

## Learning From The World



NTUC Secretary-General Lim Swee Say (with mike) sharing with NTUC Deputy Secretary-General Heng Chee How (left) and NTUC President Diana Chia.

By **Naseema Banu Maideen**

There are good practices in Singapore but there are still best practices to be picked up from the world. This was one of the key takeaways from NTUC Secretary-General Lim Swee Say for 240 unionists who are also graduands from Ong Teng Cheong Labour Leadership Institute who had come together on 1 June 2012.

They were engaging SG Lim, NTUC President Diana Chia and NTUC Deputy Secretary-General Heng Chee How in a dialogue session. There was a keen call on learning from best practices from the world and SG Lim welcomed the suggestion as he also shared on how these efforts will bring

about better productivity in Singapore.

It was also at this juncture that SG Lim recounted his experiences as Minister for the Environment several years ago. He said that during his stint there, "even though we were doing many things right, I held the belief that there was always someone out there doing better than us."

He drew lessons from Geneva when he witnessed how large machinery made up of water trucks and machinery were used to wash roads every night. Rubbish collection at scheduled times with machinery in Germany was another example.

Therefore, he said: "There are many things we can learn from these best practices of

the world. We will definitely consider forming study teams to go out there and look for best practices, learn from them and bring them back to Singapore."

DSG Heng added to the call for employers to harbour similar learning interests: "At this moment, many employers are still crying for more manpower using the current methods. Many employers who have the willingness do not know what to do. Therefore, such information is also very important for them."

It was therefore timely that SG Lim reassured unionists that such study teams will encompass tripartite representation.

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## NTUC Heartened By Civil Service Mid-Year Payment

The Public Service Division (PSD) at the Prime Minister's Office has announced the Civil Service Mid-Year Payment for 2012, whereby civil servants will receive a mid-year annual variable component of 0.3 month. In addition, Division 4 officers will get a wage increase of \$60 per month while Division 3 officers will receive a wage increase of \$30 per month, over and above their normal annual increment.

In a media statement released on 5 June 2012, NTUC Assistant Secretary-General Cham Hui Fong said NTUC and the eight affiliated civil service unions welcome and support PSD's announcement. The Civil Service Mid-Year Payment is the result of negotiations and careful consultations between PSD and representatives from NTUC and the civil service unions.

Considering the Singapore economy's reserved expansion in the first quarter, the payment fairly rewards civil servants for their dedication and contributions to the workforce and economy.

Following the National Wages Council's acceptance of NTUC's proposal for companies to grant low-wage workers with a wage increase, the Labour Movement is heartened by the Government's positive response to the recommendations in extending built-in wage increases for the lower-wage civil servants.

The NTUC and civil service unions will continue to maintain close working relationship with the Government to raise productivity and improve efficiencies so that civil servants can stand to benefit through better jobs and pay.

“We are pleased with the \$60 and \$30 built-in increase to the monthly salaries for Division IV and Division III officers respectively, which further increases the total wage as it is factored into the other variable components of the employee's pay. This goes beyond what NTUC and NWC recommended for low wage workers.”

AUPE Deputy General Secretary Yeo Chun Fing

“AUPDRW is satisfied with the announcement of the mid-year payout. We believe that the built-in wage increases, especially, will go towards helping our lower-wage members cope with the rising cost of living.”

AUPDRW President Subari Samuri



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## Learning From The World

### Matters Closer To Home

Unionists' voices spread across issues from improving on productivity measures to actions to be taken in times of an unexpected liquidation. They had a better grasp of dealing with these major issues as SG Lim and DSG Heng shed more light on these key concerns.

#### When A Company Is In Crisis

"For companies where our membership is rank-and-file, the first thing is the Collective Agreement. For companies that are not rank-and-file, then we have limited representation which will cover the areas concerned. Going forward, we in the Labour Movement are trying to increase our scope of representation and we are discussing this at the tripartite level."

DSG Heng

#### Being Vigilant Pays

"A lot of vigilance and the quality of leaders also matter. If a company is not receiving orders, not making money, selling off its factories, not paying its workers, then when members alert the leaders, we have an early warning. When we have an early warning, it enables us as a Labour Movement to act earlier, ask the management questions. If they are reluctant, take them to MOM and force them to share information. We cannot guarantee that every company will always have money to pay people. When we know it early, we can do certain things to better protect ourselves before they really run away or before they totally collapse and they say that other creditors have priority over us. These are things that we must continue to pursue."

DSG Heng

#### Gain Sharing, Not 'Shock' Therapy

"Why has NTUC FairPrice paid its low-wage workers about a 15 per cent increase in their wages? This is because NTUC FairPrice has improved its service quality and productivity. It is a leader in the Customer Satisfaction Index of Singapore (CSISG). The combination of productivity and service quality has led NTUC FairPrice to perform better and hence has more to share with the staff."

SG Lim

#### Dealing With A Changing Workforce

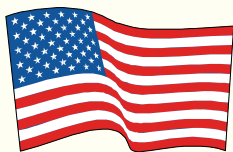
"The changing of the workforce's profile is happening both in the public and private sector. We are talking to our tripartite partners to review the Employment Act and the Industrial Relations (IR) Act. Our intention is to push for the unions to cover a certain percentage of the workforce, regardless of their job designation and qualification."

SG Lim



# THE WORLD

The information presented below is gathered from a presentation made by Temasek's Managing Director of Strategy Rohit Sobti to unionists on 1 June 2012, organised by Ong Teng Cheong Labour Leadership Institute.



USA

Recovery But At A Slow Pace

#### Slightly Better Than Europe

- Some ups and some downs in recovery
- Some optimism at the beginning of this year. But, how robust is this?

##### Jobs

- Struggling with creating jobs
- In April 2012, added 115,000 new jobs – But not enough as it needs 200,000 jobs a month to simply keep pace with population growth!

##### Housing

- An important tool that led the country out of previous recessions
- Had a massive housing bubble which was eventually burst by the crisis
- This time round, there is no recovery on the housing side

#### Only Bright Spot

##### Industrial Production

- Companies in the US are showing increased profitability - a double edged sword as this comes from cutting costs by cutting jobs.
- The US is now borrowing at almost 100 per cent at the size of its GDP - A structural issue that will not change overnight.
- US accounts for a quarter of the world's economy, so if it is not coming back to what it used to be, then there will be a huge impact of what the world can do.

## CHINA

### What The Chinese Government Is Doing

- The last year, the big issue was inflation.
- The Government started pushing the foot on the brake and reduced access to credit and loans.
- Less worries as compared to US and Europe as this is a country that has far more many tools in its toolkit.
  - Does not have much of debt problem or a revenue problem
  - Much can be done with the monetary and fiscal policies

GROWTH



Slowing But Can Manage A Soft Landing



# VIEW

## EUROPE

A Multi-Year Problem

### 'The Parents'



Germany



France

### The Future For PIIGS

#### Greece

- In a messy state, but fortunately, it is small and its impact on the world is small.

#### Spain and Italy

- At the borrowing cost of 6.2% for Spain and 5.8% for Italy, if you assume that the GDP of these countries will continue to go down, then Spain will look exactly like Greece in about 20 months from now.

### Naughty Things That These 'Wayward Children' Have Done

- Borrowed about 3.3 trillion EUROS = 15 times the GDP of Singapore
- Did not invest in building a competitive nest.
- Labour reforms were a major issue they had to go through and they did not.

Global Financial Crisis exposed these problems.

### And Greece Is The Naughtiest Child!

- Most excessive debts
- Corruption is rampant
- Main industry is tourism
- Massive tax evasion - Government keeps imposing taxes and nobody pays, so the Government has to keep spending money to run the country.

### 'The Wayward Children'



Portugal



Ireland



Italy



Greece



Spain

### What The 'Parents' Are Expected To Do

- As the naughtiest child, Greece has defaulted on its debts.
- As parents, they have to make sure that the debtors don't challenge their "other children".
- They must be able to create a ring fence for them = Guarantee
- Guarantee = About 1.7 trillion Euros. If Germany and France can stand up to say this, the world will move on.
- Unfortunately, what they have in hand is only 1.1 trillion Euros, which includes up to 430 billion Euros from IMF.

