In another major event for Greatearth was the Safety Banner Launch held at another condominium construction site, The Infiniti on 28 March 2007. This was the launch of many other campaigns to make safety Greatearth's way of life. A banner slogan contest with almost 100 entries vying to be the adopted motto was held. And the winning slogan was "You Are The Key To Safety".



Having a "sexy lady" at your work site can be distracting and unsafe.



The cast with ServiceMaster's team - (L to R) Salmah, Sophia Lim, Div Head, Support Resources and Thomas Tsang, General Manager (far right).



UE Group MD & CEO, Mr Jackson Yap (far left) unveils the winning slogan. Mr Chua Hock Tong, MD of Greatearth (far left) stands with the winner.



Putting the 5 'S' into practice using food ingredients

Salmah Samion, ServiceMaster's Manager, Learning & Development took upon the role as Executive Director, scripted and produced the safety skit starring four staff from the site. The performance had drawn laughter from the many guests and fellow workers alike as it extended the message of the importance of practicing safe practices while at work using the 5 'S' concept. It was a day where "stars" were also discovered.



Spot Cleaning to remove those difficult stains

A NEW CHALLENGE By Salmah Samion

In 2006, UMC ServiceMaster had provided a Train-the-Trainer in Housekeeping Techniques programme to some staff of Metta Association & school. We have gone one step ahead with a new project that's different from our main business stream.

In April 2007, as part of our extension of services, the Learning & Development department was engaged by Metta School to provide classes to their 17-year old students on Housekeeping Techniques as part of their school curriculum. It is hoped that the students would gain a vocational skill and upon graduation, they would be able to use this skill to take on jobs and be integrated with society to give them independence and confidence.

The 32-hour programme spread over 2 school terms consists of classroom and practical sessions supplemented by on-the-job training in the school. Successful students who meet the attendance and test requirements will be awarded the Certificate of Competency. Subsequently, they would undergo a three-week industrial attachment or a "School-to-Work" programme. A Metta teacher, Happy Arts staff and a volunteer also attend

the classes to assist during the class as well as to reinforce the skills in between each class.

Salmah gives hands-on coaching on the correct mopping techniques

Salmah, Manager, Learning & Development, recounted her experience "Teaching and coaching these special students requires a lot of patience and understanding. Constant motivation and encouragement is necessary to get them to learn the skills. As most of them have learning disabilities, getting their attention and remembering what they have been trained is my greatest challenge. I must say, I am enlightened after working with these special students."

It is hoped that through this partnership, we will see the students take on the world in their stride when they enter the workforce and be an active contributor to the country's economic growth. The next challenge - to design the next level programme for the 18-year olds to expand their skills for greater options.



Hall Of Fame

By Pearlyn Chong

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

AT CHANGI GENERAL HOSPITAL



Facility Executive, Anderson with Mohd Sari, Muniammah & Thanaseelan (L to R). Falenttinuslie is not in the picture.

Note of Appreciation

Facility Executive, Anderson Ong and his Housekeepers, Muniammah A/P Kanniah, Mohd Sari Bin Damping, Thanaseelan A/L Sandi and Falenttinuslie Bin Singkun received compliments from Sister Indra of SCR clinic for helping her move the equipments from the clinic due to the recent renovation.

Special Appreciation

Assistant Facility Manager, Zukifli Abdul Rashid Durai and his team received appreciation for their services from Senior Nurse Manager,



(Extreme Right) Asst Facility Manager, Zukifli & his team members

K Shashu and Nurse Manager, Aishah in setting up and cleaning the unopened ward for the MBBS examination 2007. During that period they also had to maintain the cleanliness of the wards and be on standby to shift the beds as and when requested by the doctors.

Outstanding Service

Sister Savithri Sinnatamby had commended Assistant Facility Manager, Zukifli Abdul Rashid Durai for his outstanding work. He had rendered immediate assistance to her several times and is noted for being very approachable, friendly and most of all, willing to help. She had also commended Housekeeper, Selvi A/P Umar, Senior Facility Executive, Jacintha Rosario and Facility Executive Rohayah Bte Rohani for their excellent services.



