



By **Nicolette Yeo**  
Pictures by **Alvin Toh**

NTUC Central Committee members, including NTUC ASG Cham Hui Fong (second from right), joined in the mass dance at the May Day Family Fiesta.

**A**s focused as they are to climb up the corporate ladder, many workers of today are equally concerned about being loving parents and filial children. This might explain why a recent survey showed that women tend to be less connected at the workplace than men, as it might be due to being distracted about the goings-on at home. As Singapore gears up to be a more productive economy and inclusive society, how can these workers' needs be better met?

This question was answered at the Labour Movement's May Day Family Fiesta on 26 May 2012 at Downtown East by NTUC Assistant Secretary-General Cham Hui Fong. Addressing some 3,000 participants, she announced that NTUC will be working with its tripartite partners to roll out a slew of initiatives to encourage companies to be more family-friendly.

Noting that NTUC is already implementing age-

friendly practices to encourage older workers to stay employed, she said that family-friendly practices would enable working parents to have better work-life balance and thus be more productive at work.

"While we are working, we want to be productive, stay focused and put in our best at work. While we are at home, I don't think we want to be distracted with work. I think we want to try to spend quality time with the family, spend quality time at home, so that we really enjoy our family time," explained ASG Cham.

She also took the opportunity to highlight three companies that have successfully made the workplace family-friendly - KK Women's and Children's Hospital, National University Hospital and SP Services Ltd. The hospitals are branches of the Healthcare Services Employees' Union (HSEU) while SP Services is unionised under the Union of Power and

Gas Employees (UPAGE).

For family-friendly companies to work, ASG Cham stressed that the mindsets of the employers and the supervisors must be aligned in the same direction. This would make them more understanding and empathetic of staff who need to take leave or work flexi-time to care for their family. Likewise, staff who go on leave should do so with peace of mind that they have their employer's support and thus return to their jobs with the right work spirit.

Revealing that NTUC has the backing of the Singapore National Employers Federation (SNEF) and Government agencies, ASG Cham said that it is looking to promote suitable family-friendly schemes to enable working parents to stay happy and productive at work, and hopes to have the support of more companies and NTUC members to do so.

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## NTA All Out To Help Family Of Bugis Car Crash Victim

**E**ver since the tragic accident at the junction of Rochor Road and Victoria Street that killed taxi driver Mr Cheng Teck Hock on 12 May 2012, the National Taxi Association (NTA) has worked closely with Comfort Transportation Pte Ltd to assist the victim's family. Mr Cheng, the sole breadwinner, left behind his wife and three school-going children.

Many representatives, including NTA Advisors and Members of Parliament Ang Hin Kee and Seng Han Thong, visited the family to pay their respects and find out what assistance is needed.

Much was done to garner donations from fellow drivers, the public and organisations. There is good response and many generous donors have helped, like Mr Toh Soon Huat and Mr Jackson Teo who each donated \$5,000. A group of merchants and employees from Sim Lim Square donated \$10,000 collectively. These donations will help Mr Cheng's family with living expenses in the near future.

NTA will continue working closely with various parties such as grassroots organisations, Community Development Councils and Members of Parliament to ensure Mr Cheng's children can continue studying. Regular reviews will also be done to make sure there is necessary and timely support for the family.

**"We are saddened by this tragic accident. Our members work hard every day to earn a decent living. As fellow drivers, we understand the family's trauma. It is part of NTA's service and commitment to help our members or their families to tide over any crisis. We are also heartened that many members have stepped forward to contribute to the fundraising."**

National Taxi Association President Wee Boon Kim

Desmond Choo Soldiers On

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From page

# 1 All For Fun, Fun For All!

From a hip Xbox Kinect mass dance to fun-filled games to the latest movie screenings, the Labour Movement's May Day Family Fiesta on 26 May 2012 truly delivered on its theme to provide 'More Fun For All'.

Revolving around Music and Movement, Downtown East was transformed into a spectacular carnival for some 50,000 NTUC members and their families to bond and have fun.

One of the highlights was the mass dance at the D'Marquee, where some 3,000 NTUC members and their families had a ball of a time grooving to the funky moves by Kinect for Xbox 360. It aimed to drive home the message to participants to spend more time with the family amid their busy schedules.

Joining in the fun were Guests-of-Honour NTUC Central Committee members, special guests Minister of State for Community Development, Youth and Sports Halimah Yacob and Minister of State for Transport and Finance Josephine Teo as well as immediate-past NTUC CC members.

A mass dance lucky draw was held, where NTUC Secretary-General Lim Swee Say and NTUC President Diana Chia gave away ten fabulous prizes, which included the latest iPads and \$2,000 worth of travel vouchers.

Ms Tan Ai Chuang, the lucky winner of the travel vouchers was pleasantly surprised by her prize. A General Branch member, it was her first time attending the Family Fiesta with her one-year old son and five-year-old daughter. "I am quite shocked," she exclaimed, adding that she had not yet decided how to spend the vouchers.

Many members were also thrilled with the many exhilarating carnival games, such as 58-year-old Ramlan Osman, who has attended many Family Fiestas over the years with his family. He shared that his two children really enjoy games such as Laser Toss.



Ms Tan Ai Chuang (carrying child) with NTUC President Diana Chia.



Mr Ramlan Osman and family.

## Thumbs Up For Bosses Who Support Families

There are companies out there which celebrate families and the joys that come with them. The Labour Movement applauds these enlightened employers and commended them for their efforts as union members and their families rejoiced in this year's May Day Family Fiesta with the theme 'More Fun For All'.

By **Naseema Banu Maideen**

## Wind Beneath Its Staff's Wings

Every year, a family member of an employee at KK Women's and Children's Hospital (KKH) has a surprise - in the form of a Wind Beneath My Wings Award. This is an award that is conferred to a family member of an employee who has provided exemplary support to enable the employee to effectively balance work and personal commitments.