## INFLATION

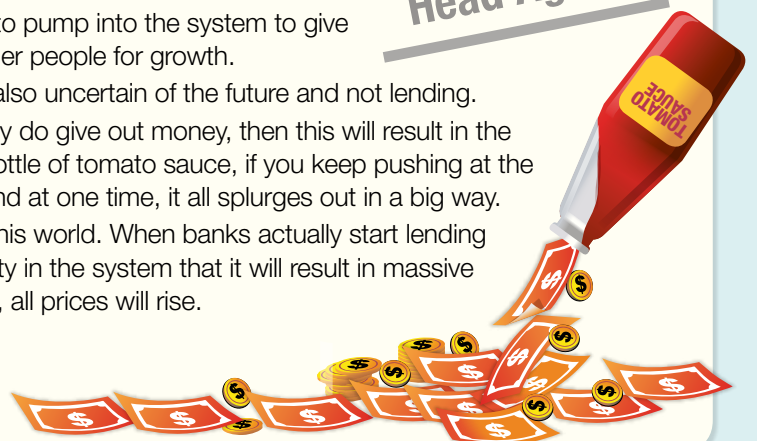
### Prices of oil and food are unlikely to come down

- Only one country in the world has surplus capacity for oil – Saudi Arabia
- All the other countries are running at full capacity.
- Since there is limited oil capacity in the world, oil prices will not come down.
- With people around the world getting richer and families consuming more, there is increasing demand for food.
- Therefore, food prices will only increase.

### Excessive money printing will lead to the tomato sauce effect

- The Central bank prints money to pump into the system to give it to the banks to lend out to other people for growth.
- But, the commercial banks are also uncertain of the future and not lending.
- And at some point of time, if they do give out money, then this will result in the tomato sauce effect. Like in a bottle of tomato sauce, if you keep pushing at the back and nothing comes out, and at one time, it all splurges out in a big way.
- That is the risk that we have in this world. When banks actually start lending out, then there's so much liquidity in the system that it will result in massive money availability, and therefore, all prices will rise.

Will Rear Its Head Again



## SINGAPORE

### Why does this all matter?

- We live in an increasingly connected world.
- And there are two or three channels of how things spread, one is through the stock market.
- The second is through the banking system.
  - Europe is one of the largest lenders in the world.
  - They lend about 1.7 trillion US dollars to Asian markets. And they lend about 800 billion dollars to Latin American markets. And 3.5 trillion dollars to the US companies.
  - When European banks need the money back, they get it back from the other parts of the world. That's where, in Asia and Latin America, companies will have to pay back the loans.



- We are also linked through exports and trade.
  - Europe is going through a no or very low growth environment that exports will get hit.
  - US, if it doesn't grow at the same extent in the past, then exports' growth will also be slow.
  - There are some markets that will be impacted more than others. And unfortunately, Singapore is in that category.

When it comes to managing finances, Singapore is well-placed in terms of public debt as well as budget balance. The other developed countries are in the red and in unsustainable positions.



### So, what does this mean?

- We are very reliant and sensitive to the growth of US and Europe.
- Our GDP growth is very linked to exports. The three countries – Europe, US and China actually account to about 40 per cent of our exports.
- And 12 per cent of our banking system is from Europeans.
- We will feel the impact!

Downside Risks In The Near Term

# \$10.5 Million Target For U Care Fund

By **Muneerah Bee Mohamed Iqbal**

Pictures by **Alvin Toh**

The atmosphere at Downtown East on the morning of 3 June 2012 was buzzing with excitement as families looked forward to a fun-filled day at the first Family Recreation & Fun (FRF) Carnival for this year. Organised by NTUC Club, the FRF Carnivals 2012/13 are a part of the Labour Movement's fund-raising efforts to raise \$10.5 million for the NTUC U Care Fund in 2012. There will be six runs of the FRF Carnival this year with a total sponsorship value of \$1.5 million from NTUC Club.

At the launch of the FRF Carnival, Special Guest NTUC President Diana Chia shared that the Carnival is one of the ways that NTUC is trying to make a difference to the families there. President Chia said: "We are basically creating this opportunity for you so that you can spend more time with your family and we believe as you work hard, you also want to play hard. And not only play hard alone, you also want to play hard with your family together... We want to build a very strong and friendly family, who can support each other and this is important to everyone."

Indeed, 40-year-old Suriati Moktar and her family of five looked forward to spending the day with her family at the Carnival. Her children were enjoying the game stations at the Carnival before they headed off to Wild Wild Wet. They attended the Carnival last year as well and this year they are back for more. "It's the fun that we want for the whole family," Madam Suriati said.

## Security In The Family

Before officially launching the FRF Carnival, President Chia also assured the 13,000 union members and their families present that they "are secure within the family of NTUC" as funds are being raised for the U Care Fund. "We know that the world is never going to be smooth. During hard times, our members will be in need and we are also in the process of raising funds," she said.

The funds will continue to provide relief for low-income union members and their families through various assistance programmes like U Stretch vouchers, U Care Education Co-Funding scheme, U Care Back to School vouchers, and donations to NTUC Eldercare Trust and NTUC First Campus Bright Horizons Fund.

## 25 Years Of Doing Good

Following President Chia's speech, families participated in a mass activity to create a giant, multi-coloured collage displaying the number '25', in conjunction with NTUC Club's 25th anniversary. 2012 marks 25 years of providing fun for the well-being of members and their families by the Social Enterprise who has also been a strong supporter of the NTUC U Care Fund.



NTUC President Diana Chia (second from left), NTUC Club Chief Executive Officer Yeo Khee Leng (third from left), NTUC Central Committee member and Care and Share Committee Chairman Francis Lim (second from right), NTUC Competency Director (Care and Share) Zainal Sapari (right) and Care and Share committee members launching the Family Recreation & Fun Carnival 12/13.



Families bonding while creating a giant multi-coloured collage.

NTUC Club Chief Executive Officer Yeo Khee Leng said: "We would not have reached this milestone without the support of union members and their families; they have shared many of their fun family moments with us at our chalets, theme park and events. The FRF

Carnivals are just one way that NTUC Club gives back to them and the Labour Movement. Since 2005, we have committed about \$10 million to the FRF programme to promote better work-life harmony and we will continue to uphold the social mission of meeting members' social needs and bring them affordable recreation for quality family bonding."

NTUC Competency Director (Care and Share) Zainal Sapari said that the sponsorship from NTUC Club has given a good start to the fund-raising target of \$10.5 million for this year. "It would not have been possible for the NTUC U Care Fund to reach out to our low-income members if not for the strong contributions from our Social Enterprises, affiliated unions and association as well as tripartite partners, and we are extremely grateful to them," he acknowledged.

The next runs of the FRF will be held in November and December 2012, and March 2013 where more members and their families can enjoy a day of fun and entertainment for free at Downtown East.

Turning 13 is quite a milestone as it marks the entrance into teenage years. Madam Joewen Lim's twin daughters, Yi Peng and Yi Pin, celebrated their 13th birthday at the Family Recreation & Fun Carnival and they found the event to be fun and an enjoyable family activity.

Madam Lim's sisters also joined her at the Carnival. As a working mother, Madam Lim felt that this is a great way to spend quality time with her family. She said: "It's good for people to have a gathering and be together. We are often too busy to have all those family gatherings so this lets us have a chance. We have no excuse not to come here."

This is the second time Madam Lim attended the Carnival and her four daughters love the exciting game stalls and the Wild Wild Wet.



Madam Joewen Lim (second from left) and her four daughters.



# Guangdong Province Party Secretary Visits NTUC



NTUC Secretary-General Lim Swee Say (left) with Party Secretary of Guangdong Mr Wang Yang.

By **Gwen Sin**

Party Secretary of Guangdong Mr Wang Yang was on a three-day visit to Singapore. He was hosted by NTUC Secretary-General Lim Swee Say, NTUC Deputy Secretary-General Heng Chee How, NTUC Assistant Secretary-General Cham Hui Fong, NTUC Club Chief Executive Officer Yeo Khee Leng and other key officials on 5 June 2012.

This was Secretary Wang's second official visit to Singapore after being last here in 2008. He was particularly interested in how tripartism has worked for Singapore to ensure its competitiveness, while looking after workers' interests at the same time. He wanted to have a better understanding of the unions' role in economic growth, ensuring harmonious industrial relations, better wages and welfare for workers.

What struck SG Lim was the same mindset that Secretary Wang holds in ensuring social stability in the midst of economic growth. This is in tandem with what Prime Minister Lee Hsien Loong posted in his Facebook entry dated 4 June 2012 on his exchange with Secretary Wang. In particular, on how Guangdong has to deal with social issues while making great economic progress.

PM Lee wrote: "He came to see how Singapore has dealt with the social side of things. I shared what we have done on housing, healthcare, education and community development, and how in Singapore too as old problems are solved, new issues have arisen. There is much that we can learn from each other."

At the end of the visit, Secretary Wang concluded to SG Lim that Singapore's approach to tripartism was "practical" and "unique". And that Guangdong believes in the same too, be practical and unique.

