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9 July 2010

ntuc this week

U Live Catches On p7

Labour Movement Peeks Into High-Tech Future

Vanessa Teo

A flash of a card with an encoded bar code under the eye of a camera, and a 3-Dimensional figurine pops up to greet you. That's what technology can do now, and was also what clearly impressed the NTUC delegation at a Learning Journey to the Media Development Authority on 5 July 2010.

Organised by the Ong Teng Cheong Labour Leadership Institute, a delegation of 45 union leaders and staff led by NTUC Secretary-General Lim Swee Say was brought into a world of innovative technology, seeing how the evolution of technology has enhanced user experience in the computer world.

One particular presentation during the Learning Journey left those present in awe through its interactive technology. A highly revolutionary Mixed Reality application, wIzCards, allows users to control animated virtual 3D objects on the computer screen, simply just with a web camera and a barcode on a printed surface.

Users can control the movement of the animated figure on screen just by moving the printed card; as well as command actions to what the animated figure can do by just tapping on the card. Such a technology has not only enhanced user experience but also led to increased productivity.

Other exciting technologies on demonstration include the easy retrieval of proximity based information according to the current location of the users, the conversion of hard copy material into an interactive e-book, and using intelligent pattern recognition technology to enhance access control.

Seeing how technology can open up new possibilities, SG Lim said that "the Labour Movement aspires to be early adopters of such leading technology for the benefits of our unions, workers and members".

> "We thank MDA and its innovation partners for their pioneering efforts. As a movement with 500,000 members, we look forward to working together to speed up the useful application of Interactive Digital Media in Singapore."
>
> **Lim Swee Say, NTUC Secretary-General**

"We hope that MDA can look at the Labour Movement as an user partner. We work closely with the Infocomm Development Authority on the deployment of new Media. We would like to work closely with MDA on Interactive Digital Media too," said SG Lim.

Participants of the Learning Journey also had the opportunity to tour the premises of MDA, experiencing a 3D movie screening and getting a sneak preview as to how Singapore will be positioned as a Global Media city.

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OTCi Launches HR WSQ In IR

The Ong Teng Cheong Labour Leadership Institute (OTCi) launched the inaugural HR WSQ in Industrial Relations programme on 7 July 2010 at NTUC Centre.

OTCi Director S Thiagarajan said: "The IR courses will support the efforts of the Singapore Tripartism Forum partners - namely, the Ministry of Manpower, the NTUC and the Singapore National Employers Federation - to institutionalise tripartism and good industrial relations practices in Singapore.

"I am pleased to share that the OTCi Institute will be the first to offer such IR courses under the HR WSQ. This initiative will contribute to the overall efforts to professionalise and raise the standards of human resource practice in Singapore.

"A key strength of OTCi is its reach to the unionised sector. Today, 10 of the leading industrial unions with the largest numbers of unionised companies will pledge their support to push for WSQ IR training by employers at their workplaces.

"In addition, two house unions, the PUB Employees Union and the Housing and Development Board Staff Union, will also formally enter into arrangements with their employers to jointly embark on IR training for management and union leaders under the WSQ.

"Collectively, these 10 industrial unions and the two house unions represent 895 companies or close to 90 per cent of the 1,000 or so unionised companies in Singapore. In addition, the largest public sector union, the Amalgamated Union of Public Employees and the Public Services Division are working on an agreement to support the HR WSQ (IR) programme."

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Three Lessons From World Cup 2010

"A team can have talented individuals but talent alone does not guarantee success. Team members must complement each other and generate synergies for each to maximise strengths and minimise weaknesses."

A Voice For U
Ong Chin Ang
NTUC Centric Director (Union)

This World Cup 2010 has everything - shocks, drama, red cards, controversies, goals, own goals, penalties, missed penalties, penalty shootouts. The debate on what makes a good team has reached fever pitch. We can learn a lot about organisations by applying football team analogies from this tournament.

France made headlines with the expulsion of a striker and mutiny in training. Not surprisingly, they finished bottom without a single win and were the tournament's laughing stock. Germany lost to Serbia and beat Ghana by one goal, but they beat England 4-1 and Argentina 4-0.

Lesson 1 - A team needs focus and effective leadership.

Without clear focus, a team will plunge into confusion and disarray leading to a break-up. A team also needs good leaders; one to hold them accountable, to pick them up when they fall, and to encourage them when they succeed.

The Netherlands and Germany were never tournament favourites and dismissed as outsiders when they played Brazil and Argentina respectively. However, both won. The Dutch beat Brazil not by playing particularly well, but by matching the Brazilians with a very physical style and scoring when the moment presented itself. Argentina was shell-shocked by a very young German side with more discipline and cunning.

Lesson 2 - A team must have knowledge of the competition, a solid game plan and imagination.

With knowledge of challenges ahead, a team can devise suitable and workable strategies. A team must also dream big, so that boundaries are pushed and the seemingly impossible becomes reality.

