

We Serve

www.servicemaster.com.sg



NEW PARTNERSHIPS

By Alice Chua



L to R: Seah Kang Lai and Ma Aye Thandar

UMC ServiceMaster has been servicing **Applied Materials South East Asia** at Changi Business Park Vista since 2005. As the managing agent, we manage the entire facility from building engineering to security and housekeeping.

Applied Materials has made the news recently with the announcement of their new manufacturing building – Asia Operating Centre –

at Changi North Industrial Park, expected to be ready by late 2009. The new facility will serve as a manufacturing hub for its semiconductor business. They are the first participant of the Economic Development Board's programme to encourage building owners to tap energy from the sun – making it Singapore's largest solar installation to date.

From our partnership with them, we have been appointed to assign a dedicated project team to work with Mr Eric Tan, Vice-President of Global Facility who is based in the USA on the construction of the new site. Our project team is led by Seah Kang Lai who has been re-designated to Project Manager. Seah Kang Lai was the Assistant Facility Manager prior to his new appointment. His team includes Ms Ma Aye Thandar, Financial Analyst.

UMC ServiceMaster is pleased to have the opportunity to continue



This is the second Unilever office we are servicing

to work with Applied Materials on this new exciting project and look forward to a growing partnership.

UMC ServiceMaster has inked an agreement to provide housekeeping services to **Unilever Asia Pte Ltd's** offices at Shell House, UE Square as well as their up-coming Vision Crest site, which was the former

Cockpit Hotel. The contracts at Shell House commenced in July 2008 while the Vision Crest site commenced in August 2008.

Unilever is one of the world's most culturally diverse companies, with top leadership from 21 nations. The Unilever brand, found in consumer products in millions of homes across 150 countries, is a trusted name in nutrition, hygiene and personal care. Throughout its history, Unilever has been adding vitality to the lives of consumers, creating products that help people feel good, look good and get more out of life.

Some of their famed products include Lipton, Wall's, Hazeline, Dove, Knorr, Breeze and many others.



Siew Yuet Seng ensures that the showflat is at its best for the many potential home owners

Several other new partnerships in housekeeping in July and August include the **Park Central @AMK** showflat, which is being developed by United Engineers Limited (UE), through its subsidiary, Greearth Developments. The housekeeping team was kept busy on the first day of the launch on 23 July 2008, with some 3,000 home hunters visiting the showflat. This project is UE's first public-housing project but is Singapore's third



Artist impression of Park Central @ AMK

condominium-style public housing under the Housing Board's "Design, Build and Sell Scheme" and is expected to be ready in 2011.

continued on page 2

NEW PARTNERSHIPS

continued from page 1



They keep the brand new building spanking clean

We have also stepped into the new **Fusionopolis** building providing our services to A*STAR through a partnership with CBM. This is the first project to kick-start the partnership after the MOU was signed on 25 April 2008. UMC ServiceMaster will be providing its expertise in housekeeping in this project's data centre.

Fusionopolis is a science and technology powerhouse for Singapore. It will bring together 1500 research scientists, engineers and technology experts from the public labs of the Agency for Science, Technology and Research (A*STAR) as well as the corporate labs to find innovative solutions for the technological and lifestyle challenges faced by society and industry.



At Metron's Changi North premises

Metron Technology (Singapore)

is a subsidiary of Applied Materials. We are currently providing housekeeping services at one of their offices located at Changi Business Park Vista within the Applied Materials SEA building and have just started an additional contract at their new location in Changi North. Metron Technology specialises in Fab-wide services that deliver

competitive advantage to the global semiconductor industry. It supports OEMs, semiconductor manufacturers and a host of suppliers in their drive to compete by delivering support solutions from a single source which would promote cost control and streamline the management of resources.

RENEWED Partnerships



By Jason Teh & Alice Chua

UMC ServiceMaster is pleased to have renewed contracts with Tan Tock Seng Hospital (TTSH), INSEAD Campus, Man Fut Tong Nursing Home, St Luke's Hospital, Buddha Tooth Relic Temple and Sun Microsystems. Every time a partnership is renewed, it is a testament of our customers' belief in our professionalism and service standards.

TAN TOCK SENG HOSPITAL

Four years on and we are pleased to continue as a service partner with Tan Tock Seng Hospital when we renewed our Central Transportation & Dispatch contract with them. The service at Tan Tock Seng Hospital



The CDC portering team

has seen enhancements with the use of IT, the latest of which is the CTD Web that was recently rolled out.

During the last year, our services had expanded through the provision of portering services, providing customer service support, increasing the number of porters and new scope of work.

The most recent expansions include the provision of portering service at AmRad, which is an x-ray department for private patients, the creation of a team of porters to be stationed at the Communicable Diseases Department (CDC). This team of porters have enhanced the competency of CDC 1 services as they need not activate their ward Health Assistant to run the errands. The ward staff need only log into the CTDweb to put in a request which will automatically be sent to a Porter via short messaging system (SMS). And the increased number of paramedics to facilitate the patient moves to Ang Mo Kio Rahab, thus enhancing the bed management system at the hospital. This helps to reduce the waiting time during admission.