# Deceased SSEU-Shell Member's Family Gets Much Needed Help

Story and picture by **Vanessa Teo**

What her late husband did without her knowledge could simply be one of the best decisions he made for her and their children. That is, joining the Singapore Shell Employees' Union (SSEU-Shell). Said Madam Azlifah Yahya: "My late husband never tells me anything, and is always full of surprises. Even when he joined the union he didn't tell me... but I am glad he is a union member."

Madam Azlifah's husband, Mr Hamidzan Abdullah, met with a fatal accident when the fishing craft he was on collided with another boat during one of his usual fishing trips. The accident left Madam Azlifah shaken and lost, but she was not alone. SSEU-Shell together with members from the Labour Movement lent warm helping hands to Madam Azlifah, and helped her tide through her difficult moments.

She added: "Since the day my husband went missing, they have given me a lot of moral support. They advised me on what I can get from his employer, and what other places I can get help from. They really helped me a lot."

Under NTUC Gift, the Labour Movement also handed a \$20,000 cheque to Madam Azlifah, and this was delivered to her personally by NTUC Care and Share Director Zainal Sapari during a house visit on 24 May 2012. Said Mr Zainal: "NTUC Gift has time and again proved that it comes in very helpful to every union member when something unforeseen happens. As long as you are a union member, you can be assured that the NTUC will be here to help you in whichever way we can."

Accompanying Mr Zainal were also SSEU-Shell President Michael Yeap and General Secretary Munirman Abdul Manaf. On its own part, SSEU-Shell also bought an additional group insurance policy, WISE (Welfare Insurance Scheme), for Mr Hamidzan which will provide another payout to his family.

Shared Mr Munirman: "The WISE policy is bought for our members to give them extra coverage. As we are in the manufacturing industry, we find that it is only wise that we



NTUC Care and Share Director Zainal Sapari (third from left) hands over the cheque to a tearful Madam Azlifah together with SSEU-Shell President Michael Yeap (left) and General Secretary Munirman Abdul Manaf (second from left).

“ If my late husband did not join the union, maybe I won't get anything. A very big thanks to the NTUC on behalf of my kids and myself.”

Madam Azlifah Yahya

provide this extra coverage for our members... SSEU-Shell will always give its fullest support to our members and their families when tragedies as such strike, and will go through the relevant channels to provide as much help as we can."

To have received such help from the Labour Movement was really of great comfort to Madam Azlifah, and she is truly grateful that her husband was a union member.



# AUPDRW's Heart-To-Heart May Day Gift

By **Naseema Banu Maideen**

It was like a scene from a family reunion at Downtown East's D'Marquee on 30 May 2012. All 700 members from Amalgamated Union of Public Daily Rated Workers (AUPDRW) came together under one roof to bask in extended celebrations of May Day as they were presented 'Heart-to-Heart goodie bags'. The union, with the kind contributions from its advisors, trustees, NTUC FairPrice Co-operative Limited and other well-wishers, packed in nine essential items as May Day treats for these members.

"As unions celebrate Labour Day in the month of May, AUPDRW wants to reach out to all our sisters and brothers in our own special way by distributing goodie bags to them. Through this new initiative, we are giving each and every union member a total of nine grocery items to reduce spending on their daily necessities, helping them to save some money," said AUPDRW President Subari Samuri.

The members brought home necessities such as rice, cooking oil, liquid detergent, medicated oil, instant noodles, a tin of Milo, biscuits, Po Chai pills and toothpaste for their families. What was also meaningful for them was that management at the National Environment Agency (NEA) arranged for transport to pick them up at their workplaces at the various



This was one of the union's ways in celebrating May Day with its members.

## Always Here For You

“The driving forces for each of us may be different - whether self-fulfillment, a better life for our family or the chance to enjoy more things in life. But the best motivation comes from inside each of us. We will become what we want and will ourselves to be. Whatever your dreams are, the Labour Movement and AUPDRW are always here for you. We will continue to take care of the welfare of members and provide you with financial assistance.”

AUPDRW Advisor Seah Kian Peng

regional offices to send them to Downtown East. The coaches also drove members back to the workplaces as many members lived near the regional offices and could easily reach home with the goodie bags in their hands.

Said Madam Devi d/o Karuppiyah, 52, a daily-rated cleaner at NEA: "We are very thankful for the household items the union has given us. It is also really very helpful that our employer has arranged buses to take us near home. Most of us here are old and we are happy that both our employer and AUPDRW have thought about us."

Members were also released from work earlier to be able to take part in the presentation ceremony. They received their "goodie bags" from AUPDRW Advisor and Labour Member of Parliament Seah Kian Peng, and were also treated to lunch thereafter.

Said Mr Seah: "There are national schemes such as Workfare Income Supplement (WIS), Jobs Credit Scheme and Special Employment Credit (SEC). So, the union and management meet regularly to look into skills upgrading, job



All the union members of the Amalgamated Union of Public Daily Rated Workers (AUPDRW) brought home goodie bags with essential items.

redesign and job enlargement in the workplace. These would open up opportunities for members to take on higher value-adding jobs. But the members themselves must want to go for skills upgrading courses, and to move up and move on in your organisation."

Members of AUPDRW have always been encouraged to attend upgrading courses to pick up as many new skills as they can. "As the union encourages us to learn new things, we also tell our children the same, that they should not give up on learning even if it may be difficult sometimes," shared Madam Tan Siew Tin, 55, a mother of five children. As a cleaner at NEA, she has attended a good number of training courses over the years and wants to continue to go for more of them.

# Enjoying The Rhythm Of Life Through Music

By **Ong Yi Tian and Kevin Chandra**

On May Day 2012, U Live was invited to stage a performance at the Istana Open House, and the Ukulele Strummers were chosen to bring their charming music to the public. One of the group's musicians is U Live ambassador John Leung. A union member with The Singapore Manual & Mercantile Workers' Union (SMMWU) for over 30 years, retirement certainly isn't on the mind of this energetic 63-year-old, who is currently a senior sales engineer with Borneo Motors (S) Pte Ltd.

Just two years ago, Mr Leung was introduced to a lightweight instrument from the guitar family which originates from Hawaii - the ukulele - when he joined U Live's Music Makers interest group. Practising with the Ukulele Strummers has now become a part of his lifestyle, where he gets to jam with like-minded music buddies, make new acquaintances and even catch up with old friends.

The tight-knit group which trains



U Lives Ukulele Strummers with President Tan and First Lady

twice a week inspire each other, provide encouragement and share their experiences and knowledge with each other. Being able to perform also gave Mr Leung and the other dedicated members of the group the opportunity to put their hours of practice to use. Playing at the Istana in front of President Tony Tan Keng Yam and the First Lady was a privilege and a highlight for Mr Leung.

"It's an honour as well as a memorable occasion for me. I will enjoy sharing this experience with my friends, family and my

grandchildren especially. Hopefully, this will lead me to encourage and coach more members with musical interests to participate," he said.

Mr Leung encourages any like-minded members who love music or who are interested to pick up a new musical instrument to join the U Live's Music Makers interest group and be on their way to leading a happy, healthy, productive and purposeful (H2P2) lifestyle. As he puts it: "As long as there are friends to provide the melody, the music will play on."

To find out more about the U Live Music Makers interest group, contact Stefanie at [events@ulive.com.sg](mailto:events@ulive.com.sg) or 6582 3605. Alternatively, you may visit [www.ulive.sg](http://www.ulive.sg) to find out more about the U Live community and its other interest groups.



# NTA Launches Book On Taxi Drivers



Tokens of appreciation were given out during the book launch. Present were (from left to right): NTA Advisor Ang Hin Kee, NTUC President Emeritus John De Payva, NTUC President Diana Chia, NTA Advisor Dr Muhammad Faishal Bin Ibrahim, NTA General Secretary Albert Ong, NTA President Wee Boon Kim, Minister for Transport Lui Tuck Yew, NTA Advisor Seng Han Thong and representatives from taxi companies and organisations.

By **Gwen Sin**

Who would expect to find a baby at the back of the passenger's seat, or a driver who dresses up as a cowboy to work every day? These are some of the short and light-hearted accounts shared by 23 taxi drivers in 'Taxi Tales In Singapore', an easy-to-read bilingual publication that offers insights into real-life stories and interesting facts relating to taxi drivers in Singapore.