Argentina, with arguably the world's best player Lionel Messi, lost to Germany who played simple unselfish football. Lionel Messi exited the tournament without scoring. Similarly, England with Wayne Rooney and Portugal with Cristiano Ronaldo could not help their team progress far.

Lesson 3 - A team is not made up of individuals.

A team can have talented individuals but talent alone does not guarantee success. Team members must complement each other and generate synergies for each to maximise strengths and minimise weaknesses. Team members need to help one another realise their true potential, and create an environment for everyone to go beyond their limitations.

A high performance team is essential to any organisation. Such teams have similar core values and performance objectives. There is collective effort from the members, good leaders, resilience and innovation. The eventual winner of the World Cup 2010 will have all of these characteristics and more.

Bottleneck Breakers

Breaking Bottlenecks With Machine, Organisational & Personal Productivity

Place: Aventis Pharma Manufacturing Pte Ltd (a company of Sanofi-aventis Group)

Bottleneck Found:
Machines which are not performing up to their best capacity and organisational flow within the company which hinders workers' productivity at the interface.

Bottleneck Broken:
To improve Machine Productivity, the company minimised machine breakdowns by making a study to identify the source of breakdown and replacing rotary parts. With a systematic plan in place, sanofi-aventis also made a decision to switch to machines that work on a higher frequency and with a larger capacity. In material handling, the company is planning to change from drums to big bags to streamline the workflow for workers.

As a step towards Organisational Productivity, workers are put on a schedule where they are more responsive, especially during weekends. Working on Personal Productivity, the company ensures that the workers are exposed to a work environment that makes them more productive.

Outcomes:
By changing equipments to larger capacity ones, it increases productivity of workers and the company has been able to save cost and maintain its competitiveness. This in turn, ensures better wage increments for workers.

Machine Productivity: The 'Manipulator' can lift up a drum weighing up to 150 kg when previously one worker can only lift up to 25 kg at one time.

"The union commits to back the company fully on constructive measures to improve productivity. We are glad that the management of sanofi-aventis has been keeping to their part of the commitment by rewarding workers through better wage increments."

Chemical Industries Employees' Union President Rajendran s/o Govindarajoo

Have you broken any bottlenecks? Share it with us at liaumn@ntucmedia.org.sg

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At the Learning Journey to the Media Development Authority on 9 July 2010, five companies presented their new innovative technological advancements that have opened many doors of opportunities for the Labour Movement for possible future collaborations. The five companies were BuUuk, Kai Square Private Limited, KooBits Private Limited, MXR Corporation Private Limited and Mozat. One innovation that captivated the attention of many was the wIzCards, a technology developed by MXR Corporation.

NTUC Secretary-General Lim Swee Say (right) trying out the wIzcards with MXR Corporation Private Limited's Chief Executive Officer and Director Steven Zhou (left).

How The wIzCards Work

Download postcard from www.mxrcorp.com.sg and print it out. Turn on web camera and place the printed postcard under the camera.

Screen shots from www.mxr.com.sg

The 3-Dimensional figure will pop up on the computer screen. Move the printed postcard you are holding to navigate the 3D figure. For other commands, tap on the printed surface, as per instructions. Log on to the website to try out this new technology.

From Page 1

Big Difference In Unionised Or Un-Unionised Companies

Among other things, NTUC Deputy Secretary-General Heng Chee How spoke about the difference in labour-management relations in unionised and un-unionised companies at the launch of the inaugural HR WSQ in Industrial Relations programme on 7 July 2010 at NTUC Centre:

"In unionised companies, the practice of labour-management relations is more structured, and there is a legal basis to that as well. Effective HR practitioners, line supervisors and managers in unionised companies therefore become more aware of and learn on-the-job how to work that relationship to mutual benefit. Less effective management personnel do so by trial and error, and experience `hit and miss' results.

"In un-unionised companies, however, there is no direct operational need to know about industrial relations. Yet, it would be a big mistake to assume that there is no value or need to know about this important subject. Beyond the details and technicalities, human resource management and development will always be about understanding and leveraging human nature so that both the individual and the company grow and thrive. Knowing the backdrop and context under which to do so will stand all managers, supervisors and HR practitioners in good stead to do a fine job.

From left: OTC Institute Director S Thiagarajan; HDB Director, Corporate Development Randy Lim; NTUC Deputy Secretary-General Heng Chee How; HDBSU General Secretary Richard Tan and HDBSU President Michael Koh.

"It is in this connection that these four IR modules under the HR WSQ certification will be valuable. They cover both strategic and tactical areas, and will provide a foundation upon which to grow and strengthen this most intangible yet critical strength of our economy.

"I am happy that many of our affiliated unions have given their support for this certified training. Some have already convinced their companies to take advantage of this by proactively sending relevant personnel to be trained. I am sure that this enthusiasm in strengthening the ground level practice of tripartism will be most fruitful.