These are some of the family-friendly touches of KKH. Be it mummy, children or others in the family - there is always something for everyone at KKH. Mothers at work enjoy an array of benefits from flexible working hours, part-time work and compressed work week options. These flexible work-arrangements are accessed by all levels of employees, including senior management such as directors and clinical heads of departments. Some 12 per cent of its employees are on these arrangements.







Children can also make their way into their parents' workplaces as KKH operates an onsite childcare centre which also provides emergency childcare services when the need arises for employees. And to add on, there is also the KKH's parenting club for young parents and their children. This club packs various initiatives through the year on parenting, breastfeeding, baby care and nutrition and employees are entitled to membership without a fee.

Among other facilities are a lactation room and medical coverage for full-time regular employees and their immediate family who are not entitled to medical benefits from their employer or their spouse's employer.

**“We are a hospital for women and children, and are appreciative of our employees' need to strike a good balance between their work and family commitments. An employee who comes to work with greater peace of mind will be happier and more productive. For us, this results in better patient care and satisfaction. Our hospital's family-friendly practices have helped us significantly in retaining talent and growing productivity.”**

KK Women's and Children's Hospital Chief Operating Officer Tan Jack Thian

## Power Mums At Work

It is every mother's dream to cook dinner meals for their families. And it is also the wishes of some aspiring female employees to upgrade themselves after work. All these dreams and wishes came true when SP Services Limited launched the Work-from-Home scheme in 2009 which allows field workers to start work from home and office staff to work at home, allowing staff to spend the time saved commuting to and fro work with their families.

Apart from this, SP Services also offers part-time employment to students and stay-at-home mums who want to re-join the workforce. Existing female employees can also apply for temporary part-time work for the duration when their children are below six years of age. The company also practices staggered timings for starting work to accommodate employees' needs.

**“Productivity has improved by 10 per cent and we also tracked the customer satisfaction index and we gained three percentage points in customer satisfaction. We have also experienced a drop in other administration costs such as rental and other overheads.”**

SP Services Limited Managing Director Jeanne Cheng

## Thinking Beyond The Conventional

The National University Hospital (NUH) scored a first when it became the first hospital in Singapore to embark on a non-conventional online flexi-work scheduling system. This e-Rostering system provides flexibility to cater to the nurses' preferences on work patterns and makes all schedules transparent to all.

NUH also has a Part-Time policy where employees work part-time and continue to enjoy benefits such as annual leave and medical benefits, pro-rated according to their hours of work. And that's not all. It's Part-Time policy is totally flexible, with 20 different permutations on work days and hours to cater to the employees' needs.

Another flexibility which NUH offers employees is the staggered working hours. Employees who do not have to work shift, can choose to start work anytime between 8am and 9am. This is a hit with employees, especially those with school-going children.

NUH and Healthcare Services Employees' Union (HSEU) recognise the need to encourage more women to join the labour force. To encourage women to join the Hospital services, staff are provided with full day care services for their children and are also offered childcare subsidies to staff in addition to the MCYS subsidy. A new childcare centre within the NUH Medical Centre by mid-2014 is also on the cards.

**“NUH strongly believes that people are our most important asset. Thus, it is important to provide a family-friendly and conducive environment to help our staff maintain a healthy and wholesome self, as well as work-life harmony.”**

National University Hospital Department of Human Resource Director Clara Wee





Industry partners came together to brainstorm on ideas and initiatives to transform the manufacturing industry's image.

By **Naseema Banu Maideen**

It was clearly a rally to build up a Singaporean core in the electronics sector. Union leaders and employers in the sector voiced their views on attracting young locals into the industry at the United Workers of Electronics and Electrical Industries' (UWEEI) Union-Management forum held on 21 May 2012 at Grand Copthorne Hotel.

The key industry players had a united stand that more efforts should be explored and more resources should be expanded on brightening up the image for the industry's jobs. NTUC Deputy Secretary-General and UWEEI Executive Secretary Heng Chee How acknowledged some initiatives that have been rolled out by companies on this beat.

The key, he said, was "that the value of an initiative lies in the outcome but not in the number of initiatives that were launched", and that it was important to get statistics to inform the industry of further developments on these initiatives.

Gemalto Private Limited, a company that deals with digital electronic technology to produce chips used in a range of commercial cards, had earlier embarked on an industrial attachment programme for the Institute of Technical Education (ITE) in 2010 and expressed keen interest on doing more of these for the industry.

So, what are some of the hiccups with these attachments? The "leakage", DSG Heng said, may come about when students, after completing their National Service, may largely further pursue their studies or go on to work in other more appealing sectors. But, surely, there can be solutions for these challenges. Industry players who shared best practices at the forum laid out a deck of vibrant ideas to overcome the barriers in the mindsets of young Singaporeans.



Union leaders and employers strongly endorse the vision to build a Singaporean core.

## Give The Industry Image A Makeover

Many potential students who are tomorrow's workforce feel that the electronics field is a sunset industry. Said DSG Heng: "Sometimes, it is true that we make decisions based on impressions and sometimes our impression are actually not accurate." Echoing his sentiments, participants in the forum unanimously felt that industry partners should be aggressive in presenting the sunrise industry's changing, dynamic characteristics.

### 'They Think It Is A Dirty, Hot and Labourious Job'

"In today's job market, the young have many options. In my meetings with students, parents as well as teachers, what came out strongly is the lack of awareness on what a manufacturing job is. Today, when they think about what career option or degree or diploma they want to specialise in, very few of them know what goes on in the manufacturing shop floors, including the teachers and career counselors. It's really for us to get the students involved in visits to the company as this may be worthwhile to raise the awareness."