The book was launched on 1 June 2012 at Suntec Singapore International Convention

**"A taxi driver meets with all kinds of people and encounters while they are on the road. These interesting stories and other bits of information on taxi drivers, some unknown to many people, are compiled into this publication. We hope that after reading through the book, the general public can have a deeper understanding of this occupation."**

National Taxi Association President Wee Boon Kim

and Exhibition Centre by Minister for Transport Lui Tuck Yew. The publication is a tripartite project led by the National Taxi Association (NTA) supported by the Land Transport Authority (LTA) and the seven taxi companies to give readers a different perspective of the day-to-day happenings in the taxi drivers' lives.

To help readers better understand the likes and dislikes of drivers and passengers in Singapore, two street polls with over 30 passengers and interviews with about 100 drivers were conducted spanning across two weeks. Consolidated passengers' views on the drivers and drivers' views on their likes and dislikes of being a driver are also introduced in the book.

The publication also helps readers learn how taxis around the world are like and hear from passengers from different walks of life share their taxi-taking experience. They include NTUC President Emeritus John De Payva and local celebrity Kym Ng. Readers, who have had the experience of taxis not stopping for them, would also find out answers to this mystery from the book.

**'Taxi Tales In Singapore' retails at \$10 each. Get your copy at all major book stores now!**

**"A recent example we saw was when the NTA suggested for the age limit for taxi drivers to be raised from 73 to 75 years. So the LTA evaluated this carefully, and made the policy change which starts today. This change will benefit some 1,000 taxi license holders now aged between 70 and 72-years-old. Since the announcement was made one and a half months ago, 47 eligible taxi license holders above the age of 73 have passed their fitness assessment and will be able to continue driving their taxis. More recently, a tripartite workgroup has been set up to work on improving the availability of taxis on the roads. I believe with this strong partnership, the taxi industry will be able to overcome any challenges in the future."**

Minister for Transport Lui Tuck Yew in his address at the launch

## Happy Times For GIRO Users

Participants who turned up at the Inland Revenue Authority of Singapore (IRAS)'s 'GIRO Your Tax' lucky draw roadshow at ION Orchard on 19 May 2012 had an opportunity to get a peek into NTUC membership. A total of \$115,000 was given out to 403 lucky taxpayers who paid their income tax and property tax by GIRO. This is nearly double the amount of cash prizes and number of lucky winners from the first 'GIRO Your Tax' lucky draw last year.

Speaking at the event, NTUC Deputy Secretary-General Heng Chee How said that while GIRO helps to keep IRAS' costs of tax collection low and raise its productivity, individual taxpayers also stand to benefit from the 12 monthly instalments, which is free of interest.

Officers from the NTUC's membership crew



Happy winners of the 'GIRO Your Tax' lucky draw received their cheques from NTUC Deputy-Secretary General Heng Chee How (left).

were on-site to encourage more people to sign up on the GIRO scheme. Members of the public who signed up for both the GIRO scheme and NTUC membership received welcome gifts of up to \$188 instantly.

The top three winners of the lucky draw - Madam Chay Fong Ying, 56, an Operations Manager; Mr Mangaiahgar Sankara Narayana, 50, an Engineer; and Madam Thong Mei Lin, 53, an Accounts Executive, received \$30,000,

\$15,000 and \$10,000 respectively from DSG Heng.

The lucky draws are open to all individuals who sign up for GIRO or who are already on GIRO to pay their property tax or income tax. The longer one stays on GIRO, the higher the chances of winning in the lucky draws. The grand lucky draw with cash prizes totalling \$180,000, including the top prize of \$50,000, will be conducted in May 2013.



# NTUC Membership And SIM Offer More Benefits To PMEs

By **Gwen Sin**

A new partnership agreement has been inked between NTUC Membership (MED) and the Singapore Institute of Management (SIM). Members from NTUC and SIM will now be able to benefit from more training programmes through the privileges offered to PMEs for upgrading! The agreement will also allow over 1,000 SIM Ordinary members to enjoy dual membership at SIM and MED and the privileges under the U Associate Programme.

Under the partnership signed on 4 June 2012, NTUC members, including SIM U Associate members, can now save up to 40 per cent when they attend SIM's membership and interest group events. NTUC and SIM U Associate members can also enjoy up to \$200 of training grant per member each year under UTAP (Union Training Assistance Programme) offered by NTUC when they attend selected membership and interest group events and professional development courses at SIM. SIM currently organises more than 800 seminars, workshops and membership events annually for executive training, upgrading and networking.

SIM is the first private tertiary institution that the Labour Movement is partnering under the U Associate Programme. It has partnered three other U Associate partners: Nanyang Technological University Alumni Club (NTU-AC), the Institute of Estate Agents (IEA) and the Singapore School Transport Association (SSTA) to date. Through these partnerships, the Labour Movement is able to extend its reach to a total of 5,500 PMEs (Professionals, Managers and Executives).



NTUC Membership (MED) and the Singapore Institute of Management (SIM) reach out and serve more PMEs (Professionals, Managers and Executives) in upgrading through its U Associate Programme.

The partnership marked a new milestone between SIM and NTUC in a close collaboration between the two organisations over the past one year. The SIM-NTUC Partnership Agreement was endorsed by MED Director Vivek Kumar and SIM Relationship and Events Management Director Tang Mei Sin.

NTUC Director (Legal Services & PMEs) and MP for Nee Soon GRC Patrick Tay was present as the Guest-of-Honour. Mr Tay recalled in his address that in his recent work trip to the United Kingdom he witnessed the UK's PME unions work closely with professional bodies and associations to jointly advance the interests and serve the needs of their members.

It is similar to the Labour Movement's strategy of working with professional associations such as NTU-AC, IEA and SIM. This close association and alliance will provide a more collective voice and strength for these professional groups and bodies whose members comprise mainly PMEs in the long run, added Mr Tay.

"It is SIM's wish that this agreement will similarly sow the seed for a growing and enduring partnership that would pave the way for more collaborative initiatives between NTUC and the SIM group to benefit our members and our community in line with our social missions."

**Singapore Institute of Management Executive Director Ronald Tan**

"This partnership was over a year in the making with both SIM and NTUC collaborating over inspiring seminars by globally renowned speakers and management thinkers such as Malcolm Gladwell and Shiv Khara. I'm heartened that both NTUC and SIM have decided to take this major next step forward to an even closer partnership in reaching out to and creating value for PMEs."

**NTUC Membership (MED) Director Vivek Kumar**

## SMMWU Zumbas With Members!

Story and picture by **Vanessa Teo**

Gen Vibez, the youth chapter of The Singapore Manual & Mercantile Workers Union (SMMWU) knows the heartbeat of its members, and that was why it organised a series of heart-pumping Zumba classes to engage its current members, as well as to reach out to new ones.

The Latin dance-inspired fitness programme packs aerobics and dance elements to bring about a fun time of work out for participants and is an upcoming trend that appeals greatly to youths. As such, SMMWU's Gen Vibez decided to bring this fun-filled activity to its members at heavily subsidised rates.

Said SMMWU Gen Vibez Executive Committee member Evelyn Lee: "This is part of SMMWU Gen Vibez's efforts to reach out to more people, and also to let them learn more about the fun aspect of joining a union."

"For the younger generation, besides knowing about Industrial Relations, we also want to let them know that unions also have the play element to it as well. This is also a better way to get everybody to bond together."

Having conducted about four lessons thus far, responses from SMMWU members have been great with members in the age group of 40



to 50 joining in the activity as well. SMMWU Gen Vibez has also opened up the classes to non-members as well.

"We are also not restricting it to the youths only, but are opening up to all the members and non-members too to engage everyone as a whole... This is also another way to boost our membership," added Ms Lee.

This is also the first time Ms Joreen Tan, a new SMMWU member, is joining in SMMWU Gen Vibez's activities and was surprised at how joining the union can mean such fun as well. Ms Tan shared: "Using such activities to engage us members is very good. I like it very much, and it's a very innovative activity from the union. I am quite new to the union, so this is the first activity I've joined. I've always thought that the union is all about fighting for workers' rights only, but

"I find it very useful and good, and this also gives me the opportunity to meet some old friends who we seldom meet. The classes make me feel more energetic and revitalised, and it encourages bonding between union members and builds up new friendships."

**SMMWU member Noorunnisha Idris**

"The classes are good and I enjoy myself a lot each time. Through these classes, I've made some new friends and I look forward to coming here every week!"

**SMMWU member Siti Zubaidah**

actually they have fun activities for us members as well."

For those who are interested in joining SMMWU Gen Vibez in their weekly Zumba



# U Games Take It Up A Notch

By Joshua Joseph

The curtains were rolled open for a brand new season of U Games 12/13 on 29 May 2012, teeing off with the FairPrice U Golf Championship at Orchard Country Club. This marked the fifth successful season of being a key milestone for U Sports, the sporting community of the Labour Movement.