"I urge all companies and the HR fraternity to join these early adopters. Investing in a stronger tripartism at all levels is our wisest choice."

> "Singapore is not the only country that practices tripartism. What distinguishes our practice from those of many others is how long we have sustained it, and how we use it through thick and thin to strengthen our competitiveness."
>
> **NTUC Deputy Secretary-General Heng Chee How**

Paving The Way For Dream Jobs At Sea

By
Vanessa Teo

The Labour Movement works at ensuring that workers' welfare are best kept and also constantly seeks to improve workers' lives. And what better way to do this than to help workers find better jobs? This spirit of helping workers was reiterated at the Tripartite Nautical Training Award (TNTA) ceremony on 2 July 2010. It celebrated the pioneer batch of 19 cadets, trained by the Wavelink Maritime Institute, graduating from their pre-sea training phase.

The TNTA was brought about by the Singapore Maritime Officers' Union, NTUC's e2i (Employment and Employability Institute), Singapore Workforce Development Agency and the Singapore Shipping Association to help address the shortage of seafaring officers.

Said NTUC Deputy Secretary-General Heng Chee How: "The $2.4 million funded programme will train some 60 young Singaporeans over the next three years to serve as nautical officers onboard Singapore's commercial ships. The TNTA initiative is a wonderful opportunity for the Labour Movement and the maritime industry to skill our Singaporeans so that they can be employed as skilled labour with better jobs and better pay in the good future."

> "The maritime community together with the Labour Movement hopes to create more opportunities to allow more Singaporeans to pursue seafaring as a career, not only to address the global shortage of officers, but also to groom talented manpower resource for future opportunities in Singapore's vibrant maritime industry."
>
> **Heng Chee How, NTUC Deputy Secretary-General**

The TNTA not only opens doors of opportunities for workers to pursue a seafaring dream, but also helps workers get a better career and allows for career progression. Explained SMOU General Secretary Thomas Tay: "There is a career path for our cadets to become captains. And once they are captains, we are talking about wages of not only US$5,000 but US$10,000. Some ships even pay US$20,000. This is a very happy moment for the union, that we can train Singaporeans to give them a new career with a better pay and better life."

The award ceremony, celebrated in conjunction with Wavelink Cooperative's 10th Anniversary, saw three special awards being given out, namely the Best Achievement Award, Best Attitude Award and Best Cadet Award, recognising the efforts of cadets during their pre-sea training phase.

Training Track

Pre-sea training phase

↓

Shipboard training phase for 18 months

↓

Examination for the Certificate of Competency Class 3 (COC3) qualifications

↓

Conferred a vocational license to drive a ship

Best Cadet Award

> "I really didn't expect to win this award, and only knew before we went on stage so it was a total surprise. I hope this award will spur me on to work towards my dreams to become a captain in about five to seven years time. With the certificate I just received, it will open one door for me, and with that I will be undergoing my onboard training on the ship. TNTA has helped me greatly."
>
> **Ramesh Ramachandran, 28, Deck Cadet**

Best Achievement Award

> "The TNTA has given me the opportunity to pursue my dreams of becoming a seafarer with career advancement prospects, and I am very thankful to all the partners for this opportunity. I am really looking forward to the 18 months of training onboard ship."
>
> **Navin Rajasagaran, 24, Deck Cadet**

Best Attitude Award

> "To be able to be a seafarer is a big thing for me because I've been wanting to do this all the while. TNTA supplied me with everything that I needed, and furthermore I got a job with the company which I really wanted to join. I would like to thank SMOU and the partners so much, I really owe them everything."
>
> **A.Helmi Kamarudin, 24, Deck Cadet**

Glitz At The Ritz - WOW, That's Great Service!

NTUC Secretary-General Lim Swee Say listening in to the daily Line-Up session at Ritz-Carlton's Greenhouse restaurant.

By **Nicolette Yeo**
Pictures By **Chin Boon Lian**

Anyone who has been to the Ritz-Carlton, Millenia Singapore will know that their service is second to none. This, however, is not enough for the hotel who now want to `WOW' everyone with their service. Despite topping the Customer Satisfaction Index for Singapore 2009, its General Manager Peter Mainguy said that service standards will be further raised by focusing on creating 'WOW' experiences for its guests.

This was disclosed at the hotel's Customer-Centric Initiative Learning Journey on 2 July 2010. Themed `Mystique Moments', it showcased how Ritz-Carlton is transforming service levels from satisfaction to engagement and ultimately to mystique. This included a presentation of ten teams from various business units who had created exceptional moments for their guests at every touchpoint as part of the hotel's `Mystique Moments' initiative which started in May last year.

Ms Cecilia Chia-Megel, Ritz-Carlton's Director of Human Resources clarifying that "mystique is really legendary service," explained: "We don't want guests to come to our hotel and say, 'The hotel has a great product'. We want the guests to say, 'We had a wonderful experience staying at the Ritz-Carlton'. If employees just do the job without any defects, guests leave satisfied. But if they do their job, minimise defects but on top of that create 'WOW' stories, they will create that mystique and customers become loyal and very engaged."