INSEAD CAMPUS

We are moving ahead to another 2 years of partnership at INSEAD Campus' housekeeping and multi-services contract from July 2008. Some of the new changes to the service provided shall include portering service from August 2008. Tapping on the same technology and concept of our Central Transportation & Dispatch service, we are now able to provide portering service in a different environment.



Jason Teh, Facility Manager (3rd from Left) with his team

The porter is dispatched to collect and deliver documents to the various departments within INSEAD, assisted by the use of a PDA and our proprietary dispatch system. We have also enhanced our inspection process with the supervisors carrying PDAs using the Company's MSIS programme.



A clean environment makes it conducive for learning



Senior Facility Executive, Irwandi with the Porter offering the new portering service

In addition, we have also been awarded the external facade management service to clean the entire facade and internal high glass plus the application of protective sealant of INSEAD Campus as well as INSEAD Residence. The sealant service has been available since early 2007 so as to provide a one-stop solution for the convenience of customers.



The team which helps it feel like home

Kudos to the housekeeping team led by Mohd Radzi, Assistant Facility Executive for having done a good job at **Man Fut Tong Nursing Home** to have earned a contract renewal. In addition to housekeeping, we will also be providing a kitchen helper in the new partnership.



The team at St Luke's Hospital with Facility Manager, Mark Kam Yee, standing far left

In another healthcare institution, **St Luke's Hospital**, whom we have been long serving since 1995, we are pleased to once again continue the trusted partnership with them in areas of housekeeping, portering, linen and building services. This has been the efforts of Mark Kam Yee, Facility Manager and his loyal team.



A religious icon that is also a tourist attraction

Located in Chinatown, the impressive **Buddha Tooth Relic Temple** has been an attraction to both locals and tourists alike since it opened in 2007. Religious events and festivals often see huge crowds visiting the temple but our team has risen to the occasion to provide housekeeping services in which we are happy to continue providing.



Where the sun shines – the team at Sun Microsystems

Not too far away, **Sun Microsystem** has also renewed their partnership with us for the provision of housekeeping services in their office at Central Mall

CTDWEB for TTSH & CGH

By Srinidhi Gopalakrishnan

In our last issue of our newsletter, We SERVE (Oct 2007 – March 2008), we wrote about the CTD system going wi-fi at National University Hospital (NUH). We are happy to report that we have also launched the system at two other facilities offering Central Transportation & Dispatch (CTD) services at Tan Tock Seng Hospital (TTSH) & Changi General Hospital (CGH) early this year.

CTDWEB @TTSH was made operational on 22 January 2008 while CGH made the transition from CTD Pro Bluetooth to CTDWEB on 1 April 2008. The transition involved conducting end user training (nurses and other hospital staff) and our porters on the new system.

Automated Dispatch System Web utilizes the wireless network within the facility to communicate with the porter on their PDA. The PDA can also save information when the porter is not in wireless range and automatically updates the system once they are back in range.

CTDWEB goes SMS?

Yes, Indeed. ServiceMaster continues to facilitate communication with the porters through SMS. This was implemented as part of portering services for TTSH's CDC facility. Since its inception, porters from this department receive their jobs on the mobile phone as a text message from the CTD system.



The porters at both hospitals undergo training to familiarize themselves with the PDAs.

Mass Casualty Incident Exercise @ NUH

By Mohd Musa

On 5 June 2008, Assistant Facility Manager, Anthony Peter conducted a training session on "How to Use The Bed Trolley" to 25 housekeepers in preparation for the Mass Casualty Incident Exercise (MCI) codename Kingfisher 2 at National University Hospital (NUH) scheduled for 19 July 2008. The objective of the MCI exercise was to rehearse the response of the NUH team in a mass casualty situation arising from a civil emergency involving hazmat and bomb blast.

While the housekeepers were not under our direct supervision, they were required to undergo the training to learn how to operate the bed trolley or transfer trolley, such as how to engage the brakes, how to steer and raise the height of the trolley. This training was necessary as some of them will be actively involved to assist in patient transfers during an MCI.

Many found the session very informative and useful where they can apply their knowledge in time of emergency.

With the training the Ministry of Health exercise went smoothly on 19 July 2008 with some 200 "casualties" admitted to NUH after a bomb explosion in a subway. Upon activation in the morning, the Porters and Housekeepers who were to standby to assist swung into action to take their place at their respective deployment areas with emergency Department being the most

critical location. The role of Central Transportation & Dispatch (CTD) was to ensure efficient patient transfer; bed trolleys, wheelchairs and to assist the Decontamination Team.

Professor Suresh Pillai of Emergency Department wrote a thank you email to acknowledge the hardwork, enthusiasm and great team spirit by everyone. The Environmental Services team which oversees our CTD services under Ms Cynthia Foo, Deputy Director was also included in the list.

Kudos to Assistant Facility Manager, Anthony Peter who had prepared the team well and the strong support from fellow executives and service coordinators. It was all about superb teamwork, trained and professional porters and a highly spirited team.



Staff being briefed before the exercise



Anthony conducting the training to the housekeepers



Everything you do is being watched to test for your readiness



The housekeepers try hands-on in operating the bed trolley

Synergy from Singapore to China

By Sophia Lim

When former General Manager, Mr Ryan Sun left UMC ServiceMaster to head UE Envirotech (Beijing) Co. Ltd, he had brought along with him a strong learning culture that he had helped nurture while in UMC ServiceMaster.