(L to R): Zukifli, Selvi, Rohayah & Jacintha

A Big Thank You

During the outbreak of the Hand Foot Mouth Disease, the Ministry of Health Inspector was extremely impressed by the cleanliness and the hygiene of the childcare centre. Childcare Centre Supervisor, Ms Rosie Chua expressed her appreciation to Assistant Facility Manager, Zukifli Abdul Rashid Durai, Senior Facility Executive, Jacintha Rosario and their team for a marvelous job in helping her clean and disinfect the centre to break the disease cycle.



(Extreme Right) Asst Facility Manager, Zukifli & his team members

Gone The Extra Mile

Facility Executive, Kalidasan A/L Mohan was complimented by Senior Nurse Manager, Grace Chang of Diabetes Centre for his prompt assistance. She added that Kalidasan had gone the extra mile to seek the advice from the maintenance department with regards to the safety concerns of the patients.



Excellent Performance

Housekeeper, Lim Kim See was applauded for her diligent performance by Senior Nurse Manager, Quek Keng Cheng. She keeps the wards clean and works well with all the nurses. Some of the patients had also commended on her excellent cleaning skill. At times, she will attend to patients' complaint and bring it to the attention of the nurse for recovery.



Helping Hand

Both Nurse Managers, Mr Simon Ong and Sister Soh of Ward 37 commended Senior Facility Executive, Jacintha Rosario on her positive attitude and performance. She had put in a lot of effort in ensuring her housekeepers do their job well and assists them to understand



the ward standard. In keeping with our servant-leadership philosophy, she willingly works hands-on with her housekeepers which motivate them. In order to up her service, she frequently solicits for feedback on her team

Nurse Manager, Long Soon Luan of Ward 39 had also commended that Jacintha is an understanding and cheerful executive. She has shown confidence in her work and responds promptly to job requests. She always makes frequent checks to ensure the wards are clean and is patient to her staff when they approach her for help.



Tan Moi Chin



Elangovan A/L Arumugan



Ismail Bin Muhamad

Honest Acts

Housekeepers, Tan Moi Chin had found a wallet on a wheelchair at the A&E taxi stand area and Elangovan A/L Arumugan also found a wallet outside the 'S' Clinic. They handed the items to the Public Relation Officer.

Housekeeper, Ismail Bin Muhamad had found a wallet and a handphone in the staff toilet which belonged to a student nurse. He had even gone the extra mile to deliver the items to the owner as soon as his Facility Executive was notified of whom it belonged to. All the found items were returned to their rightful owners.



Excellent Service

Housekeeper, Lim Meng Soon at Ward 39 frequently receives compliments from the patients. Her well-mannered, hardworking nature has won her commendation from Nurse Manager, Long Soon Luan. A reliable staff who anticipates problems, takes ownership of problems and tries to solve them is certainly commendable.

AT ALEXANDRA HOSPITAL

Honest & Excellent Service

Housekeeper, Asokan A/L Govinda Rajoo has frequently received compliments for his good service as well as his honesty.

This time, Dr PL Fong of ENT G clinic had expressed his appreciation to him for reacting fast to the aircon leakage as it had disrupted the functioning of the clinic. With his prompt response, the clinic had resumed its service in a short time.

had also found a handphone and notified the security which impressed the owner.



AT SINGAPORE AMERICAN SCHOOL

Positive Performance

Housekeepers, Lurthmary A/P Innacimuthu and Asiah Bte Alisa had been assigned to the Early Childhood Center and had received compliments for their efforts from the Director, Ms Geri Johnson. Both have been commended for their cheerfulness, flexibility and adaptability to unexpected requirements.



Lurthmary A/P Innacimuthu

Lurthmary is cheerful and always willing to learn what is required by the children, parents and staff. The teachers had thought highly of her and appreciate the care she takes to maintain the cleanliness of the common areas and classrooms.

In addition to her routine cleaning duties, Asiah had to pay extra attention to remove sticky stains which resulted from the classroom projects by the young children. She will greet everyone with her cheerful smile and is willing to help when needed.



Asiah Bte Alisa

Sincere Appreciation

Mr Ken Schunk, Primary Division Deputy Principal, had expressed his sincere appreciation to our SAS team for maintaining the premises clean. He added that the teachers were satisfied and happy with our team's efforts in attending to all their requests.