Mr Mainguy added that CCI played a big role in enhancing the 'WOW' experience: "We used to be satisfied to just put on one 'WOW' experience; that was already an anecdote for being exceptional. Now we are looking at how we can do multiple 'WOWs' for the same story," he said.

The event's Guest-of-Honour NTUC Secretary-General Lim Swee Say likened the hotel's plan for better service to an established strategy for raising productivity in the manufacturing sector.

"What we have here is that 75 per cent of very satisfied customers is still not good enough. The idea here is to convert every satisfied customer into a very satisfied customer - I think that is the Six Sigma equivalent," he said.

Noting that the 'Kaizen' culture of the manufacturing sector is also alive and well at Ritz-Carlton, SG Lim added that there were good lessons to glean from the Learning Journey: "Firstly, how Ritz-Carlton put in place the service quality target of converting satisfied customers to very satisfied customers. Secondly, how they involved every person in the organisation to be part of the improvement process. Lastly, how they initiated a mystique moment and strived for breakthrough."

SG Lim took the opportunity to urge the services sector to consider adopting the hotel's service quality, productivity and innovation targets in order to "achieve a breakthrough to a very widespread end."

Mr Peter Mainguy, Ritz-Carlton's General Manager presenting the highlights of Mystique Moments

As part of the event, guests also got a glimpse into a daily Line-Up session where each department is briefed about the events of the day. Employee-centric unlike most hotels, it encourages staff to share their service credo and announces events like employee activities, birthday recognitions and promotions.

From Guests To Lifelong Friends

"I like to treat my guests more like friends than guests. That way, they will feel more welcome," said Ritz-Carlton, Millenia Singapore Club Concierge Jalee Sulaiman. It was this service philosophy that led him to bring two guests from the United Kingdom on the experience of a lifetime.

It all started when Mr Jalee, a Food, Drinks and Allied Workers' Union-NTUC-Singapore Hotel Association Employee Of The Year 2010 award winner, was approached by Mr and Mrs Rapley for some sightseeing advice. Sensing they wanted something more unusual, he tailored an itinerary that focused on the heartlands. "I took them to places like HDB Hub and coffee shops and brought them around in public transport to get a real Singapore experience," he said.

Thereafter, Mr Jalee invited the couple to join his family to celebrate Hari Raya and even presented Mrs Rapley with a Baju Kurung in her favourite purple colour.

"That was the first time I invited guests to join me for Hari Raya. I tried to give them the same experience they enjoyed in Ritz-Carlton. I served them things they preferred and made sure the food was not too spicy. I also got my nieces and nephews to line up and clap for them. I even got my manager to join me so that they would feel more at ease. My friends and relatives were very excited and even made the effort to come in purple."

Mr and Mrs Rapley went on to stay at the Ritz-Carlton for two weeks and have become firm friends with Mr Jalee.

Investing For The Future

BATU Ups Study Grants Each Year

By **Naseema Banu Maideen**

Building Construction and Timber Industries Employees' Union now gives out more study grants to tertiary students to help members defray the high cost of education for their children.

The productivity drive is for all. Beyond workers and employers, students who will make up tomorrow's workforce should also prepare well ahead to get on board the wagon. Members of the Building Construction and Timber Industries Employees' Union and their children were reminded of this need at the union's scholarships and bursary awards ceremony this year.

"As Singapore embarks on a national productivity drive to achieve long-term growth, education becomes increasingly important for our young. A good, quality education translates into better employability, better income, higher standard of living and better quality of life. Education will help our young to climb up the value chain and move towards becoming a productive workforce in the future," said Minister of State for Community Development, Youth and Sports and BATU Advisor Mrs Yu-Foo Yee Shoon who was the guest-of-honour at the event.

This year, BATU gave out $80,000 worth of study grants, scholarships and bursaries to 341 students. Since 2000, a total of 1,703 awards amounting to $364,850 worth of BATU scholarships and bursaries were given out. BATU has increased the number of study grants given out to tertiary students. In 2009, the union gave out 54 study grants, a more than double increase from the 20 study grants given out in 2008. This year, it gave out 56 study grants.

NTUC's U Care Fund top up enabled the union to provide financial assistance to more members. Mrs Yu-Foo also commended the contributions of management partners - Ameron (Private) Limited, EnGro Corporation Limited, Hong Kong Land (Singapore) Private Limited, TCG Rengo (Singapore) Ltd, Mapletree Investments Private Limited and SembWaste Private Limited - to the NTUC U Care Fund's till.

Leveling Up Together

"BATU will continue to help our members to the best of our abilities within our means. Through programmes like the scholarship and bursary schemes, we will help members' children strive for a better future. Additionally, with the help of our tripartite partners, we will continue to help our members up-skill and re-skill to stay employable and earn a better living."