UE Envirotech is a joint venture between United Engineers and International Finance Corporation. The Company's mission is to become the leading provider of medical waste services in the People's Republic of China. It has acquired exclusive rights to innovative disinfection treatment technology and committed to making a significant investment in manpower and financial resources to help in dealing with China's growing medical waste problems.

Assistance was sought through UMC ServiceMaster's Support



Outside the Anshan plant with L to R: Michelle Feng, Asst Training Manager; Mr Zhang Shi Wen, Supervisor; Mr Fu Ke Bing, General Manager; Mr Derrick Tan, ITE assessor and Sophia Lim



During the assessment, in addition to document audit, interviews are conducted with the staff



Resources Division Head, Ms Sophia Lim when UE Envirotech wanted to apply for the Institute of Technical Education (ITE) International Certified On-The-Job Centre (COJTC) Accreditation. UMC ServiceMaster has been a Certified OJT Centre since 1999. With our background knowledge, it provided an avenue for UE Envirotech to achieve its goal in a more efficient and effective manner. UMC ServiceMaster also facilitated as a coordinator between ITE and the Beijing office culminating in the certification audit on 30 January 2008 at one of the plants in Anshan, Liaoning Province.

The audit included a tour of the plant, an inspection of learning documents and intensive interviews with various levels of personnel to ascertain a common ideology as well as establish

the thoroughness of the implementation of the OJT programmes at the shop floor level. The consistency amongst the interviewees as well as the well documented learning structure showed the support and the belief of the OJT programme.

ITE Education Services Pte Ltd certified UE Envirotech (Beijing) Co. Ltd as a Certified OJT Centre effective 1 March 2008 to 28 February 2010, when it will undergo a renewal audit.

The certification by ITE would be seen as an achievement that can be reflected in the beliefs of the organization to provide all personnel with the relevant skills and knowledge so as to enhance the level of trust in the customers as well as a source of motivation to personnel, that their welfare and growth is equally important.

Going GREEN

By James Boen

In the past, "Going Green" sounds like the green-eyed jealous monster but today, the phrase "Going Green" holds a different connotation, one that is hip.

At Kester Components Pte Ltd, in compliance with their ISO 14001, the Environmental Management Committee implemented a recycling programme with SembCorp – Recycling Division on 25 March 2008. The launch was kicked off with a presentation by SembCorp on the importance of recycling in respect of the global warming effects and the potential energy and general waste savings.

As the environmental services partner at Kester Components, ServiceMaster presented Kester with a banner in support of the programme. Further to that, ServiceMaster played a key role and main driver of the Green programme at Kester; led by Assistant Facility Manager, James Boen. And James Boen is the right man for the job as he was awarded the consolation prize for the UE Tote Bag tagline contest recently. (Please read the article "I love the Earth" in this issue).

The efforts at Kester would also be in-lined with ServiceMaster's ISO 14001 Environmental Policy.

Kester Components has monitored their progress and is proud that their three-month statistics since the launch of the green programme, has shown remarkable cost savings as well as increased collection of recyclable items through a more educated and concerted effort by all.

Let's all Save Gaia together.



The ServiceMaster banner in support of the "Green" Programme



These items to be recycled will help save the earth

Assisi Hospice Charity and Fun Day

By Zulkifli Somo



Gene Huang and Zulkifli manage a quick picture before the buzz.

The Assisi Hospice which is located in the compound of Mt Alvernia Hospital and is also serviced by us in both environmental and building services held a charity fund raising event on 18 May 2008 at the SJI International school's compound. The target of \$500,000.00 was surpassed by its \$650,000.00 collection.

For both Gene Huang, Operations Manager and myself, it was a most exhilarating day as we had our hands full assisting in the events for that day.

The event was a great success going by the number of visitors at the 150 colourful booths offering games, food and jumble sale items manned by organizations and volunteers, young and old, all of them eager to have a great and wonderful weekend.

The highlight of the day's event was the arrival of the Guest of Honour, Ms Ho Ching, who is the Patron of Assisi Hospice on a Harley Davidson motorcycle accompanied by an entourage of other Harley bikers creating a grand spectacle.

Local celebrities such as Hossan Leong, Pamela Oei, Beatrice Chia, Mark Richmond and many more lent their support to raise funds at some of the games stall.

At the end of the day, despite the dehydrated bodies, blistered feet and aching muscles, it was a worth while venture for Assisi Hospice charitable cause.

KKH's Wish Upon A Star Concert

By Sophia Lim

While we didn't perform nor did we organize the event – we supported it with the purchase of tickets for the Wish Upon A Star concert by Robert Fernando and Friends to help raise funds in aid of the KK Women's and Children's Hospital's Children's Cancer Support Group on 30 May 2008, held at the hospital's auditorium.

Organized by the Division of Nursing, the show was an entertaining and delightful song and dance performance by Robert Fernando, Cat Ong and her friend, former Singapore Idol finalist, Matilda D Silva, Kavanagh Dance and TV show host and NMP, Ms Eunice Olsen. The most endearing performance was one put up by "The O Kids" who are patients of the hospital's oncology department.