Since its inception in 2008, the U Games has grown tremendously both in scope and size. Now into its fifth run, U Sports has taken an even more proactive stance in promoting sports and U Games especially at the union level. This has been done through increasing sporting offerings and organising suitable try-outs and clinics for members to familiarise with the new sports.

“Previously, when the U Games started there were only golf, 7-a-side soccer and bowling. Now, it has grown to 13 events being contested and is the sporting event that my members look forward to take part in. Also, through the NTWU-in house tournaments that I organise, we can send the best team or individual to compete at the U Games. And so our athletes know that it doesn’t stop here and they can get to represent NTUC at national and international tournaments.”

National Transport Workers’ Union Sports Organising Chairman Syed Omar

Through the U Games, some unions like the Attractions, Resorts & Entertainment Union (AREU) and the Healthcare Services Employees Union (HSEU) have started their own internal competitions to look for the best players to represent their union at U Games events.

Shared NTUC Club Chief Executive Officer Yeo Khee Leng: “The U Games has grown to become a highly competitive tournament and members strove to put their best foot forward so that they can help to elevate their union’s overall standing. Since the U Games started, we have had four different overall union champions - it is that much of a challenge and honour to come out tops.

“On another level, this also means that while we help to strengthen the bonds between our members, the U Games has also helped to nurture sports within the Labour Movement. Who knows, one day our next national sportsperson could start off from the U Games.”

U Games 12/13 will also see an introduction of two new sports at the Beach Games - Tchoukball and Dodgeball. Both ball games have been chosen for relative ease in picking up the new game rules and their popularity across the globe. The new season will see a total of 13 sporting events spread across the entire year’s calendar with the aim of engaging some 10,000 member participants.

Said U Games Committee member Mr Loganathan Pasupathy: “Sports has been a part of the unions for over 15 years, but the U Games was only formed in 2008. We started on a small scale with about 40 unions involved in the 10 games. From then, it has slowly grown and we



“We see each other every month through the games and activities. So throughout the months, the friendship and bonding between unions started to happen. After so many years a lot of them have come to know each other. And you can see tonight that in fact everyone seems to know each other and it’s a very big, happy family.”

United Workers of Electronics & Electrical Industries President Francis Lim

have brought in new games and better prizes for the teams, so it has become more competitive. Unions are recruiting very good athletes to come in as union members as well.

“U Games is where you don’t just participate to win, but you participate to make friends. However, with the competitiveness of the games, the spirit of winning is coming in as well because of the awards. That is one good aspect as it is bringing the level of sports up in Singapore and for union members as well.”

“The U Games started five years ago, and there have been an increasing number of games. Every year there is always a show of support and that’s what the U Games is all about. We hope to see U Games organisers engage the young and the older generation as well, so that we will have a U Games for all as All C.A.N (Collars, Ages and Nationalities).”

Metal Industries Workers’ Union First Vice-President and Mentor Tan Chai Kun

## U games 12/13

U Games 12/13 is upon us and it will be an exciting year of sports as the Games head into its fifth season. This year, the multi-sport inter-union tournament will include two new sports, Tchoukball and Dodgeball, at the Beach Games. Four different unions have clinched the Champion title since the U Games started. Team up with your colleagues and friends for a chance to represent your union and fight for glory!

### U Games 12/13 Calendar

DATE	EVENT
28 – 29 May 2012	NTUC FairPrice U Golf Championship
14 - 15 July 2012	Beach Games – Volleyball, Tchoukball, Dodgeball, Tug-of-War
September 2012	U Grand Masters Bowling
October 2012	7-A-Side Soccer Sepaktakraw
November 2012	9-Ball Pool 3-on-3 Basketball
January 2013	Mixed Netball Badminton & Table Tennis
February 2013	Futsal U Run
March 2013	Sports Mania

\*Info correct as of printing



# Young NTUC 'Walks' To Siem Reap...

## ...With Project Happy Feet

By **Vanessa Teo**

A pair of slippers may be taken for granted by some kids, but to children in Cambodia, it means the world to them. Thus, when a group of volunteers went to Siem Reap in March with the slippers in tow, the children were thrilled.

This is part of 'Project Happy Feet's' efforts to help underprivileged children and youths by providing them with footwear. Just last year, the 'Project Happy Feet Slipper Race 2011' (PHFSR) raised \$106,700 for the underprivileged children.

Since PHFSR 2011, Young NTUC has been supporting 'Project Happy Feet' in its cause, and this time round, its youth activist from the Singapore Maritime Officers' Union (SMOU), Terence Tan, was one of the volunteers who went on the trip to deliver the slippers to the children.

Shared Mr Tan: "One amazing experience is the visit to Smach Village in the Kralanh District of Siem Reap adopted by Shinta Mani Foundation... Once we reached, the helpers and teachers at the school helped us identify children without footwear. However, there were just too many of them.

"We immediately set out to work, distributing the slippers sponsored by Havaianas under the hot sun. While trying to fit the slippers onto the kids' feet, I've noticed many of them have wounds or scars on their swollen feet. Though the weather is hot and stuffy, I felt really appreciated when the kids smiled as I put the slippers on them..."

Besides being a trip to deliver the slippers to the children, Mr Tan also had the opportunity to



take away other learning points that allowed him to see things in a different perspective.

"This time, apart from being a volunteer, nine of us (not including the three founders of Project Happy Feet) were assigned to be in charge of the itinerary for each day. We had to plan and liaise with people from different cultures and unfamiliar places.

"It was a great learning opportunity for the whole group of us, as we learnt how to work together and also how our decisions may affect the people over there. A reflection of the day was done every night to reflect and discuss about the beneficiaries and the kind of assistance we can do," said Mr Tan.

To be able to go on such a meaningful trip was much appreciated by Mr Tan, and he acknowledged Young NTUC and

SMOU for this chance.

"I would like to show my appreciation to Young NTUC and SMOU for giving me this opportunity to extend my help to the needy. The committee and union are like a network which has the capability to link up with many organisations, contacts and resources. Tapping on their connections, the unions and their members are then able to explore further to learn more and do more."

On 1 April 2012, Mr Tan, together with the other volunteers who went through the Project Happy Feet Volunteer Leadership Experience (PHFVLX), a programme designed to give participating volunteer leaders an in-depth understanding of PHF and create a deeper sense of identity and culture among themselves, received badges to mark their completion of the programme. The volunteers also shared their experiences on the whole journey, from the preparations to embarking on the actual trip, truly making it a memorable afternoon.



Terence Tan (left)

## Family Bonds Blossom Through Art

Story and picture by **Muneerah Bee Mohamed Iqbal**

The mid-year school holidays are out and Madam Oh Mun Wee, 34, decided to start the season with her family at U Family's Family Night Out @ the Singapore Art Museum on 25 May 2012. Held in conjunction with the Children's Season, jointly organised by National Heritage Board and the Museum Roundtable, Madam Oh's family was among the 46 families who joined in festivities at SAM at 8Q, an extension of the Singapore Art Museum (SAM).

It was her first time participating in an event by U Family and she found it to be a good family bonding activity after work and school on a

Friday evening. Madam Oh also learned more about her kids through the activities. She said: "You realise things which are very different about your children; what they like, what they don't like, what they enjoy and how much patience they have."

Her seven-year-old son Josh Zhang (pictured) enjoyed the Art Garden themed craft activities facilitated by eXplorer Kid along with the other children there. He said: "I enjoyed making the photo frame because there are a lot of colours!"

Families could also visit and experience all



the contemporary art exhibitions at SAM at 8Q, such as Justin Lee's 'Dress Me Up' where children can play dress up with live-sized dolls inspired by cut-out paper dolls. As part of the 'Grow a Garden in the Dark' artwork by Tay Bee Aye, visitors are encouraged to contribute glow-in-the-dark Origami flowers to the community garden.

This was U Family's first event held at SAM and another 41 families are expected to enjoy the second instalment of the Family Night Out @ the Singapore Art Museum on 1 June 2012.



U Families bonding and creating garden-themed art together.

“There are no boundaries for Arts. It's all about creativity and children love art, be it dancing, music or drawing. It really is one of the simplest activities that children can get into and this is a good place for families to hang out at and spend the night out. It is definitely a good way to start off the holidays as well.”

Family Development Unit Assistant Director **Nicole Wee**



# Mining For Gold In The Silver Workforce

By Nicolette Yeo

Ageism may still be prevalent in Singapore, but with Jim Then around, there might be hope for older workers yet. At 67, not only is he a shining example of a worker who is gainfully employed in his twilight years, his job focuses on helping older workers “age joyfully and meaningfully”.