Economic Development Board (EDB) Head (Electronics) Terence Gan

### 'Fire Them Up For The Sector'

"We should first take these students to EDB, to know about the industry and its impacts on the economy and fire them up. Then, they should be brought to UWEEI to know about what the union can do for them, and from there they should go down to the companies... When all the industry players are involved in an industrial attachment, they will be inspired."

Singapore National Employers Federation (SNEF) Executive Director Koh Juan Kiat

### 'Move Them In Our Direction'

"In manufacturing, the pay structure is often not high. When we are looking at building a Singaporean core, we will have to work on this area. For ITE attachments, for the male students, we can have orientations before their National Service so that we create greater awareness among these students. Through this, we can get them to move in our direction and join the industry."

UWEEI General Secretary Tan Richard

### 'Share Positive Stories'

"The image of the manufacturing industry is that it is not sexy. When there is a recession, reports of this sector are highlighted the most... I would like to rally the partners to change the image of the industry. We know that even though the sector lost a number of jobs in the last recession, there were a greater number of jobs that evolved later. These are the stories that should be shared."

Pepperl+Fuchs (Manufacturing) Private Limited HR Director Rosal Marife

### 'The Way To Go'

"I am heartened with the feedback and this is the only place that I have been to where you are discussing about how to bring more locals into the industry (without knocking on our doors for more manpower). The best practices of MICRON and Energizer - train the workers, repackage the jobs, remove the less value-adding parts, retrain the workers and through all this improving productivity. They also enjoy higher pay. This should be the way to go."

Ministry of Manpower (MOM) Divisional Director, Labour Relations and Workplaces Division Then Yee Thoong



# Down But Not Out

It was a bittersweet Hougang By-Election on 26 May 2012 for the People's Action Party's (PAP) candidate, NTUC Industrial Relations Deputy Director Desmond Choo - sadness in losing a chance to serve Hougang residents better, but satisfaction in knowing his efforts are appreciated and winning more hearts and votes.



“I am encouraged that the efforts have not been wasted. We have touched the hearts of many people and they came forth with well wishes. I am very glad that I took that path; I have no regrets about how this campaign has gone.

“We have done whatever that we needed to do. When I look back, I will still have done pretty much the same things that I have done. So, let us and my team continue this journey, I am sure we are going to do much better.”

NTUC Industrial Relations Deputy Director Desmond Choo

By **Marcus Lin**

Pictures by **Gwen Sin**

It was indeed a mountain to climb. A mountain named Hougang. Fittingly, Prime Minister Lee Hsien Loong called the Hougang By-Election an "uphill fight" during a walkabout in Hougang constituency with Mr Choo on 19 May 2012.

Arguably one of the toughest Single Member Constituency (SMC) to contest in, or for that matter even Group Representation Constituency (GRC), Mr Choo was thrown into the deep end for a baptism of fire. Twice, in fact - the 7 May 2011 General Election and the 26 May 2012 Hougang By-Election.

Though there was no fairy tale ending this time, every dark cloud has a silver lining. When Returning Officer Yam Ah Mee announced the results at about 10.30 p.m., Mr Choo had secured 37.91 per cent of the votes compared to 35.2 per cent in 2011 and 37.3 per cent in 2006. For non-partisan observers, it was pretty decent showings considering he was roped into Hougang not long before the 2011 GE and had to prove himself very quickly.

Speaking to a crush of journalists and cameramen right after the announcement, Mr Choo thanked Hougang supporters and residents. He was "excited and encouraged" by the higher level of support and pledged to continue his work in Hougang: "They have shown faith in me. Although it is always disappointing to lose an election, this time round we have seen progress."

He added: "Residents have shown faith in us, especially in our vision of change, a vision of a new beginning. Change is a process and sometimes a long journey. I am glad that change has started and we want to keep on building on the momentum, build on the good work that we have done."

"The results show that there is a lot more work that we can do, and we will be very encouraged by the fact that we have a vision to work on. The residents have given us more support."

On the percentage of increased votes, Mr Choo said: "Of course, we always hope for better. But I think that is affirmation that

our work is in the correct direction. I feel the warmth and the hearts that we touched continue to support us, and I know that this is the correct direction to take."

“Clearly, many Hougang voters were impressed by Desmond's sincerity, compassion and commitment, and attracted by the PAP's message of change and hope. But unfortunately there were not quite enough of them for Desmond to win.”

Taken from Prime Minister Lee Hsien Loong's statement on the Hougang By-Election results

Gracious in defeat, he congratulated the Workers' Party's Png Eng Huat and wished him well. Likewise, Deputy Prime Minister Teo Chee Hean also congratulated Mr Png and endorsed Mr Choo's vision of change and a new beginning.

As grassroots adviser for Hougang, Mr Choo was back to work at the Hougang Community Club on 28 May 2012 for his Monday coffee session with residents and working on his various schemes to help residents.

After all, aren't mountains there to be climbed?

*Dear Brothers and Sisters,  
During the campaign, I received a constant stream of messages from you with words of encouragement. Also, many of you personally dropped by in the evenings to wish me well and I saw familiar faces during the rallies. The support from my Brothers and Sisters was incredible! Thank You!*

Many well-wishers, including NTUC Secretary-General Lim Swee Say, turned up at the PAP Hougang Branch Office on 26 May 2012 to await the results. Among them were:



Party supporters revving it up.



Deputy Prime Minister Teo Chee Hean



Deputy Prime Minister Tharman Shanmugaratnam (left)



National Development Minister Khaw Boon Wan



NTUC Legal Services Department Director Patrick Tay (right)



NTUC Assistant Secretary-General Cham Hui Fong (left) and NTUC Centric Director (Staff) Ong Chin Ang



NTUC Workplace Safety & Health Secretariat Director Yeo Guat Kwang (left) and Jurong GRC Member of Parliament Desmond Lee Ti-Seng



NTUC Industrial Relations Deputy Director James Tan (left) and BATU Senior Industrial Relations Officer Wong Yui Min



NTUC President Diana Chia (left)



# Young NTUC Gets Its Cheek Swabbed

By **Vanessa Teo**

**H**e wanted it done and wanted it done fast, as with every delay a life may be lost. This was why Young NTUC activist Terence Quek dived right into action to initiate Cheek Swab Day, a concept that subsequently grew into 'Cheek Swab Month', which was launched on 16 May 2012.