Totally unexpected was Cat Ong's spotting of General Manager, Mr Thomas Tsang amidst the front seat audience and he was called upon to sing a few lines of "You've got a Friend".

The donation didn't stop there as we gamely donated to the "Take a Photo with a Star" and took home polaroids of ourselves with stars such as KKH CEO, Prof Ivy Ng, Eunice Olsen and Robert Fernando.

Congratulations for a show well done!

WISH UPON A STAR

ROBERT FERNANDO & FRIENDS CONCERT
IN AID OF THE CHILDREN'S CANCER SUPPORT GROUP

KK WOMEN'S AND CHILDREN'S HOSPITAL
FRIDAY 30TH MAY 2008
12.30PM - 2PM
KKH AUDITORIUM, TRAINING CENTRE,
LEVEL 1, WOMEN'S TOWER

WITH
ROBERT FERNANDO • CAT ONG
• EUNICE OLSEN • MATILDA D SILVA
KAVANAGH DANCE • THE O KIDS

All for a good cause – Thomas Tsang donates to take snap shots with celebrities

I LOVE the EARTH By James Boen

UE had organized a totebag tagline contest opened to the UE group in support of Earth Day and World Environmental Day. While James Boen, Assistant Facility Manager at Kester Components didn't snag the first prize, he was awarded one of the two consolation prizes. His tagline "Recycle – The Earth Is In Your Hands" puts across most poignantly the message that we can do something about it, if we just all try.

"My inspiration came from recent articles in the media on the alarming increase and effect of global warming and climate change and how we can do our part in saving the earth."

The "Green" movement has been a part of James' daily life as he participates in his neighbourhood recycling programme. At work, Kester Components is also a strong supporter of the "Green" movement and James oversees the recycling programme at the facility (please see article "Going Green" in this issue)

It is no wonder then that he has grown to adopt such actions as second nature.

The winning tagline, "Make a Difference. Recycle." can be seen on our UE totebags which have been distributed to all staff in the UE Group.



James Boen receives his consolation prize from Mr Thomas Tsang, General Manager

James Boen's tagline that won him a consolation prize.

THE EARTH IS IN YOUR HANDS

WYPALL EXPLORAQUEST By Sophia Lim

UMC ServiceMaster sent in their team of 6 members and one supporter-cum-photographer to participate in Kimberly-Clark Professional's first WYPALL* ExploraQuest Singapore on Saturday, 19 July 2008.

The walk-about adventure race was based on the theme of "the quest of versatility and sensory delights" that took teams round Clark Quay, Boat Quay and Raffles Place. It was certainly a day of versatility and sensory delights as 30 teams participated and although we didn't

win the top three prizes, we had lots of fun and learnt new things too, including some sight seeing too.

Amidst the various tasks to be completed at each station, we were required to solve brain teasers between each station, some of which truly tested our brains. And through the games, we were exposed to the various



Ever tried Bhangra dancing in a KleenGuard protective apparel? Well, after all that jumping around, the suit didn't tear

Kimberly-Clark's products such as their WYPALL and KleenGuard series.

We would like to congratulate Kimberly-Clark Professional on a successful event that certainly was different to many other product branding events and thank them for the extremely good fun.



Our team with Ms Evelyn Soh, Sales Director, Kimberly-Clark Professional (in white t-shirt)



Camy wears the foam coated glove as she stealthily handles the long chopsticks without triggering the rat trap. Probably did better than the rat



While the nitrile glove didn't help us build the tallest French Fries tower; it did keep Jovin's hands clean and the fries safe for our consumption after that. Yummy!

ETM @ AMSEA By Seat Yew Kong

The team at Applied Materials SEA held their annual Employee Team Meeting on 5 June 2008. We were fortunate to have had the opportunity of inviting Mr Eric Tan, Vice-President of Global Facility based in USA who was in Singapore to be the Guest of Honour. Mr Eric Tan was in town as he will be overseeing the construction of their new manufacturing facility – Asia Operating Centre – at Changi North Industrial Park.

This was my first Employee Team Meeting since coming on board as Facility Manager and it was an honour for me to have Mr Eric Tan and our General Manager, Mr Thomas Tsang at the informal staff event, to recognize our efforts in servicing Applied Materials.



Even as adults – we all love to cut a birthday cake.

Mr Eric Tan had kindly given a speech, in which he gave recognition to the efforts of the team who had helped Applied Materials achieve the BCA Green Mark Award (Gold) in March 2008. Amongst the efforts such as arranging for recycle bins for plastic, cans and paper for every pantry, thimbles to regulate water flow rate and ensuring compliance to ISO 14000, the team had contributed an innovative idea to install a membrane to block out daylight glare from the skylights, yet maintain natural day lighting indoors.

Special performance recognition went to Sherlyn Lim, Seri Mariani, Mold Rizal, David Chew and Shamsudin. Birthday celebrants for June to August were also treated to a birthday surprise.