Bobby Chew, Building Construction and Timber Industries Employees' Union First Vice-President

Just-In-Time

The $500 worth of study grant could not have been given out timelier for Mr Poh Khai Bok's son, Kelvin. Said Mr Poh: "I was very thankful when my son was eligible for the study grant awarded by BATU. The $500 has come by at the right time because this money will help to take care of close to half of the finances that we will have to fork out for his compulsory exchange programme to Xiamen, China, in September this year."

Mr Poh works as a truck driver with Purechem Veolia Environmental Services Private Limited and takes home about $1,200 every month. With this pay packet, he runs a family of three with his homemaker wife and son who is a first year Banking and Financial Services student at Ngee Ann Polytechnic.

"My wife has a medical condition of mild depression which has kept her away from the job market. While it is clearly tough to manage the family with my single income, financial assistances from BATU in these forms is very helpful," shared Mr Poh.

Securing The Learning Culture

USE Doubles Its Bursary And Scholarship Awards

By **Naseema Banu Maideen**

Beyond lessons from school, parents' continuous pursuits to train and upgrade themselves are also valuable lessons for children of members of the Union of Security Employees. USE Advisor Zulkifli Mohammed advised these children to keep these learning points in mind as they walked through their educational paths. He was speaking at USE's second Scholarship and Bursary Awards ceremony on 26 June 2010 at NTUC Centre.

"…Education is crucial because it equips us with the knowledge needed to make our dreams come true. Education helps to open more doors of opportunity and enhance career prospects. Today, living in a knowledge-based economy, we must be conscious that every employer requires his prospective employees to be well-educated and trained with the relevant skills to enable them to handle the current jobs, many of which did not exist in the past", said Mr Zulkifli.

He highlighted the need for constant re-skilling and up-skilling in a changing workforce and cited the security industry as a glowing example in this aspect: "In the past, any person can easily become a security officer without any relevant skills or knowledge. However, times have changed and the level of security threat has increased owing to a rise in terrorism. The demands of customers have also changed. They want better and improved customer services."

He commended the industry re-development efforts of USE and its industry tripartite partners which have equipped the security workforce with better skills and incomes. He urged members' children to pursue their education with similar drive. On its part, USE presented 95 recipients with $15,150 worth of scholarships and bursaries this year.

Learn More, Live Better

"We are grateful for the top-up from the Labour Movement's U Care Fund as we have been able to give out more than twice the number of awards as compared to last year. We have always advocated learning and training and have also tasted the fruits of our labour. We will do what we can to bring this learning culture to our members' children by assisting to brighten their future through education."

N Silva, Union of Security Employees President

Special Care For Special Needs

With both his children having special needs, it became necessary that Mr Sawaran Singh s/o S. Kabal Singh shouldered the sole responsibility of bringing home the dough while his wife dedicated her time to nurturing them. It was financially helpful when Mr Singh landed a security officer's job with APRO Asian Protection in 2009 that earned him a better gross pay of about $1,600. Joining USE in the same year gave him more benefits.

"My children received $250 worth of bursaries this year. The money will come in handy to manage their educational expenses," said Mr Singh.

U Live Catches On In A Big Way

By
Muneerah Bee Mohamed Iqbal

Age is not a deterrent to a `Happy, Healthy, Purposeful, Productive' life. For the past year, U Live has been proving this with their series of events and activities for active seniors aged 55 and above.

Celebrating its first anniversary on 4 July 2010 with the U Live Symposium at NTUC Centre, the event showcased a wide range of workshops, course sign-ups, re-employment talks and health screenings where participants could get free eye pressure checks, Hepatitis B checks and other basic health checks.

Organised by NTUC Club, the event saw about 2,200 participants and was a tie-up with 28 partners such as Parkway Cancer Centre, National Heritage Board and the Tripartite Alliance for Fair Employment Practices.

Participant Stella Chia, 41, brought her mother, Madam Lai Lee Lin, 73, to the symposium to get more information from some of the talks. She said: "I'm very interested in the presentation on 'Will & Estate Matters' and there are also talks in Mandarin for my mother to benefit from."

The Symposium is divided into categories of `Happy, Healthy, Purposeful, Productive', giving participants an understanding of the well-rounded and holistic life they can lead in their years of active-ageing.

Participants in the 'Sit & Be Fit' demonstration and workout by the Chair Fitness Club of U Live learning tips on leading a healthy and active life.

Mr Raymond Lim from Raymond Lim & Co. advising participants on Will and Estate issues.

Mrs Rani Seelan, 59, takes a particular interest in the 'Productive' areas of the Symposium as she is currently looking for a part-time job after her retirement. "I find the event very interesting and I want to get some tips on how to have a balanced lifestyle of work and as well as leading a healthy lifestyle. This is a good place for all that," she said.