As a Corporate Trainer and Wellness Coach, Mr Then conducts holistic programmes to help older workers get re-employment ready. For instance, the Essentials of Developing Efficiency, Wellness, Smile @ Work provides counselling about the ageing process and knowledge on how to achieve longevity at work or play.

It also includes healthcare and financial advice and an explanation of the Retirement and Re-employment Act (RRA) 2012. He also customises programmes for Human Resource (HR) and management staff to enable them to work more harmoniously with older employees.

## Stop Complaining, Start Re-inventing

Noting that companies are generally profit-driven, Mr Then feels that older workers ought to reinvent themselves rather than grumble about the type of jobs they are relegated to after being re-employed.

Having embarked on his own journey of reinvention, Mr Then, a successful coach and trainer who counts Government agencies and Multi-national Corporations (MNCs) as his clients, is living proof that this approach might just be the panacea for enjoying a retirement job.

His journey, which he began in his fifties, encompassed various aspects. He raised his education, obtaining a Degree in Psychology, a Masters in Social Science (Counselling) and a Specialist Diploma in Health Promotion. He also took challenges in his career, joining the Centre for Seniors as a counsellor at the age of 62, where he later learnt to train older workers under the tripartite partners’ ADVANTAGE! Scheme. He also adopted a healthy lifestyle, engaging in regular exercise, eating a healthy, balanced diet and practicing financial prudence.

Mr Then stressed that it is important for older employees to realise that they have job limitations due to their age. He elaborated: “When they are given a lower paid job, a lower status job, they refuse, they get very angry. But I want them to accept the fact that, ‘Hey, everything is changing inside and you cannot



Mr Jim Then (left) with NTUC Deputy Secretary-General Heng Chee How after receiving a token of appreciation for his talk on working beyond the age of 62 at a Re-employment Symposium on 5 April 2010.

do those jobs anymore. You feel that you are extremely okay, but actually your productivity can slack because your reflex action, your nervous system has changed, but you don’t realise that...

“You have to accept a lower paid job, which is less stressful and has less responsibilities and become a mentor with experience, guiding other people. It is a type of ‘spiritual anchor’, you feel that ‘Ah, I am doing something...I can leave a legacy behind’.”

## Making The Best Use Of Every Worker

As companies adjust to the RRA passed earlier this year, Mr Then suggests that they consider investing in the re-training of their re-employed workers and find the opportunity to motivate them in their new roles.

Mr Then pointed out that it would be in the interest of companies with highly skilled professionals to retain such professionals, so as to keep tapping on their valuable skills set as well as encourage them to mentor the next generation of workers.

However, such professionals are often reluctant to carry on working, as they are usually financially well off and unwilling to accept a pay cut. One way to retain them is to make them feel special by creating new, better sounding job titles, such as ‘Healthcare Ambassadors’ or ‘Client Retention Specialists’ as well as rewarding them with exclusive bonuses and privileges,

advises Mr Then.

“They feel they like they are in a class of their own; they feel that they are special, so they don’t use the monetary gain to measure,” he explained. But it is not just the highly skilled professionals who are valuable to companies; the lower skilled or low wage workers are important, too.

To motivate this group of workers, Mr Then recommends that companies empower the supervisors in charge of them with Emotional Quotient (EQ) skills. The supervisors will then be able to communicate better with the older workers and help them accept the reality of their re-employment terms, which sometimes include pay cuts. This, in turn, should help to maintain the workers’ performance and productivity.

He elaborated: “Supervisors should show concern about their workers’ health, let them attend workshops that talk about health issues, taking care of themselves, dealing with problems, and so on. So, the supervisor becomes like their mentor.

“Train the supervisors with some of these skills to help the older workers, to guide them to make their life better rather than they complain and get nothing... ‘If my employer is not supportive of me, my supervisor is supportive of me. I work because of my supervisor, not because of my boss’.”

Mr Then also advocates skills upgrading for older workers, so that they can perform more roles and possibly earn extra perks at work. “The company must create the opportunity; the supervisor must be able to motivate them. And both the company and the worker must work together,” he said.

## Tips To Add Life To Your Years

- Set a direction and a goal in life. Your life should have a purpose.
- Reward yourself regularly with simple pleasures that don’t have to cost much, such as enjoying a cup of tea or spending time with your grandchildren. Otherwise you will find no meaning in working.
- Age is just a number. Slow down the ageing process by taking care of your health and it will help to minimise all the body aches and pains. Eat your birthday cake and don’t count the candles

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30 participants enjoyed learning new tips and skills on their first field trip with UWEEI's Photograph Interest Group.

# UWEEI 'Clicks' With Members

By **Naseema Banu Maideen**

**J**onker Street in Malacca buzzed with visitors armed with cameras in their hands on 21 April 2012.

They each had a different interest to look out for to capture in their memories and memory cards.

For some, it was the street life – Malaccalites, other visitors, shopkeepers and hawkers that made up the scene on the street. For others, it was still life – delicacies in restaurants, traditional artwork, jewellery and old coins in antique shops – all that spoke of the history of the narrow street in Malacca's Chinatown.

But these visitors had one thing in common – they were a group of photography enthusiasts brought together by the United Workers of Electronic and Electrical Industries (UWEEI).

The union packed a photography trip for about 30 Professionals, Managers and Executives (PMEs), and it is an extension of its efforts to cater to members' growing interest in photography. It was also for this reason that the union initiated the UWEEI Photography Club late last year. Since it started, members in the union's Publicity Committee have been investing time and effort to run free photography clinics for UWEEI's members.

## Overwhelming Support

These free clinics were opened up to take in about 30 participants, but an overwhelming response from 250 interested people poured in. The union plans to hold sessions every quarter, and hopes to be able to cater to all the people who had initially showed their support and signed up.

UWEEI's staff and union leaders who have some expertise in photography hold these clinics.

"We have observed that many of our members are venturing with their DSLR cameras, even during our events. We saw that there is a growing interest in this area, so we decided to get this going," said Mr Chu Kin Seng, a member of the UWEEI Publicity Committee.

Mr Chu voluntarily serves as the photographer at many of UWEEI's events, a gesture which is fuelled by his passion in the art. His skills in this area have also seen him winning a prize in a recent photography competition organised by the East Coast Town Council.

He leads the team of four that runs the sessions.

"We share with our participants the basic techniques of photography. We have conducted

two sessions and a field trip now. Our sessions include both theory and practical components. After sharing some tips and know-hows of dealing with cameras, focusing on subjects and looking for better lighting management through slides that we have prepared, we encourage our participants to try what they have learnt at practical sessions,"

Mr Chu further shared.

**"We also open these free photography clinics to non-members for them to know more about what the union can do for them. These non-members who are invited by members and come for our sessions eventually sign up as members to benefit in more ways."**

**Chu Kin Seng, UWEEI Publicity Committee Secretary**

Participants had their first two practical sessions to capture moments at the Promontory @ Marina Bay and street life along Joo Chiat respectively. The union then decided to take this interest group to Malaysia, where participants explored several attractions in Malacca. Members of UWEEI's Engineering Professional Community (EPC) also joined the trip.

A post-trip photography contest was held, where participants who attended the field trip were urged to send in two of their best shots of Jonker Street. Members of UWEEI's Publicity Committee selected the top ten entries.

## That Refreshing Shot

While others on the photography trip organised by the United Workers of Electronic and Electrical Workers' Industries (UWEEI) aimed for street life images with their cameras, Ms Jennifer Lee's lens was drawn to the inviting bowl of chendol that she had ordered for a refreshing break.

This shot won her the top prize of \$80 worth of Cathay Photo vouchers to purchase camera equipment.

"My husband, Edwin and I were invited to join the trip by our friend, Lawrence, who is already a member of UWEEI. We were naturally excited, as we have a keen interest in photography. And it was surely a worthwhile session, as I picked up some new tips from Mr Chu. The techniques with the shutter windows in a camera was something I didn't know before," she shared.

Her photo was chosen by the selection committee, as it displayed her sharp photography skills and represented the flavour of Jonker Street. Ms Lee works a Process Engineer at Hewlett Packard Asia Pacific Limited and has expressed interest in joining the union.