"I was shocked to learn that six Singaporeans will wake up every day to discover that they have blood disease and there's really nothing that we can do apart from finding them a match, and the match is one in 20,000 people..."

"...this entire concept came about on 2 May 2012. Why the rush and hurry? Because somebody else is dying and I don't think we should be sitting, waiting to get things done, making things look pretty before we get something going."

And these are the types of passionate activists Young NTUC, the youth wing of the Labour Movement, supports. Thus, when Mr Quek approached them for this meaningful cause, they agreed to support it without hesitation.

Said Young NTUC Executive Secretary Steve Tan: "Young NTUC fully supports Terence in this

initiative as he is extremely passionate and committed to the cause. Over the years, we have been fairly successful in reaching out and inducting activists like Terence into our youth movement and collectively we have been able to do more as Young NTUC.

Our activists help us to stay close to the ground and take concrete actions to find solutions, as Terence has demonstrated here."

The month-long campaign will take place in October 2012 to raise awareness of bone marrow donation and to drive recruitment of volunteer bone marrow donors within their respective organisations. On 16 May 2012, the launch also saw many organisations come together to promote awareness and recruit donors within their organisations. They included the Bone Marrow Donor Programme (BMDP), Hill+Knowlton Strategies, Emergenetics International-Asia, Project Happy Feet, South West Community Development Council (CDC), People's Association Youth Movement, Hewlett Packard Singapore, Right Impact Training, Nails & Brows and Petmart.



Hill+Knowlton Strategies Managing Director Baey Yam Keng (left) and the initiator for Cheek Swab Day, Terence Quek (second from left), takes part in the cheek swab activity together with representatives from other participating organisations.

“Over the years, we have been fairly successful in reaching out and inducting activists like Terence into our youth movement and collectively we have been able to do more as Young NTUC.”

Young NTUC Executive Secretary Steve Tan

Having Young NTUC's support on this was also much appreciated by Mr Quek. He said: "We have Young NTUC, they are on board because they saw this as a really good example of social activation and that's why they came on to support and become a partner at an early stage. And in fact, if they didn't say yes, we probably will not have today as well."

## NTUC Membership Brings On 'Reminiscing With U'!

By **Gwen Sin**

**T**hink about Wong Kar Wai's art film 'In The Mood For Love', and the memories of international actress Maggie Cheung clad in a beautiful cheongsam comes to mind. In conjunction with the ongoing exhibition at the National Museum of Singapore: 'In The Mood For Cheongsam: Modernity & Singapore Women', NTUC Membership (MED) relived the moments of the traditional one-piece dress for its members with 'Reminiscing With U' on 26 and 27 May 2012.

The current flagship exhibition relates the changing social roles of Singapore women from the 1920s to the present day by looking at the history and development of the traditional cheongsam, the female wearers, their fashion options and the economic, political and social conditions that dictate their decisions through the decades.

On display are also pieces that belonged to the wives of Singapore's political leaders of yesteryear, such as Mrs Benjamin Sheares, Mrs Wee Kim Wee and the late Mrs Lee Kuan Yew. NTUC members also had a rare peek at several rare classic cheongsams on loan from the Hong Kong Museum of History and the Film Archives, including those which belong to famous actress Lin Dai.

NTUC members also had the chance to relish the nostalgia by trying out cheongsams and traditional Chinese costumes provided at the MED booth, for a token fee of \$5 per photo. The photos were developed instantly and placed in a photo frame for their keepsake. Participants also stand to win an OTO e-Sole massager, when their photos are posted on MED's facebook account to be 'liked' and tagged before 3 June 2012.

Said MED's Deputy Director Mr Benjamin Ho: "We're evolving our new member acquisition strategy to make it based on unique experiences that the Labour Movement can offer to our members. We wish to move beyond 'transactional relationship' to 'emotional connection' with our new members when they sign up with MED."

"This partnership with the National Museum Singapore was a notable launch of this new approach. We aim to do more of such 'theme-based' roadshows together with our strategic partners that would help both new and existing Union Members discover the Power of U."

Added Director of National Museum of Singapore Ms Lee Chor Lin: "The National Museum of Singapore is thrilled to find amongst the NTUC members the sort of visitors we have been looking for the cheongsam exhibition - culturally curious with an inquisitive mind to history, open to diverse presentations of arts and culture and museum lovers! In short, they are wholesome people with a modern mindset and our museum is the right place for them."



NTUC members had the chance to try out cheongsams and traditional Chinese costumes provided by NTUC Membership at the National Museum of Singapore.

“Thanks to NTUC and nEbO, I had a wonderful time exploring the world of art during this exhibition. I also get to enjoy membership benefits and had fun taking pictures. It was an unforgettable experience!”

nEbO member John (pictured, middle)

“The visit to the National Museum of Singapore was an exquisite and memorable journey. We were fascinated by the elaborate collection and the history behind each garment that we saw. Best of all, there is something for everyone and our young kids loved dressing up in the cheongsams for a photo!”

NTUC member Janey Schueller



# ECR Keeps Consumers Needs High On Mind

By **Naseema Banu Maideen**

A new 'On-The-Shelf' initiative is soon to make its way into the doors of NTUC FairPrice outlets this year. With an aim to wipe away the disappointment of shoppers who may not find the products of their choice on the shelves, this initiative which is the brainchild of the Efficient Consumer Response (ECR) in Asia Pacific was made known on 16 May 2012.