Through Work, Live and Play efforts catering to the needs of seniors like Mrs Seelan, U Live has the fastest-growing group of seniors in Singapore. Guest-of-Honour NTUC Deputy Secretary-General Heng Chee How said: "We cannot solely depend on laws and collective agreements to employ and re-employ mature workers sustainably. The health and happiness of the workers play an important part too."

Moving forward, U Live expects more collaboration with other parties to enhance the value of U Live membership for its members. "For example, the Government through the Health Promotion Board as well as the People's Association are also doing a lot for our senior citizens. U Live is also tying up with the National Wellness Programme to work out a partnership to enrich each other's programmes and bring the total benefits to even more Singaporeans," said DSG Heng.

> "During the past one year, we have seen members with similar interests bonding and enjoying themselves at our various activities. Many U Live members have also added elements of 'Happy, Healthy, Purposeful, Productive' into their lives by staying active and mentoring fellow members in various interest groups. We will continue to enhance U Live, allow our members to grow with us and provide them with fulfilling experiences."
>
> **Yeo Khee Leng, NTUC Club Chief Executive Officer**

> "In just one year, the U Live membership has grown by 29 per cent to surge past 93,000. At end-May this year, 903 or 90 per cent of unionised companies have also committed themselves to systematic re-employment of retiring workers. This combined platform therefore gives us momentum and synergy to promote active ageing holistically. As one of Singapore's largest and fastest growing group of seniors, U Live has the size and credibility to spearhead meaningful Work, Live and Play programmes for seniors."
>
> **Heng Chee How, NTUC Deputy Secretary-General**

NTUC Deputy Secretary-General Heng Chee How at the Spex booth offering free eye pressure screenings.

Tripartite Golf Is Alive And Well

Pictures by **Md Zin Abdol Azis**
Chemical Industries Employees' Union Exco Member

If Singapore's not-so-secret formula for economic well-being is tripartism, then the not-so-secret formula for tripartism's well-being must include golf. This was borne out on 4 July 2010 when some 180 tripartite partners from the Government, employers and unions got together for the 17th annual Tripartite Golf Friendly.

Once again, good old friend of the Labour Movement Senior Minister Goh Chok Tong was the Guest-of-H.onour.

This year's edition was hosted by the Singapore National Employers Federation whose President Stephen Lee said: "The last time the employers hosted this event was in 2007, three years ago, and a lot has happened in between. I remember when the Government hosted it the following year, the recession started and last year this time we were at the depths of the recession.

"The tripartite partners worked very hard together and this year we are actually in much happier times and we saw how the economy rebounded 15.5 per cent in the first quarter. It looks like this year's growth is projected to be between 7-9 per cent and workers can also look forward to better wage increase and better bonuses.

"I like to thank the Government for coming up with the very useful stimulus package of some $20 billion and also to my two tripartite partners for working together very hard."

He added: "I would like to thank all the players representing Government, employers and unions and your continuing support is symbolic of the strong tripartite partnership that has been built over the years. And finally, on behalf of the tripartite partners, I would like to thank you Senior Minister Goh Chok Tong for so graciously accepting our invitation again to be our Guest-of-Honour for this event."

> "This tripartite golf event is significant in that it is testimony of our strong tripartite relationship. It also serves to further strengthen our tripartite bond in a social/recreational setting."
>
> **Patrick Tay (second from left), Union of Security Employees Executive Secretary.**

Guest-of-honour Senior Minister Goh Chok Tong (second from right) with the tripartite partners (from left) SNEF President Stephen Lee, NTUC Secretary-General Lim Swee Say and Manpower Minister Gan Kim Yong.

> "Thank you SNEF for organising the Tripartite Golf Friendly. It was an enriching experience for me and for all tripartite partners to meet socially on the golf course for a common purpose, as well as to renew and strengthen our friendly ties for many years to come."
>
> **Mack Tan, Training Manager, The American Club**

> "The Tripartite Golf Friendly provides an excellent platform for employers, union leaders and government officers at all levels to interact and get to know one another."
>
> **Ng Poey Eng, Assistant Director, Ministry of Manpower**

When Fewer 'Ups' Outweigh More 'Downs'

U Fighter

By
Vanessa Teo

SMEEU Senior Industrial Relations Officer Stanley Ho (second from left) with fellow colleagues at the May Day Rally 2009.

If a job had more 'downs' than 'ups', how often would one consider it as a career choice? However, at NTUC, Shipbuilding and Marine Engineering Employees' Union Senior Industrial Relations Officer Stanley Ho made such a choice.

"If being an IRO is easy, the Labour Movement would not need my colleagues and me. At times the 'downs' may seem to outnumber the 'ups', but such is life. There will always be many setbacks, and its your reaction to the situation and learning experience that counts," said Mr Ho.

So by taking such 'down' times in his stride, Mr Ho has succesfully stayed focused in his job to help workers. One such instance was when he helped a worker who was getting ready for his wedding get ex-gratia payment after an unfair dismissal.