# 在年长工友群中挖金

**在普遍歧视老年人**的新加坡劳动市场，67岁的邓凯为年长工友找到了希望。他不止本身晚年就业，还是一名表现杰出的员工，专注帮助年长工友保持“喜悦及度过充满意义的乐龄生涯”。

身为企业培训师和健身教练的邓凯，目前教导整体重新受雇课程，为年长工友做好再就业的准备，内容包括提高效率、保健，以及微笑面对工作，辅导乐龄员工了解老龄化和长期享受工作或玩乐技巧等。另外，他还传授保健和财务知识，以及讲解2012年开始实施的退休及重新雇佣法。当有需要时，他也为人力资源部门和管理层员工设计特定课程，帮助他们更融洽地和年长工友一起工作。

### 不再抱怨，开始重塑人生

鉴于公司一般上都以利润为导向，因此他认为年长工友应该重塑人生，而不是一直抱怨重新受雇后的工作大不如前。

邓凯本身就是一个活生生的成功例子。他重塑人生的方法让他得以享受退休后的工作。如今他是一名出色的教练和培训师，客户包括政府部门和跨国公司。

邓凯在五十多岁时即从多方面展开他的重塑之旅。他重新接受教育，获得了心理学学士学位、社会科学（辅导）硕士学位及健康推广特别文凭。此外，他还在62岁时接受挑战，

成为乐龄中心的辅导人员，并加入劳资政三方推广的优先计划，学习如何培训年长工友。他也奉行健康的生活方式，经常运动、注重健康和均衡饮食及谨慎理财。

邓凯强调，年长工友必须明白年龄对工作的限制：“当他们的薪水和职位都下调时，他们感到生气，拒绝接受。但我希望他们能接受现实，‘老兄，我们身体里面什么都发生变化，再也不适合做原有的工作了。你认为自己完全没问题，但实际上你的生产力已经下降，因为神经系统已经改变，反应迟缓，只是你自己却没有发觉罢了’……”

“所以，必须接受薪水较低，压力和责任也相对较低的工作。如此，你就成为导师，与年轻一辈分享经验和指导他们工作。你其实是‘精神上的锚’，你会感受到‘我在做有意义的事……我将留下精神遗产。’”

### 善用每名工友的能力

鉴于雇主必须适应今年较早时实行的退休与重新雇佣法，邓凯建议他们重新培训那些重新雇佣的工友，激励他们做好新的工作。他指出，这尤其有利于那些从事高端技术行业的公司留住年纪大的专业技术人才，以便借助他们的宝贵技能，同时鼓励他们指导年轻的工友。

不过，这样的专业人才通常都不愿意继续工作，因为他们有一定的经



邓凯（左）在2010年4月5日的重新雇佣研讨会后，从职总副秘书长王志豪手中接过感谢状。他在这次研讨会上分享如何在62岁后继续活跃于职场。

济能力也不接受减薪。保留他们的方式，是让他们感到备受礼遇，例如创造一个全新又体面的工作职衔，比如‘保健大使’或‘客户保留专员’，并且给予他们特别奖金和特殊的待遇。

邓凯解释：“如此他们就会感受到与众不同，也就不会计较金钱的待遇了。”但不止技术专才值得重视，低技术员工或低薪工友也同样重要。

为了激励这群工友，邓凯认为雇主应该帮助公司主管提升情商（EQ）技巧，从而使主管与年长工友有效沟通，协助他们接受重新雇佣的条款，通常包括减薪等。另一方面，他们也须协助年长工友维持工作水平和生产力。

他进一步解释：“主管就好像工友的导师，应该关心工友的健康，让他们参加保健研讨会，照顾好自己，并且帮助他们解决难题。”

“而老板则应安排主管接受培训，学习如何帮助年长工友，引领他们创造更好的生活，而不是整天抱怨空嗟叹……这样工友就会想‘老板不支持我，但我的主管支持我。我为了我的主管而工作，而不是为了老板’。”

邓凯也提倡年长工友提升技能，扮演多重工作角色，以便赚取额外的酬劳。“公司必须创造机会，主管也须有能力激励工友。而公司和工友必须同心协力才能实现。”

## 全国德士师傅协会 全力援助车祸罹难家属

**全国德士师傅协会**倾全力设法帮助在2012年5月12日因车祸丧生的德士师傅秦德福的家属。这起致命车祸发生在梧槽路和维多利亚街交叉口。

秦德福是一家五口的经济支柱，妻子和三个还在上学的孩子都依靠他的收入生活。德士师傅

协会为了尽力提供家属经济援助，于是连同康福交通私人有限公司在公司办公楼设立捐款柜台，向德士司机、公众和机构单位募款。

这项募款活动获得广大回响，许多德士师傅和善心人士都慷慨解囊。例如，Toh Soon Huat和Jackson Teo两位先生分别捐赠了5000元；森林商业中

心的店家和员工们共同捐赠了1万元。

除了经济援助，全国德协也在精神上给予家属支持。全国德协顾问及国会议员洪鼎基和成汉通亲自拜访已故秦德福的家属，向他们表示慰问及了解他们的需求，尤其是生活开销和子女的教育费。而遇难者家属也非常感谢众人的关心和给予的援助。

全国德协了解到目前迫切需要的是三名子女的教育费，因此将和更多伙伴紧密合作，比如基层组织、社区发展理事会和其他国会议员，以确保他们能继续上学。此外，全国德协也将进行定期审视援助情况，确保遇难者家属能获得必要和及时的支援。



# 中国广东省委书记汪洋造访职总



汪书记（右）向林秘书长表示，新加坡的劳资政协作机制“实际”和“独特”。

2012年6月5日，全国职工总会秘书长林瑞生、副秘书长王志豪、助理秘书长詹惠凤及职总俱乐部总裁杨启龙等主要工会领袖，与前来新加坡进行三天官式访问的中国广东省委书记汪洋在职总大厦会面。

这是汪洋书记第二次造访我国，上一回是在2008年。他特别想了解我国如何通过劳资政协作，在确保竞争力的同时，又能保障工友的利益。与此同时，他也希望深入了解我国工会在经济成长中如何扮演好自身的角色，促进劳资关系和谐，改善工友的工资和福利。

让林瑞生秘书长留下深刻印象的是，汪洋书记秉持同样的信念：在推动经济发展的过程中必须确保社会稳定。这点和李显龙总理在6月4日于面簿上发表他与汪洋书记交流后的观感一致。李总理写道：“他前来了解我们如何治理社会。我向他介绍了我们在住屋、保健、教育和社会发展方面所执行的政策；也谈及新加坡同样面对的情况：当旧的问题解决了，新的问题又接踵而至。我们有很多地方可以互相学习和借鉴。”

在访问结束时，汪洋书记向林秘书长表示，新加坡的劳资政协作机制“实际”和“独特”；而广东省也同样须要做到“实际”和“独特”。

# 全国交联与会员共进退



全国交联执行秘书王乙康（右）在非正式的午宴上与出席地铁故障听证会的会员频频互动。

工会向来致力维护工友权益，全国交通工友联合会再次证明了这点。当其属下会员在地铁故障听证会上供证时，全国交联不但在事前给予他们精神上的支持，还在2012年5月21日为25名出席供证的会员举办一次感谢午宴，肯定他们在协助调查中的努力。

全国交联助理执行秘书朱运书说：“我们要向会员表示支持，因为他们已经在这两次的故障中尽力了，并且还协助调查委员会进行调查。事实上，当地铁发生故障时，他们在现场面对突如其来的难题，并尝试恢复地铁运作及尽可能减少乘客的不便……为了表示我们的关切和感激，因此举办了这次午宴。”

在午宴上，其中两名会员讲述他们在供证时感到极大的压力。但他们也分享作为全国交联会员，如何获得安全感。

其中一名会员指出：“倘若不是会员，我将独自一人承受压力……尽管这次午宴是在调查过后举行，我还是很感谢工会的支持。这表示工会了解我们所承受的压力有多大。”另一名会员紧接着说道：“至少有人在支持和关怀我们，而不是忽视我们。”

在这项非正式的午宴上，职总副秘书长及全国交联执行秘书王乙康也趁此机会向在场的会员保证，工会在整个调查过程中都支持工友，并和雇主共同为工友的福祉而努力。

# 14名药剂师宣读专业誓约

14名职总仁益保健合作社的药剂师，于2012年5月4日参加了新加坡药剂师理事会在医学院大楼举办的年度药剂师宣誓仪式。

在参加宣誓仪式的药剂师中，有6名是新注册的成员。他们作出个人承诺，誓以专业的态度为公众提供保健服务。

其中一名参加宣誓的新药剂师Mandy Tam趁此机会感谢指导老师，指导她完成9个月的注册前培训课程。她说：“这项仪式象征我们已经是专业的医护人员，将运用我们所学到的知识和技能照顾病人。”

在这之前，Mandy Tam已经在位于丹戎巴葛坊的仁益药房实习了一个月。她透露，选择仁益药房是因为喜欢那里友善和富有人情味的工作环境，以及其“关爱生命”的品牌承诺。