This initiative will address the unavailability of stocks on shelves and tackle the reasons that can cause this bottleneck in meeting consumers' needs. This plan was shared at the 13th Efficient Consumer Response (ECR) Asia Pacific Conference and Exhibition that was held in Singapore for the third time and saw fruitful discussions on boosting productivity levels and enhancing sustainability across all business models.

Manufacturers, retailers and other industry partners in the region came together at this conference to understand emerging consumer trends, share best practices and build up their networking channels. ECR is an initiative to eradicate unnecessary costs from the distribution system, making it more responsive to consumer demands. This initiative urges the collaboration of distributors and suppliers to focus on the efficiency of the total supply chain.

In essence, ECR aims to increase consumer choice and service by focusing on productivity



The launch of the 13th ECR Asia Pacific Conference.

in the Fast Moving Consumer Goods (FMCG) industry. ECR in Singapore has been very active over the years and NTUC FairPrice Co-operative Limited is one of the key players on this beat. The co-operative works closely with other global partners on ECR to achieve more efficient processes and systems, and in turn bringing more benefits to its consumers.

NTUC FairPrice Chief Executive Officer (Singapore) Seah Kian Peng emphasised that ECR played a role in contributing to its social mission which is to keep costs affordable for its consumers. "If we're able to increase our

**“If we can be more efficient, we can make sure that the value proposition is stronger in many ways such as price and stock availability. And if we are able to apply best practices which ECR advocates, we will be able to meet the consumers needs all the time.”**

**NTUC Fairprice Chief Executive Officer (Singapore)  
Seah Kian Peng**

productivity, become more efficient, we can actually keep costs down and these costs can eventually be passed down to consumers in the form of lower prices," Mr Seah further added. On this mission, NTUC FairPrice is working with other key stakeholders like Metro, Unilever and Nestle on the new 'On-The-Shelf' initiative.

Minister of State for National Development and Manpower Tan Chuan-Jin was the Guest-of-Honour at the conference, which showcased the latest developments in ECR to help meet the needs of the growing FMCG industry in Asia Pacific.

He said: "ECR plays a big part in ramping up productivity and reducing wastage throughout the whole supply chain; beginning from the manufacturers and the FMCG community and ending at the consumers at the retail outlets. Specialised skill sets are required as we move up the value chain. As our workers equip themselves with relevant skills through training and upgrading, their wages can be increased in a more sustainable way."

## How ECR Scored At NTUC FairPrice

MOS Tan highlighted the NTUC FairPrice ISO Pilot Project that shed light on the economic benefits that are associated with adopting standardisations. SPRING Singapore had conducted a study in end 2010 which analysed the impact of adopting cold-chain management standards, pallet standardisation and barcode standardisations on NTUC FairPrice to determine the benefits of standardisations in a quantitative manner.

"It was found that using these standards resulted in a total of \$13.6 million over a 10-year period for NTUC FairPrice. Notably, the greatest gains stemmed from using an automated sorting system which increased productivity as staff became faster and better at their job functions.

"Such a project highlights the need for ECR processes to continue being implemented by companies, especially those in the FMCG sector. ECR is a business facilitation model that we in Singapore are very proud to support," said MOS Tan.



NTUC FairPrice aims to benefit customers with its active participation in ECR Singapore.

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# Care To Lunch With A Unionist?



NTUC President Diana Chia (third from right) and NTUC Youth Development Unit (YDU) Head (Strategies and Planning/Youth Lab) Alex Yam (second from right) were present to share their insights with the youth activists.

By **Vanessa Teo**

**P**assionate, bold and wanting to make a difference.

These are the qualities that can be seen in the youths of today, and such youths are present here in the Labour Movement too.

As such, to best tap on the passion and vigour of the youths and to provide them with a platform for constructive discussion, Young NTUC holds an informal interactive monthly session for its youth activists. Titled 'Young NTUC – Youth Lab Brown Bag Lunch', this series of informal interactions on various topics are held with youth activists and leaders with the purpose to motivate and inspire them through sharing sessions by senior union leaders and veterans in the Labour Movement.

Through this platform, the youth activists can broaden their horizons, and network and learn from the experience of the seniors as well as their fellow peers by exposing themselves to cross-industry perspectives.

Just last month, youth activists were privileged to have NTUC President Diana Chia as the guest in their Youth Lab Brown Bag Lunch session, where the topic of 'May Day Union Leader' was discussed.

Through the session, participants were encouraged and motivated to continue with their aspiration to be the voices of young Singaporean workers striving for Fair and Just opportunities and Sustainable Progress.

“ This lunch is very meaningful and has given me more motivation to carry on in my union work.”

Young Amalgamated Union of Statutory Board of Employees (yAUSBE) 2nd member Edwin He

“ We have gained much insight from Sister Diana as well as Brother Alex Yam who was present on that day. Many of us face challenges, and it's never an easy or thankful job to be a unionist, but what pushes us on is our passion and fulfilment for this job. We learn that it is ok to fail, as through failure, we learn and transform it to become success.”

Young NTUC Vice-Chairperson (public sector) Edmund Toh

## 14 Unity Pharmacists Take Professional Pledge

By **Nicolette Yeo**

**14** pharmacists from NTUC Unity Healthcare Co-operative Limited took their professional pledges at the Annual Pharmacists' Pledge Affirmation Ceremony on 4 May 2012 at the College of Medicine Building. Unity Healthcare's General Manager, Mrs Chan Yiam Moi, is a member of the Singapore Pharmacy Council, which organised this event.

Among them were six newly registered pharmacists who made a personal commitment to the profession with the aim of contributing to the public's healthcare needs.

“Our affirmation symbolises that we are ready to be healthcare professionals, ready to use our knowledge and skills to care for our patients,” noted Ms Mandy Tam, one of the newly registered pharmacists who took the oath. She also took the opportunity to show her appreciation to her preceptors or instructors who had guided her during her nine-month Pre-registration Training Programme.