Shared Mr Ho: "One of our union members was unfairly terminated without due inquiry on the company's part, and the company's action was based solely on a customer's feedback. The member had less than three years of service, and was getting married in less than a month's time. We referred the case to the Ministry Of Manpower for conciliation and we succeeded. From there I made another friend, and was even invited over to his place for festive celebrations.

"This incident showed me clearly that one's job is linked to all the dependants behind him, and when one loses his job, his family and he suffers. Therefore, I strongly agreed with the principle to 'cut cost, save jobs' in the last downturn."

Having spent two years with the Labour Movement thus far, Mr Ho's motivation to work still remains very much the same as when he just joined. "I derive great satisfaction when I am able to make a difference to the lives of union members. Some other motivations come from the close bonds formed between colleagues, union leaders and members through the activities we do together. When work becomes interest and passion, and when work is no longer work, you have found your motivation," said Mr Ho. Moving forward, Mr Ho hopes to leave a legacy through what he does now.

"There are many people who can plan and think well, and are still very passionate about the work in NTUC after decades. I hope to become one of them so that when I look back on my death bed, I can tell myself that I've led a meaningful life, one that has made a positive impact to people around me," said Mr Ho.

A Signature Event Series

Power of U Event

Wine Apprecio 2010

Savour The Variety

14th August 2010, Saturday DXO @ Colours By The Bay
2.30pm-5.30pm / 6.00pm-9.00pm

1 Passport 8 Countries 50 Wines

- 50 wines for tasting • Up to 50% discount
- Wine Appreciation Talks by renowned speaker
- Canapés • Live Music & Salsa Performance
- Closed Bidding of limited edition wines

Early bird tickets @ $15*
(from 8th to 23rd July 2010)

NTUC Member/Non Member (after 23rd July) : $20/$30
NTUC Member/Non Member (event day) : $25/$35

(Ticket includes door gift and a lucky draw chance)
For age 18 and above

* Exclusive for NTUC Members & limited tickets available

Purchase your tickets at
NTUC Member Services Centre, NTUC Centre, Basement 1, One Marina Boulevard, from 8th July onwards

For more details, please visit
http://uportal.ntuc.org.sg or call NTUC Hotline @ 6213 8008

Organised by: FBAWU Supported by: ntuc National Trades Union Congress Partner: PINNACLE

Tripartism Is Key For Sustainable Progress

Representing Singapore, United Workers of Petroleum Industry Assistant General Secretary Ho Shiong Yee attended the recent International Federation of Chemical, Energy, Mine and General Workers' Unions (ICEM) - International Metalworkers' Federation (IMF) World Sustainability Conference in Toronto, Canada, from 18 to 19 June 2010. She shares her lessons learnt with NTUC This Week.

By
Ho Shiong Yee
United Workers of Petroleum Industry
Assistant General Secretary

With a common objective to have our voices heard prior to the G8 and G20 Summit Meeting held over 25 and 26 June 2010 in Toronto, Canada, 270 trade union leaders from 50 countries attended the ICEM - IMF World Sustainability Conference held there from 18 to 19 June 2010.

Panelists from different global unions and affiliates touched on issues like the economic crisis, sustainable development, climate change as well as global governance. This platform enabled global trade union leaders to make a joint declaration on the economic and environmental future.

The discussions which surfaced reinforced the strength of tripartism that we have built up here in Singapore and learnt never to take this unique advantage for granted. I now treasure the value of tripartism even more than before.

With a strong political party that supports the workers and unions, there is better social welfare and benefits and these factors play a key role in contributing to sustainable development. Based on labour perspectives, sustainable development encompasses environmental protection, human rights and labour rights as well as economic development. It was clear to all delegates that there is an urgent need to work towards integral environmental, social and economic development for a sustainable future.

United Workers of Petroleum Industry Assistant General Secretary Ho Shiong Yee learnt and shared with delegates from international unions like the Canadian Auto Workers.

Good Global Governance

Delegates also acknowledged that global governance can only be achieved through good policies, more regulatory control, democratic control over the financial system and making companies more accountable. This can be the solution for tackling compressed distribution of income, improving sustainable development as well as protecting the environment.

Green Jobs

Delegates acknowledged that jobs and environment are inter-linked and, hence, recognised the urgent need to ensure reduction of gas emissions, keeping in mind factors such as social cost and long term employment. In this light, the International Trade Union Federation stated a Green Job should be one which reduces environmental impacts of enterprises and economic sectors, while providing decent working and living conditions to all those involved in production, and ensuring workers' and labour rights are respected. Based on the Millennium Development Goals, Green Jobs can tackle poverty as well as protect the environment, ultimately serving as a bridge for a truly sustainable future.

Decisive Actions

In a nutshell, ICEM-IMF reiterated that the industrial workers have a central role to play in building the future that lifts people out of poverty while protecting the environment through industrial and political actions. The federations called on world leaders to take decisive actions to solve the economic, social and environmental crisis.