她表示，自己较倾向保健护理甚于临终护理，因此选择在社区药房服务。

仁益药房为人所称道的是，他们全面培训属下的新药剂师，确保他们能为客户提供优质的保健服务。Mandy Tam的亲身体验证实了这一点。在注册成为专业医护人员之前，她曾到专为年长人士提供降压保健服务的竹脚妇幼医院及圣安德烈社区医院学习糖尿病、高血压等慢性疾病的护理。此外，她也学习药房管理和接待客户及戒烟辅导等柔性技能。

Mandy Tam在受访时指出，社区药剂师在如今的医疗护理中扮演重要的角色。为此，她希望仁益药房在未来5至10年能在保健业扮演举足轻重的角色。

“医生仍然是整个保健团队的领头人。不过，我们能协助病人治好咳嗽、



Mandy Tam（左四）与仁益药房的伙伴们一起在年度药剂师宣誓仪式中宣读誓约。

伤风、感冒等可自我治疗的疾病。公众能自我治疗，即能减少他们保健的费用，也不必在医院长时间排队领药。”

此外，她也认为药剂师也可协助病人遵医服药和预防疾病。

她解释：“很多年长者不清楚药物的使用法，譬如高血压药丸该怎么服用等。他们以为，‘我没有症状，所以不用服药’。但实际上，这将引起并发症。”



# 《德士的故事》 反映德士师傅的酸甜苦辣

范思蕊报道

**本地第一本反映德士师傅**生活及德士服务趣闻的书《德士的故事》问世了！

2012年6月1日，全国德士师傅协会在新达城的新加坡书展上举行《德士的故事》新书发布会，并邀请到交通部长吕德耀到场主持发布仪式。吕德耀部长在致辞时说：“书中的故事，让我们以全新的视野，了解每天在路上驾驶的4万5000名德士师傅的生活。这本书也反映德士师傅为乘客所作的贡献、承诺和个人服务。”

《德士的故事》由八名专业记者进行构思、采访、编写及出版，共耗时一年半时间完成。制作期间，他们总共采访了约100名德士师傅，以及对30多名德士乘客进行街头调查。全书通过简单易读的小故事和漫画等有趣呈现方式，让读者一窥德士师傅生活中的酸甜苦辣。德士师傅不仅驾驶德士，还同时扮演多重角色，例如身

兼某些乘客的辅导师和解救搭客的英雄等。

其中一位受访德士师傅林庆贤（57岁）是康福德高“爱心德士”慈善小组的首批成员之一。他每周都牺牲自己载客赚钱的时间，为社区里有需要的人服务。他每月也固定捐出20元给慈善机构。他说：“大家有钱出钱，有力出力，让这份工作更有意义，也希望改变一些人对德士师傅的负面印象。”

全国德士师傅协会会长黄文金在新书发布会上表示：“全国德协希望公众能从这本书走入德士师傅的生活，了解他们如何对工作注入服务热忱。”此外，他也表示，政府从今年6月1日起，正式延长德士师傅的退休年龄至75岁，使目前年龄介于70岁至72岁之间的1000名德士驾照持有人受惠。

《德士的故事》的主要策划人全国德协顾问成汉通则指出，这本书花

了一年多的时间制作完成，但非常有意义，加深公众对德士师傅的了解。

出席这项活动的嘉宾除了全国德

协顾问成汉通和洪鼎基，还包括职总会长谢秀慧、荣誉会长德培华、副会长江巧爱等。



吕德耀部长：这本书也反映德士师傅为乘客所作的贡献、承诺和个人服务。

《德士的故事》在各大书局出售，每本售价10元。

## 职总欢迎 公务员领花红又加薪

范思蕊报道

**总理公署的公共服务署**宣布了2012年公务员获得相当于0.3个月工资的年中常年可变动花红，其中第三和第四级公务员可分别获得额外30元和60元的加薪。

全国职工总会及其属下代表公共服务部门雇员的工会对政府这项宣布表示欢迎，并表示公务员的年中花红，是在公共服务署、职总代表和公共服务工会经过审慎磋商和交涉后共同达成的结果。

职总助理秘书长詹惠凤认为，政府的决定考虑到新加坡经济在

第一季度增长放缓，因此这笔花红将适当地奖励公务员对劳动队伍和经济的付出和贡献。她表示：

“不久前，全国工资理事会接受职总的提议，提高低薪工友的工资；现在，政府也对此提议作出积极反应，提高低薪公务员的固定工资。工运对此感到鼓舞。”

公共雇员联合会副秘书长杨全平则说：“政府宣布提高第三和第四级公务员的固定工资，我们感到很欣慰。而额外的可变动花红则进一步提高了雇员的工资总额。”

## 用财路 赢奖金

**2012年5月19日**到乌节路ION参加新加坡国内税务局举办的“以财路缴税”幸运抽奖的纳税人，也有机会了解如何成为职总会员。在当天的活动中，共有403名通过财路缴付所得税和产业税的幸运纳税人赢得了总值11万5000元的奖金。今年的奖金比去年首次举办这项抽奖时高出近一倍。

职总副秘书长王志豪在活动致辞时表示，财路不但让国税局得以降低收税的成本及提高生产力，而且个别纳税人也可从12个月的免息分期付款中获益。

职总会员署的职员在路演活动现场鼓励更多民众加入财路付款

计划，而那些同时加入财路付款计划和职总会员的公众立刻获得价值高达188元的赠品。

今年幸运抽奖前三名中奖者是业务经理Chay Fong Ying（56岁）、工程师玛卡亚卡（50岁）和会计执行人员Thong Mei Lin（53岁）。他们分别从王志豪手中接过3万元、1万5000元及1万元的奖金。

这项幸运抽奖开放予所有加入财路或已经以财路支付产业税或所得税的公众参加。以财路付款的时间越长，赢奖的机会越高。国税局将在2013年5月再度举办抽奖，届时幸运抽奖的总奖金高达18万元，包括5万元首奖。



# 王鼎昌工运领袖学院对话会 林瑞生：学习他国长处



“我们有很多地方还可以向其他先进国取经，因此我们将进一步组织研究团队到不同区域考察当地落实得最好的措施，并将这些技术和方法带回新加坡。”

— 职总秘书长林瑞生

虽然新加坡已经推行了许多行之有效的政策，但世界各国仍有许多值得我们借鉴学习的地方。

全国职工总会秘书长林瑞生在出席王鼎昌工运领袖学院于2012年6月1日举办的对话会上，讲述几年前任职环境部长时的经验：“尽管我们做了很多正确的事，我始终相信，总有人做得比我们好。”他接着呼吁与会者必须以开放的心态向他国借鉴，以进一步提升我国的生产力。

林瑞生以亲身经历为例，说明学习他国长处的重要性。在日内瓦，每个晚上他都会看见巨大的机器水车在马路上以自动化方式清洗路面；另外，德国的清洁工人则在固定时间以机械化方式到每家每户收集垃圾。他说：“我们有很多地方还可以向其他先进国取经，因此我们将进一步组织研究团队到不同区域考察当地落实得最好的措施，并将这些技术和方法带回新加坡。”

职总会长谢秀慧和副秘书长王志豪，连同240名工会领袖出席了这次对话会。王志豪在会上也鼓励雇主应开始积极学习：“目前，仍旧有很多雇主维持既有的经营方式，一直要求更多人力资源。另一方面，许多希望改变的雇主，却不知道该如何下手。因此，多学习他国经验对雇主帮助很大。”

对话会还邀请到投资专家淡马锡控股公司的策略董事经理诺西，为与会者讲解全球经济的展望和趋势，及新加坡的工友可能受到的影响。

## 谈论本地问题

工会领袖在对话会中积极提问，讨论内容广泛，从提高生产力到如何面对公司突然清盘等。林瑞生和王志豪针对问题一一作出回应，帮助与会者掌握应对之道。

### 分享盈利成果，而非“休克”疗法

“为什么职总平价合作社调高低薪工友工资高达15%？这是因为平价合作社提高了服务品质和生产率，并在新加坡顾客满意指数领先对手。平价合作社同时提高了生产力和服务品质，让业绩有所增长，才能和员工分享盈利成果。”

— 职总秘书长林瑞生

### 公司陷入危机

“在那些工会会员以蓝领工友为主的公司，最重要的是集体协议；而那些会员并非蓝领工友的公司，我们的代表权有限。目前，我们正在和劳资政三方伙伴进行磋商，以期在未来加强工友的代表权。”

— 职总副秘书长王志豪