Ms Tam, who has been a practicing pharmacist for a month at the Unity Healthcare outlet at Tanjong Pagar Plaza, revealed that she chose to join Unity because she liked its warm, friendly and caring environment. She was heartened that Unity Healthcare lives up to its brand promise of 'Care for Life' by having Singaporeans' interests at heart and that it continually works towards offering affordable healthcare to the public. She added that she chose community care rather than the hospital/nursing home path because she wanted to help people manage their health, especially using the right medications appropriately and making suitable lifestyle modifications.

As Singapore's largest healthcare co-operative and a Social Enterprise with



Ms Mandy Tam (fourth from left) with her colleagues at NTUC Unity Healthcare at the Pharmacists' Pledge Affirmation Ceremony.

a difference, Unity Healthcare provides comprehensive training to its new pharmacists to ensure that they provide quality healthcare services. No other pharmacy network in Singapore can embody this belief. This is something Ms Tam can attest to.

Her pre-registration training involved learning about chronic disease management of ailments such as diabetes and hypertension through clinical attachments to KK Women's and Children's Hospital, as well as St Andrew's Community Hospital which provides step-down care for the elderly. The training also included business management skills such as taking care of an outlet, soft skills for handling customers appropriately and smoking cessation counselling skills to help customers quit smoking.

Explaining how community pharmacists play an important role today, Ms Tam believes that Unity will have an all-encompassing role in healthcare over the next five to ten years.

“While doctors will continue to lead in

the healthcare team in future, pharmacists will have a more holistic role in Singapore's healthcare system. We will provide cost effective management of chronic conditions such as diabetes, high blood pressure and high cholesterol as well as minor ailments like cough, cold and flu which can be self-treated. When people pay attention to their health and seek help early when ill, it will help reduce their healthcare costs in the long term,” she explained.

She said that pharmacists play a role in educating and assisting customers in the areas of medication compliance and preventive health. With such counselling, customers with chronic health issues would be able to manage their conditions better.

“Sometimes, a lot of elderly people don't understand what certain medications are used for such as high blood pressure pills. They think, 'Oh, I have no symptoms, so I don't need to take it today.' But in reality, this will cause complications later on,” she explained.



# Stamp To Mark Birth Of NTUC Co-ops

By Nicolette Yeo

NTUC co-operatives have gotten the stamp of approval from the Singapore co-operative movement - literally. The birth of NTUC co-operatives in 1969 will be featured in a series of five limited edition stamps to mark 86 years of co-operatives in Singapore as part of the United Nations (UN) International Year of Co-operatives (IYC) 2012 celebrations here.

It features the original picture of late Deputy Prime Minister Dr Goh Keng Swee and the late Singapore President C V Devan Nair at the NTUC Modernisation Seminar in 1969 juxtaposed against a present-day image of an NTUC FairPrice supermarket, which is apt considering that Fairprice is among the top 300 largest co-operatives in the world.

The stamps also showcase four other milestones in the history of the co-operative movement, including the founding of the Rochdale Co-operative Principles in 1844; the birth of Singapore's first co-operative, the Singapore Government Servants' Co-operative Thrift and Loan Society; the birth of SNCF in 1980; and Singapore celebrating the IYC in 2012.

This is Singapore's first set of commemorative stamps on co-operatives and is commissioned by the Singapore National Co-operative Federation (SNCF), the apex body



NTUC co-operatives (centre) appear on the limited edition stamps celebrating the United Nations International Year of Co-operatives 2012 in Singapore.

of the Singapore co-operative movement, and issued by SingPost.

It will be officially launched by President Tony Tan Keng Yam on 9 June 2012 at Co-opalicious, an event to celebrate the IYC. Announced at a media conference on 30 May 2012, SNCF Chairman Chan Tee Seng said the stamps are part of its ongoing efforts to promote greater awareness about co-operatives.

He explained: "It is an excellent platform for us to educate members of the public about the co-operative heritage. Not many of us are aware that the co-operative movement has been around for over a hundred years."

Mr Chan, who is also the Chief Executive Officer of NTUC First Campus Co-operative Limited, explained that NTUC co-operatives were selected because they are a "major player" in the local co-operative movement, having led its growth with Dr Goh Keng Swee's professional

management values. SNCF Chief Executive Officer Dolly Goh added that co-operatives from NTUC are more relevant than ever today, as they help to moderate the cost of living in this time of economic uncertainty and high inflation.

While the stamp serves as a form of recognition for NTUC co-operatives, Mr Chan hopes that everyone in the movement will try to do more to raise the awareness about co-operatives on the whole. "I think it is important because we talk about 'Doing Well' and 'Doing Good', and we should get the message out about what we do and how we are making a difference," he said.

The stamp series (\$3.05 for a full set) will be available at all SingPost outlets from today to 9 June 2012; first day covers (\$4.05 for a full set) only on 9 June. Pre-orders can be made online at <https://shop.vpost.com.sg>.

## And The Finalists Are...

By Vanessa Teo

Aspiring singers are now a step closer to their dreams with the 12 finalists of the 'U Fame Awards' revealed. The annual inter-union singing competition held yearly is organised by NTUC Club and is open to all NTUC members to take part.

Through this platform, the Labour Movement hopes to provide an opportunity for singing talents to shine, and foster closer ties amongst the unions by encouraging the spirit of friendly competition. Returning back this year to compete for the second time is 40-year-old Mr Mohammad Aslam, who has captured the attention of the judges with his choice of songs. Despite being non-Chinese, Mr Mohammad loves to sing Hokkien and Chinese songs, and

has been performing them throughout the competition.

51-year-old Mr Richard Lok is also a second time finalist and is the most senior of the 12 finalists, but looks nothing like his age. This year, he aims to wow the judges with his choice of costume which he will be designing on his own.