Facility Manager, Mr Thomas Tan & his team

AT OTHER FACILITIES

Excellent Service

Mdm Margaret Kwan, a former-patient of St Luke Hospital, had written to express her appreciation of our Housekeeper, Rukumani Marimuthu Devan for her thoughtful deed and making her stay a pleasant one.



Pride In Her Job



Health Attendant, Jostina Binti Onsoh, was credited for being a fast learner and a good worker. She always uses her initiative to help the nurses and tries to accomplish all the assignments which were given to her. She takes good care of the equipments and is neat in her work. Her effort has been recognized by Sister Letchimi of Ward 8C Tan Tock Seng Hospital.



ServiceMaster representatives with Ms Yim Sau Kit, CEO of KWSH (third from right)

KWSH Walkathon By Sophia Lim



Margaret, Sally & Victor warming-up before the Walk

2007 Joining our KWSH-based Assistant Facility Manager; Ms Margaret Tan were Mr Victor Chia, Senior Operations Manager; Ms Sally Ong, Procurement Manager and Ms Sophia Lim, Division Head, Support Resources and some of our spouses, who gamely went along to support the Kwong Wai Shiu Hospital's (KWSH) Charity Walkathon on Saturday, 28 April 2007 at the MacRitchie Reservoir.

The organizing committee was certainly prepared for the wet weather and had provided all walkers with a poncho, although the event was blessed when the rain had stopped by the time the 3.2km walk was flagged off by their Chairman / Trustee, Mr Leong Heng Keng.

BE PROTECTED

By Sophia Lim

With rising medical cost and longer life expectancy, we have been hearing from many on the importance of insurance coverage to off-set the unexpected cost and worry.



KKH housekeepers showing interest in the programme

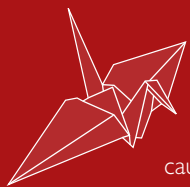
UMC ServiceMaster's Support Resources Division had initiated an insurance programme Talk - Preferred ACE Transportable (PAT) Programme - by ACE Insurance on 23 April 2007, starting at the head office which was subsequently conducted for our staff at KKH in several sessions thereafter. The Company's objective was to provide staff with an opportunity to hear, understand, consider, be given options, be more informed so that they can make calculated decisions for themselves and their families.

While the Company had organized the Talk, purchase of insurance coverage was a personal decision. ACE's programme is only opened to corporate companies. For the sessions at the head office and at KKH, there was a fairly good take-up rate from those who attended. This shows that people are concerned about their well-being and believe that it's better to be protected.

More sessions shall be arranged with other facilities so as to reach out to more staff.



HQ participants at the Talk



In one of the Kidney Dialysis Foundation's (KDF) fund raising events for kidney patients, was the sale of origami paper to fold paper cranes so as to raise \$200,000. UMC ServiceMaster donated to the cause and encouraged staff to try their hand at the Japanese art of paper folding. With instructions, the staff led by General Manager, Mr Thomas Tsang tried with initial varying success.

The completed cranes were returned back to KDF for inclusion in their collection to give hope and courage to their patients. Some staff had also taken the opportunity to donate on their personal level. With our humble gesture, we hope that we have contributed to those in need and wish them well!



Thomas Tsang leads his team in folding the paper cranes.

By Sophia Lim

ORIGAMI FOR CHARITY

WINNING SAFETY BOOTH

By Sophia Lim



UE SAFETY DAY - the inaugural event held on 29 June 2007 at UE Square was to enforce the call for safety in all the UE Group's subsidiaries. A total of 8 booths were featured displaying each subsidiary's exhibition of safety equipment and messages.

In the Best Booth contest, UMC ServiceMaster walked away with the first prize having displayed a variety of safety messages. With our varied business concepts we had our specialized façade team display their safety equipment while our housekeeping team displayed their personal protective equipment for infection control and even office personnel were not forgotten with ergonomic safety posters.

The event was kicked off by UE Group MD & CEO, Mr Jackson Yap with an opening speech. The afternoon's stage events included safety performances put up by Greatearth's re-enactment of their safety campaign launch skit and UMC ServiceMaster's personnel in humorous skits. The finale



The external façade team with their safety equipment exhibit

performance by our external façade team was almost death defying when the safety rope was deliberately cut by a villain and as the hero dropped, he was pulled to a stop by a second safety rope, much to the relief of the unexpected audience. The safety message certainly got through by then.