Senior Technician Shamsudin receives his recognition award from Mr Thomas Tsang



Mr Eric Tan, kindly gives a guest of honour speech



Mr Eric Tan and Mr Bernard Chan, Division Head – Property & Engineering (back to camera) take time out of the normal work environment to enjoy their lunch together

NUH's ETM - SAFETY AT WORK By Mohd Musa

The NUH Central Transportation & Dispatch's Employee Team Meeting's (ETM) theme was Safety At Work held on 18 April 2008. The event was attended by NUH's Environmental Services' Ms Cynthia Foo, Deputy Director; and Ms Jean Chang, Manager together with senior management from ServiceMaster, Mr Thomas Tsang, General Manager and Mr Victor Chia, Senior Operations Manager.

Facility Manager, Mr Mohd Musa opened the event with a speech on the importance of safe work practices as everyone's responsibility and shared the 6 "S" for patient safety. To further enhance the message, a skit on Patient Safety was presented by the Porters. During the session, Musa had also explained about ServiceMaster's achievement of the ISO 18001 certification and the Workplace Safety & Health Act, which would complement NUH's strong belief in safety.

Training certificates to Porters who had completed the "We SERVE" training programme and recognition certificates to Anthony Peter, Assistant Facility Manager and Junaida Sharifi, Facility Executive were presented for their project effort in improving the Turn Around Time for Neurology Diagnostic Lab with Nursing Department.



A safety skit by the Porters



Ms Cynthia Foo addresses the team



Musa welcomes the team

ETM @ SAS By Henry Seow

It was nice start to August with an Employee Team Meeting at Singapore American School (SAS) on 1 August 2008. The event was attended by the school's Superintendent, Dr Brent Mutsch, Mr Anthony Wong, Director, Facilities and Services together with UMC ServiceMaster's General Manager, Mr Thomas Tsang and Operations Manager, Mr William Teow.

It was heartening for all to have Dr Mutsch expressed his gratitude to the housekeeping team for maintaining a high level of cleanliness in the campus and especially during the summer break, even when there are so few people around.



Siti Rohani Bte Rohani receives her token of appreciation

Mr Thomas Tsang presented training certificates to participants who completed their "We SERVE" programme as well as tokens of appreciation for having received compliments for their excellent service. Equally appreciated is the recognition rendered to our staff.



Let the game begin



Struggling with "lao hua yan"?

Bowling Mania By Jovin Tan

A one-night mania for all United Engineers subsidiaries as they converged at The Chevrons on 27 March 2008 for UE's Sports

and Recreation Committee's first group activity to promote cohesiveness among the different business subsidiaries over a buffet dinner and game.

The ServiceMaster team of 25 set their own friendly competition amongst themselves to up the excitement and challenge scale. The teams would egg each other and all had a rolling good time.

We look forward for other events in the coming months.

Cross Cultural EXCHANGE By Pearlyn Chong

Since July 2007, ServiceMaster has been hiring China nationals to join our team of housekeepers. Leaving their hometowns and coming to a foreign country can be daunting for many. However, their enthusiasm to learn has earned them commendations.

They have integrated well with their new environment, colleagues and an understanding of performance expectations. UE Executive Vice-President for Operations, Mr Chang Chew Kient, who oversees ServiceMaster wanted to have the opportunity to meet some of these new housekeepers who are now part of the business development.

A tea session was organized for the China housekeepers from various facilities to meet with Mr Chang, who has traveled widely in China in his business trips and which gave him many topics to chat with the housekeepers who hail from Anhui, Dalian and Qingdao.

The afternoon went quickly and some of the housekeepers who were thrilled to have met Mr Chang were eager to take photos with him.



Mr Chang Chew Kient takes time to talk to the housekeepers



Mr Chang sharing a light moment with Li Fengling



Mr Chang's informal chit chat session breaks the ice and won him fans

Learning & Development

By Salmah Samion



Technical Specialist, Lim Meng Sai gives the trainees a run-down on the proper handling and care of the cleaning machines

TRAINING COLLABORATION WITH METTA SCHOOL ON ISC IN HOUSEKEEPING OPERATIONS – ACCOMMODATION

UMC ServiceMaster's relationship with Metta School has been since 2007 when we conducted the Housekeeping Techniques programme for their 17 year-old students as part of their curriculum. This year, we have continued to conduct this basic programme and have also been engaged by the school to conduct the ITE Skills Certificate or the ISC programme in Housekeeping Operations- Accommodation since May 2008 for successful students of the basic programme. This new programme is certified by the Institute of Technical Education (ITE).

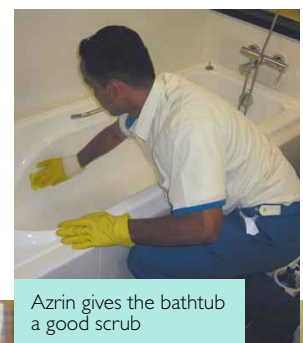
As we provide housekeeping services in service apartments in Park Avenue Suite as well as INSEAD, tapping on our expertise was the natural progression for the school. Salmah Samion, who has had experience in housekeeping in hotels also made her a qualified trainer.

Fifteen students with special learning needs were enrolled with the long term objective of preparing them for employment by joining the workforce after graduation.

This programme consists a combination of classroom training and On-Job-Training (OJT) practicum. While the classroom & practical training is conducted in Metta School's mock-up rooms, designed and furnished similarly to hotel guest rooms, the students will undergo their OJT attachment in the service apartments served by UMC ServiceMaster.