This year, the 'U Fame Awards' also sees a new competition - a 'Song Writing Competition'. Union members who have an interest in penning lyrics can take part in this competition and win up to \$3,000 in cash and \$500 worth of NTUC Club vouchers! Interested parties can log on to [www.ufame.com.sg](http://www.ufame.com.sg) for more information.



"I am very happy to be selected as one of the top 12 finalists because I really didn't expect it. I am also feeling very excited for the upcoming finals, and will be singing a slow song and a fast song. This year, I will also be designing my own costume."

The Singapore Manual & Mercantile Workers' Union (SMMWU) member Richard Lok

"I feel very good to be selected, but also quite nervous at the same time. For the Chinese and Hokkien songs, I have been consulting my Chinese friends on the pronunciation when I am not sure. I will do my best for this competition."

Keppel Employees' Union (KEU) member Mohammad Aslam



### The 12 Finalists

Mohammad Aslam, 40 Keppel Employees' Union (KEU)
Chong Yuan Kai, 34 Singapore Industrial & Services Employees' Union (SISEU)
Amir Bin Salim, 45 Union of Securities Employees (USE)
Huang Chun Lan, 29 Healthcare Services Employees' Union (HSEU)
Lee Tin San, 47 The Singapore Manual & Mercantile Workers' Union (SMMWU)
Chloe Ang, 21 nEbO
Yeo Khim Woo, Jeremaine, 30 Singapore Insurance Employees' Union (SIEU)
Farah Erfina, 21 nEbO
Richard Lok Kang Pong, 51 The Singapore Manual & Mercantile Workers' Union (SMMWU)
Muhammad Fairus Bin Adam, 28 Singapore Teachers' Union (STU)
Desmond Charles, 34 Singapore Industrial & Services Employees Union (SISEU)
Mr Mohd Razan Bin Mohd, 33 Singapore Port Workers' Union (SPWU)



# 建立新加坡人核心工作队伍

2012年5月21日，电子与电器业工友联合会在国敦大酒店举办工会与管理层论坛，让工会领袖和雇主针对如何吸引年轻的本地员工加入电子行业发表意见，以期在电子与电器业建立以新加坡人为核心的劳动队伍。

在论坛上，电子业的主要业者一致认为应利用各种资源提升行业形象，以便吸引人才入行。职总副秘书长及电子与电器业工联执行秘书王志豪则在论坛上表扬那些已经展开各项提升形象计划的公司。

他表示：“推展计划在质不在量。”因此事先向业界提供统计数字，以便在接下来开展计划显得

相当重要。

Gemalto私人有限公司是一家数码电子科技公司，其生产的晶片主要用于商务卡。该公司早在2010年就与工艺教育学院合作展开实习计划，并对吸引新加坡年轻人入行表现出浓厚兴趣。

不过，实习计划并不容易留住人才。王志豪认为其中的原因可能是学生完成国民服役后，将继续升学或进入更具吸引力的行业工作。不过，这些问题肯定都能解决。针对这个问题，行业人士在会上分享了许多好方法，用以克服新加坡年轻人心态上的障碍。



电子与电器业的主要业者一致认为应利用各种资源提升行业形象，以便吸引人才入行。

“制造业的薪金一般不高。想要建立以新加坡人为核心的工作队伍，就必须从这方面着手。对于工艺教育学院实习计划，我们可在男同学参加国民服役前向他们介绍这个行业，从而让他们对这个行业更加了解。如此，我们才能引领他们朝我们的方向走，并加入这个行业。”

— 电子与电器业工联秘书长陈勇良

## 重新打造行业形象

目前许多有潜力加入电子与电气业的学生认为，电子业是一门夕阳工业，因此不想加入这个行业。针对他们的印象，王志豪解释道：“我们有时凭印象作决定，但凭印象有时并不准确。”对于他的看法，与会者都表示赞同，并一致认为业界应该积极向有潜力加入电子行业的人士解释，电子业正在转变，将变得更加有活力。

## 职总会员署： 突出工运在职场的代表权

为庆祝工运51周年，职总会员署展开一项盛大的活动，端正公众对工会会籍的认识。2012年5月2日起，会员署即推出一则醒目的标语：“我们只是超级市场吗？请再想想。”

全国职工总会属下7000名工会领袖代表了69万名会员的心声，连同12家职总社会企业，为工会会员带来全面的工运福利。

职总会员署展开的这项活动名称为“发现U力量”，透过工会领袖和会员的互动，表现出工运和会员间的紧密关系。其中一项特别活动

系列首次出现在2012年5月14日的官网straitstimes.com。在系列报道中，工会会员与读者分享公共雇员联合会秘书长马伟清等工会领袖，如何担起责任，触动他们的生活并帮助他们争取职场福利和权益

会员署也希望通过与康威医疗集团和虎航自5月开始的长期策略伙伴关系，为工会会员创造更多的价值。“U力量”与500个商家的接触点，将共同协助工会会员善用他们的血汗钱。主要的职总社会企业如职总平价合作社和职总仁益药房，也在他们刊登的广告中加进“U力量”的标志。





# 职总平价 大幅加薪高达15.8%

范思蕊报道

职总平价合作社在2012年5月24日宣布从今年7月1日起,属下非行政人员的加薪高达15.8%。基本工资低于1000元的员工,固定工资增加多达140元,相当于全国工资理事会所建议的三倍。薪金调整将促使该合作社的人力成本每年超过1000万元。

以一名全职销售助理或收银员来说,一个月薪金总额(包括津贴和花红,不包括超时工作)原本介于1080元至2095元,将调高介于1200元至2200元之间。影响薪金的因素包括工作经验、服务年资和工作内容等。此外,平价合作社也将通过分发一笔一次性的特别花红,与员工分享盈利。