Our booth also held safety quizzes for participants who stood the chance to win special microfibre cloths.



The villain strikes at the unknowing external façade housekeeper by cutting his safety rope.



Education in Infection Control - Mr Thomas Tsang, General Manager (far left) and Mr Victor Chia, Snr Operations Manager (far right)



The UMC ServiceMaster's drama team with Mr Thomas Tsang, General Manager (far left) & the Drama Queen, Salmah Samion (far right)

GOLD AWARDS AT 2007 NIOCC FOR CGH & KKH

UMC ServiceMaster's personnel had been members of the teams fielded by Changi General Hospital (CGH) & KK Hospital which won Gold Awards at the NIOCC on 30 March 2007. Here are their winning projects:

Faster Admissions @ KKH

By Wong Bee Bee, Assistant Facility Manager, Environmental Services, KKH

I was roped in as a member representing housekeeping in the KKH's iBeaver's project on "Reduction in Children's Emergency Admission Wait Time". Our team's name - iBeaver - actually stood for "I Believe Effective Action is Vital to Each Recourse" and the team members were cross functional from nursing to housekeeping.

Planning started from November 2005 and the objective was to reduce the admission wait time and have 85% patients admitted to the ward within 30 minutes. This would allow the patients to be settled comfortably in their beds and reduce the stress of the parents.

Before we implemented the changes, only 40% patients were admitted to the wards within 30 minutes. There were several factors leading to the delay in admission and after the analysis, the team implemented the changes to make the workflow more efficient. Some of the changes included:

- Earlier discharge of patients leading to better planning for housekeeper's availability
- Housekeeper & nurse would arrange the beds according to the age & height of the patient

With that, 90% of the patients were admitted within 30 minutes. As a result, the hospital was proud of its:

- Cost effectiveness & efficiency,
- Better quality care & teamwork,
- Higher productivity
- Enhanced image of the hospital



The iBeavers from Left to Right: Asst Nursing Directors, Ms Pang Nguk Lan, Ms Ng Gaik Nai & Ms Helena Mahesan; Ms Elena Siah, Admission Supervisor & Ms Wong Bee Bee. Not in the picture is Ms Stella Fernandez, Porter.

Our project was presented at the KKH PIP Forum and received the Silver Award before our presentation at the NIOCC. We have recently submitted this project to the Asian Hospital Management Awards (ASMA) 2007 and hope to come out winners too.

Cleaner Inpatient Areas @ CGH

By Ganesh Govindasamy, Asst Facility Manager, Environmental Services, CGH

Once again, the Eminent team of Changi General Hospital (CGH) takes back a Gold in their latest project - "To Improve Environmental Cleaning in the Inpatient Areas". The objective was to reduce the amount of environmental bacteria in the inpatient areas so that the air is cleaner for both patients and healthcare personnel. Team members include ServiceMaster's Assistant Facility Manager, Zukifli Abdul Rashid Durai and Assistant Facility Manager, Ganesh Govindasamy.

In our last issue of "We SERVE" (October 2006 - March 2007), we featured the Advanced Cleaning Technology (ACT) system. It is this same system that the team presented their project to the panel of judges. In 2005 and 2006, the team had collected findings of bacteria count as well as obtained survey feedback from ward nursing managers on the then-current cleaning system. The bacteria count and ratings gave sufficient grounds that a better system was required.

The ACT system used microfibre materials that can pick up the smallest dust particles as well as bacteria and the design of the trolley and system would negate any cross contamination. It was also ergonomically designed which would have safety and health benefits for the users.

The results of the new implementation saw a:

- Reduction of bacteria count to 41% within 3 months
- Cleanliness ratings jumped to 70%
- 100% housekeepers' satisfaction with the effectiveness and ergonomics of the new system.
- Savings of 37,477 man-hours per year or \$161,603.00 per year
- Savings on use of water and chemicals estimated to be \$67,026.00 per year
- Versatile for an aging workforce, which supports the call from the government to re-design jobs or equipment for such groups



Eminent Team members from Left to Right: Zukifli, Ms Goh Siew Mui, NC Chua Gek Hong, NC Low Siw Eng, ADN Janet Choo, SN Lee Chye Hoon, SSN Li Jie & Ganesh