The skill-based programme has been tailored to accommodate the learning abilities of the students through role-plays, hands-on practice, and demonstrations, the programme is expected to complete in 2 years instead of the normal 6 months. The students would learn basic knowledge of hotel operations, hotel terminology/abbreviation, customer service, guest room and public area housekeeping duties, linen/laundry operations etc.

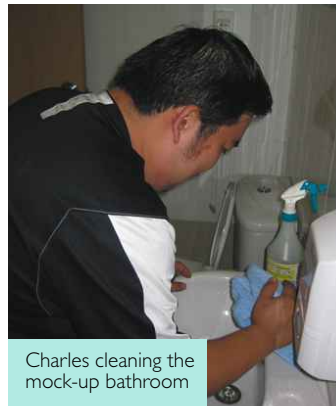
For me, I hope to inspire the students to overcome their fears and give them self-confidence so that they can integrate with the rest of society and be a valuable contributor to Singapore's hospitality and tourism industry, in time for the Integrated Resorts 2010.



Azrin gives the bathtub a good scrub



Edgardo shows his newly acquired burnishing skills



Charles cleaning the mock-up bathroom

NEW LEARNING CENTRE & MOCK-UP ROOM

With the re-location of UMC ServiceMaster's head office to UE Print Media Hub since May 2008, we have been able to integrate the design of a

Learning Center & a mock-up room that can be used for different training needs.

The now larger learning centre can now accommodate more people and is equipped with basic training equipment and facilities. To facilitate training on different floor types, the centre has various floorings from tiled carpets, granite to pebble floorings. Cleaning machines such as floor scrubber and burnisher have been kindly sponsored by Klenco, one of our suppliers.

The mock-up room is modeled after a hospital's A1 single-bed ward although the room can be turned around to be a hospitality guest room too. The automatic hospital bed, patient locker and the cardiac table were generously donated by Mt Alvernia Hospital. The mock-up bathroom comes with full fixtures including an emergency patient call bell to create realism.

New management personnel for the housekeeping sector can now be trained at the new in-house facility before graduating to their actual facility. This will allow them to focus better on their training without operational distractions.



Let me show you how to make the bed

HALL OF FAME By Pearlyn Chong

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

AT ALEXANDRA HOSPITAL



Christine (in black) helps out at the registration desk.

Appreciation was extended to all volunteers at the Alexandra Hospital's annual Health Screening event held from 4 to 8 August 2008. On the appreciation list included our very own Environmental Services' Administrative Assistant, Christine Teow who often volunteers at the hospital's events. This time, Christine assisted at the registration desk. The health screening was opened to hospital staff, including service partners. The event was a success with almost 1400 participation rate.



AT CHANGI GENERAL HOSPITAL

Relief staff can be just as good as the regular housekeeper as attested by Sister Rubavathy of Ward 16 who had commended on Housekeeper Selvarani A/P K Perumal as a conscientious

worker who does her job well. Also in her commendation is a word of appreciation for Facility Executive, Rohayah Bte Rohani.

Housekeeper; Chau Soon Len was complimented by Nurse Clinician, Fasela for her dedication, pleasant disposition and receptiveness to feedback. As a result, she had improved "leaps and bounds" from being a novice housekeeper to one who is now regarded as an asset in Ms Fasela's department and missed during her rest days.



GIFT OF LIFE

Ms Doreen Chan for Corporate Affairs Department appreciated and extended her heartfelt gratitude to the Housekeeping team for supporting the Blood

Donation Drive held on 4 March 2008 and congratulated them for winning the specially prepared food hamper and boosting the highest number of donors.

AT SINGAPORE AMERICAN SCHOOL

Housekeeper; Pang Mui Choon was recognized by Mr Steve Early, High School Teacher for her excellent work and helpfulness.



Housekeepers, Bibi Laila Bte Butali and Rubiah Bte Md Dewi drew sincere compliments from Mrs Michelle Morton for cleaning up water from a broken vase thus relieving her of the problem and allowing her to peacefully conduct her tuition session. She appreciated that they had to



L to R: Bibi Laila & Rubiah

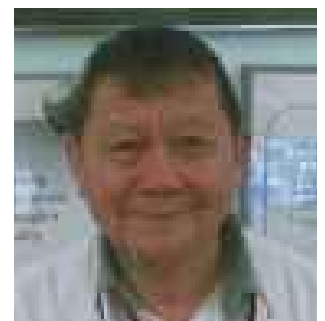
bring a dryer to suck out more water from the floor in the evening. Mrs Morton felt that both ladies "went above and beyond what they had to do" and letting her focus on her students' lesson.



AT NATIONAL UNIVERSITY HOSPITAL

Ms Cynthia Foo, Deputy Director for Environmental Services acknowledged the honesty act by Porter, Arumugam Tanaletchmi who found a Chanel handbag containing cash and other items.

Another honesty act by Porter; Chan Ah Lek when he found a wallet left behind on a wheelchair containing cash and other items earned him commendation from Ms Jean Chang, Manager; Environmental Services.