职总平价合作社向来深信员工的工作热忱和能力是企业经营的制胜关键,因此雇主应给予员工回报。平价合作社(新加坡)总裁谢健平表示:“员工是我们最重要的资产,必须

优先确保他们的薪金具有竞争力。我们积极提高服务素质和通过新科技提高生产力。因此,才能在市场上维持领先的地位。与此同时,我们也兑现与员工分享盈利的承诺,提高非执行人员的薪金。”

食品饮料及同行业工友联合会秘书长陈福顺对平价合作社大幅加薪表示欣喜。他指出:“今年年初我们就与平价合作社讨论调高员工薪金的问题。我们很高兴平价合作社给予员工更高的加薪及特别花红。长远来看,加薪将有助于工友提高经济能力,帮助工友应付生活开销。”

职总平价合作社作为新加坡最大的雇主之一,雇用超过8000名员工。合作社秉持“新加坡人优先”的信念,新加坡人占员工比例超过80%。与此同时,雇员中有40%年届50岁的工友,其中465名工友年龄在60岁以上。

“今年年初我们就与平价合作社讨论调高员工薪金的问题。我们很高兴平价合作社给予员工更高的加薪及特别花红。长远来看,加薪将有助于工友提高经济能力,帮助工友应付生活开销。”

— 食品饮料及同行业工联秘书长陈福顺



## 职总会员亲身体验 立胜GS车系的高超性能

全国职工总会专经执人员及法律咨询署与会员署连同新加坡慕娘摩托(Borneo Motors),于2012年5月3日在位于麟记路19号的展示厅,让职总会员亲身体验全新的立胜GS车系如何完美。

参加这项活动的主要是专经执会员。他们通过这次活动发现立胜GS250和GS350车型令人惊叹的功能。这是立胜首次邀请宾客到不同的展示厅观看、触摸和体验新推出的GS车系。

其中一个展示厅展出GS车系所装配的Mark Levinson绿色尖端汽车音响系统的极优音质。另一个展厅则展览其独特和创新的照明功能,例如在黑暗中发亮的二极管车灯竟然显示出

立胜品牌的标志。

职总会员在试驾和体验了令人惊叹的性能之后,还在现场享用美食。



职总专经执人员及法律咨询署与职总会员署在全新的立胜(Lexus GS)展示厅,安排职总会员亲身体验新车系的高超性能。

职总专经执人员及法律咨询署署长郑德源指出:“传统上,职总关心普通工友的需要。但我们也逐步吸收



各个领域的工作人士,例如专经执人员。这群工作人士在我们的会员中形成了69万人的会员群体。我们肯定会举办更多活动,推出更多这类型的计划和方案,因应不同会员的需求。”

职总会员为本署署长维威克·库玛表示:“我们今年的策略是借由体验令人难忘的经验,将U的力量带给会员。其中一位会员说,当他受邀参加这项职总的独家活动时,感到惊喜万分。另一名到场参加活动的化学业雇员联合会会员及其妻子,都很高兴能有这样特别的经验。我们希望与职总专经执人员及法律咨询署共同创造更多与专经执会员亲密接触的机会,以便多了解他们的心声和需要。”



# 五一劳动节家庭日 亲家庭，能双赢



(前排左起) 职总秘书长林瑞生、会长谢秀慧、哈莉玛和杨莉明带领3000名会员及家属舞动身体，将气氛炒热。

黄秀端报道

**在公司实施亲家庭计划**，将为雇主与雇员带来双赢局面。因此，在新加坡全国雇主联合会的支持下，全国职工总会计划到了今年底，争取更多企业落实亲家庭措施。

2012年5月26日，职总助理秘书长詹惠凤出席在Downtown East举行的五一劳动节家庭日时表示，工运向来主张在工作与家庭生活方面取得平衡。

不过，职业女性往往有很多担忧，在工作和家庭方面都面对一定的压力，而工运明白她们所面对的挑战，因此鼓励企业为更多职业女性和工薪家长采取亲家庭措施，让他们在工作和家庭方面能取得更好的平衡。

詹惠凤举例说，新加坡竹脚医院、新加坡国立大学医院及新加坡能源服务公司就竭尽所能，为员工制造一个亲家庭的工作环境。这些措施包括育儿假、事假、为家中有年长家长或年幼孩童的员工提供家务假，以及落实灵活工作制，员工甚至可在家办公。

詹惠凤也强调，制定亲家庭措施的同时，雇主和管理层的心态也很重要。他们必须正确看待选择灵活工作制或在家办公的员工。她说：“如果员工知道管理层能肯定自己在家办公的贡献，他们就能安心工作。”

“工运向来主张在工作与家庭生活方面取得平衡。他们明白妇女所面对的挑战，因此鼓励企业为更多职业女性和工薪家长采取亲家庭措施，以便在工作和家庭方面能取得更好的平衡。”

—— 职总助理秘书长詹惠凤

## 举家共欢

在这个以“为所有人带来更多欢乐”为主题的家庭日，聚集了大约5万名来自各阶层、各年龄层及各国籍的工会会员及家属，在欢腾的气氛中玩游戏和用餐。此活动邀得社会发展、青年与体育部政务部长哈莉玛，以及交通与财政部政务部长杨莉明为特别嘉宾。

节目一开始，大约3000名会员及其家属在职总秘书长林瑞生、职总会长谢秀慧、哈莉玛和杨莉明的带领下，舞动身体，将气氛炒热。之后，林瑞生和谢秀慧还颁发了奖品给10名幸运抽奖的幸运儿，奖品包括价值2000新元的旅游券及平板电脑。

首奖得主陈爱庄(29岁)表示，第一次参与职总的五一劳动节家庭日就得到2000元旅游券，非常惊喜。她说：“除此之外，其他节目也很精彩，小孩玩得很开心。”