Being alert has earned Porter, Zeenath Begum d/o Amir Hanja credit from Ms Cynthia Foo, Deputy Director, Environmental Services. Zeenath prompted Security on seeing someone dressed in the hospital's pyjamas at the bus stop. While it was not a run-away patient, her civic-mindedness is what counts.

AT TAN TOCK SENG HOSPITAL



L to R : Moonyeen Formoso, Roziana, Jason Teh, Rahim & K Anandavalli (Shafar is not in the picture)

Based on our Customer Satisfaction Survey, several commendations were extended to our staff from Facility Manager to Porter. Facility Manager, Jason Teh was noted for listening to the customer's needs and responding accordingly and ensuring coverage, while Facility Executive, Moonyeen Formoso was commended on her diligence in ensuring "that all tasks are carried out smoothly". Recently promoted Assistant Facility Executive, Rahim Bin Senin showed why he earned the promotion with commendations that described him as understanding and responsive to the requests. Other compliments of dedication were also extended to Porters K. Anandavalli, Sharfar Bin Salih and Roziana Bte Barnie.



Ad hoc assistance in transferring ill-stricken patients at TTSH's Rehab Centre at Ang Mo Kio Community Hospital back to TTSH and other simple dispatches extended by Paramedic, Muhd Yazid Bin Md Yassin was recognized by Sister Patma, Unit Nursing Manager for his helpfulness in view that it isn't his duty to transfer such patients back. His unselfish value-added service had left a positive impression behind.

Porters Roziana Binti Barnie, K Anandavali and Mohd Shafar B Salih were commended for their excellent job by Patient Service Associate, Ms Noor Hazuwani of Ward 13B.



K Anandavali



Mohd Shafar



L to R: Jason Teh, Roziana & Moonyeen

Other commendation of service by HIS Executive, Mr Philip Loh included Facility Manager, Jason Teh, Facility Executive, Moonyeen and Porter, Roziana Binti Barnie

AT OTHER FACILITIES

Mr Eric Seet, Facilities Officer of **Standard Chartered Bank's** Corporate Real Estate Services had commended that the housekeeping team, especially those at Plaza by the Park has been rendering good service. Special mention was also given to Housekeeper, Ng Foong Ying for her excellent service.

It's not every day that one receives a colourful commendation from departing customers. For James Boen, Assistant Facility Manager at **Kester Components Pte Ltd**, this is his second time that a customer has done so. Ms Esther Goh, Accounts Manager has worked with James since 2003 and praised his efforts as part of the Environmental



Management Committee's recycling programme, his introduction of hygiene products to promote a healthier environment, his servant leadership style, his kindness, helpfulness and cooperativeness. Through him, she has seen the professionalism of our organization.

NEW FACES

Welcoming our new colleagues who came on board between March to July 2008:



Anthony Yeo
Project Executive



Arthur Leggago
Facility Executive



Berlin Chau
Asst Facility Manager



Chandramogan A/L
Ramakisnan
Technician III



Clement Goh
Facility Manager



Crescel Delos Santos
Facility Executive



Edgardo Concepcion
Facility Executive



Gladys Gooi
Facility Executive



Gracelyn Chong
Asst Facility Manager



Joy De Guzman
Facility Executive



June Gonzales
Facility Executive



Koh Keng Wee
Asst Facility Manager



Lawrence Punsalan
Paramedic



Ma Aye Thandar
Financial Analyst



Mohd Latiff Musaddeq
Bin Mahmud
Facility Engineer



Muhamad Hazrul
Bin Enin
Technician II



Myint Thu Hliang (James)
Facility Engineer



Norrina Bte Mohd Salleh
Customer Service Officer



Puvaneswary A/P
Velusamy
Facility Executive



Rozanah Bte Abdul Rahman
Customer Service Officer



Rusnah Bte Othman
Facility Executive



San San Win
Paramedic



Seat Yew Kong
Facility Manager



Suriah Bte Mohd Yusoff
Customer Service Officer
cum Admin Asst



Sng Ling Ling
Admin Executive



Winie Trazona
Facility Executive

Safety & Health

MAKE SAFETY OUR WAY OF LIFE



Rappers who thrilled the audience with a safety rap



BizSAFE pledging with sub-contractors



Recognition is given to the UE Group's OSH Management Representatives

UE Safety Week 2008

By Salmah Samion

In conjunction with United Engineers' Workplace Safety and Health Campaign 2008, the UE OSH Workgroup sub-committee for Publicity, Campaign & Promotion had organized the UEL Safety Week from 9 - 13 June 2008. This is a step further from last year's UE Safety Day event. During the course of the week, various workplace safety & health activities were organized not only at UE corporate level but also by the various business units.

The main highlight of the Safety Week was the joint event with Shell held at UE Square atrium on 11 June 2008, which was graced by Mr Hawazi Daipi, Senior Parliamentary Secretary for Ministry of Manpower and Ministry of Health. Both Mr Jackson Yap, Group Managing Director & CEO of UEL and Mr Lee Tzu Yang, Chairman, Shell Companies in Singapore gave the opening speeches reiterating the importance of safety at the workplace.

The highlight of the event was the launch of the BizSAFE Pledging Ceremony by the various sub-contractors who have been working with the UE Group of companies. On a lighter note, the guests were entertained with a safety skit and safety rap performed by the staff and family members of UMC ServiceMaster. The clincher that touched many hearts was the appearance of young and adorable children on stage with the innocent plea to their parents who work in UE to come home safely to them and to Make Safety their way of life. This last act certainly drove home the message.

Booths set up by sponsors of the event included the Singapore Police Force, Singapore Civil Defence Force, Ministry of Manpower (MOM), PSB, National Environment Agency, Agri-food & Veterinary Authority of Singapore (AVA) and several



The drama troupe receives their token of appreciation from Mr Jackson Yap (2nd from right) with Mr Shahul Sali, far right



The children's call for parents to "come home" safely touches many hearts



Safety skit to drive home the importance of safety

others. The main attraction was the 40-foot WSH Container Exhibit from MOM which showcased an interactive exhibit related to work and safety.

At the business unit level, UMC ServiceMaster organised a Fire Safety Talk cum Breakfast on 13 June 2008 for HQ personnel by appointed Fire Warden, Mr Bernard Chan, Division Head for Property and Engineering. We also kicked off the Incident Investigation Report Writing course by Ms Sophia Lim, Division Head, Support Resources on how to write investigation reports. This programme would be an on-going programme.

Office Ergonomics Talk By Salmah Samion

As part of the UEL OSH campaign & promotional activities for 2008, we conducted an Office Ergonomics Talk by Mr Aleem, OSH management representative for UE ServiceCorp at UMC ServiceMaster's Learning Centre on 20 May 2008. This is one of the slew of OSH events that UMC ServiceMaster has planned for the year. As fellow subsidiary, MPL is located nearby, we extended the invitation to them to participate too.

While Aleem covered key points on risks in the office, managing of risks, types of office accidents and preventive actions, as the majority of the participants are performing desk bound jobs, he emphasised the importance of correct sitting posture while typing.

To conclude the sit-down session, participants were led through a simple and energizing exercise demonstration and followed by a group exercise. The verdict at the end? Participants found the Talk enlightening and felt refreshed after the mini workout.



Aleem correcting Mr Boon's seating posture



Doing the 'eye' exercise can be an eye opening experience

Risk Management & Safety Management Systems Training for **SUB-CONTRACTORS** By Victor Tay

UMC ServiceMaster organised a Risk Management & Safety Management Systems training session for our sub-contractors who work closely with us at Applied Materials SEA, where we provide integrated facility management services. Some of the participants included personnel from Honeywell, Supersolution, Schindler, Deluge Fire Protection and others.

United Engineers' consultant, Mr Ngiam Tong Yuen was invited to conduct the training on 29 May 2008 at ServiceMaster's new learning centre. The programme was to share with our sub-contractors our belief in Workplace Safety & Health and its long term benefits so that they may work with us in achieving the same goals. During the afternoon, the participants were introduced to Risk Management and Risk Assessment, BizSafe (which UE is a partner), Safety Management Systems,

How to Get Started, Roles & Responsibilities followed by a class exercise.

The session was opened by Mr Thomas Tsang, General Manager, UMC ServiceMaster and Mr Shahul Sali, Vice-President (OSH), United Engineers. Appreciation was extended to the sub-contractors who had taken time to participate as a sign of support and a way forward for all sub-contractors.



Mr Thomas Tsang, gives the opening speech



Mr Ngiam Tong Yuen, conducting the session on risk management



Mr Shahul Sali, shares passionately on the importance of risk management.

2nd QUALITY, ENVIRONMENT, SAFETY & HEALTH CONVENTION

By Sophia Lim

This convention's theme was based on "Healthy Living". Instead of holding it in the usual afternoon, we held it in the morning of 30 July 2008 as staff had to fast for the free health screening. After their health screening, a healthy breakfast spread of cereals, sandwiches, yogurt, fruits, juice and hot beverages were for everybody's picking.



Nice to see you again – Mr Lee Chin Thai (left) enjoys a good chat with Mr Victor Chia

The event was supported by United Engineers' Mr Lee Chin Thai, General Manager, Corporate Planning & Coordination and Mr Shahul Sali, Vice-President (OSH) who also gamely participated in our line dancing work-out after an entertaining demonstration by enthusiasts.

Mr William Teow, OSH Management Representative also took opportunity to announce to the crowd the new incentive scheme – OSH ZIP - to be launched 1 August 2008 to promote zero accident at the workplace. This was well received by the staff. UMC ServiceMaster is the first UE business unit that has launched such a programme which was applauded by Mr Shahul Sali as a creative and motivating initiative.



Would slow deep breaths help with my blood pressure reading?



Hang on to your keys for more chances to the incentive programme



Are you sure it won't hurt?



Will this line dance get chaotic?



The line dance enthusiasts show how it's done



Having second thoughts about going through this?



A pow-wow pledge to "Make Safety our Way of Life"

For more information about the SERVICES we offer, please visit us at website: www.servicemaster.com.sg

UMC ServiceMaster Pte Ltd
 61 Tai Seng Ave, #05-05/07 Singapore 534167
 Phone: 65-6295 5101 Fax: 65-6295 5102
 Co. Reg. No: I98803772H