Bridging The Age Divide

By
Benjamin Tan
Youth Development Unit
Intern

"I really enjoyed myself, especially the singing and Bingo session. Plan more of such events and remember to print the photographs for me!" said 77-year-old Aunty Mary (in picture), a resident at the Henderson Senior Citizens' Home.

What made Aunty Mary so happy was a simple collaboration between Young NTUC and NTUC Eldercare Co-operative Limited in their efforts to do good. The simple bonding session with the elderly took place on 19 June 2010 with some 50 volunteers and 80 elderly. Besides having lunch and playing Bingo with the elderly, volunteers also had the chance to chat with them and listen to their life experiences.

Said Team Young NTUC Volunteers Manager Isaac Lee: "It's important to involve the youths in such events so that they appreciate the elderly, and it was heartening to see youths connecting with them and enjoying each other's company."

Young NTUC volunteers also found great satisfaction in interacting with the elderly. 21-year-old Lim Sock Ling readily agreed that she would come back for more volunteering activities with Young NTUC.

She said: "I am glad to be able to contribute back to society and make a difference to the lives of the elderly. The greatest gift is when the elderly open up to you and you get to see the sincere smiles on their faces."

At the end of the day, the elderly and youths alike had an enjoyable afternoon not only playing Bingo but also singing karaoke.

Correction

The front page story "China, Here We Come!" in the 2 July 2010 issue of NTUC This Week stated that NTUC LearningHub Private Limited is the first NTUC Social Enterprise to venture overseas. This is not accurate as other NTUC SEs have previously done so. For instance, NTUC First Campus Co-operative Limited has a presence in Hanoi, Vietnam.

Top Of Their Game

My First Skool Stages Its Biggest Ever Sports Carnival In Celebration Of YOG

By
Nicolette Yeo

YOG fever has hit My First Skool and it has done more than just bring people together.

In celebration of the inaugural Singapore 2010 Youth Olympic Games, the pre-school arm of NTUC First Campus Co-operative Limited organised its biggest ever Kidz-In-Charge sports carnival themed `Sports League' on 26 June 2010 to encourage children to learn and grow through sports.

Mr Chan Tee Seng, NTUC First Campus' Chief Executive Officer, said: "Kidz-In-Charge is a signature event of My First Skool and its purpose is to encourage parental involvement and let parents know what their children learn in school. This year, we have decided to use the theme of sports because it is about physical education and is also the year where Singapore is going to host YOG. So we thought that it is very fitting."

Held across four stadiums islandwide, over 7,000 pre-schoolers and their families had a ball of a time sweating it out in various sports activities, ranging from gunny sack races to soccer matches. The children also had a blast mingling with YOG mascots Lyo and Merly and singing Cheer Singapore.

Aside from being a great occasion for family bonding, the event served as a platform to help parents understand the educational value of sports in early childhood education and tap on the opportunity to impart positive values to their children.

Mr Chan pointed out that Kidz-In-Charge should be treated as part of the children's education. "We always believe that education has to be done in partnership with the parents and families and this is very much a part of that partnership that we inculcate in our programmes," he added.

The event's Guest-of-Honour Dr Lim Wee Kiak, who is Advisor to Healthcare Services Employees' Union, congratulated My First Skool on taking the initiative to conduct this year's Kidz-In-Charge with YOG and pinpointed its true value.

"It is important for us to inculcate in the young the spirit of sports as well as all the values of the YOG. This event is particularly significant because many parents are together with them. My message to all parents is that, at this age, spend as much time as you can with your children because if you miss it, you miss it forever," he said.

Also high on the agenda of this year's Kidz-In-Charge is engaging the community and there was no lack of support from the sporting community. A series of lead-up activities were held for over 5,500 pre-schoolers such as visits to the YOG Learning Centre, sessions with local sports personalities and Day Sports Camp.

"We are supportive of My First Skool events and this is our first time at Kidz-In-Charge. My husband and eldest daughter actively participated in all the games; she really enjoys sports and there were many things for her to do today."

Isniati Ahmad, 37, Administrative Assistant, and Mohamad Jamani, 39, Technician, with daughters and My First Skool students Nur Syakirah, 6, Nurina Syifa, 4, and Nurin Syauqina, 18 months.

"It is our first time attending Kidz-In-Charge and we're having a good time. The level of difficulty of the games is very low and that makes it suitable for children and parents to play together. This has brought me closer to my daughter."

Mervin Sim, 38, Senior Executive, and Sherly Ong, 32, Account Executive, with daughter and My First Skool student, Jolyn, 5.

SEA Games Winner Lends A Hand

One of the lead-up events for Kidz-In-Charge 2010 was sessions with local sports personalities who volunteered their time to teach various sports to the children. One of them is Southeast Asian Games 2007 Silver Award Winner for Softball, Xu Ruoyan, 27, who is currently a trainee teacher at My First Skool. She held a session on 26 June 2010 to teach the children basic techniques of batting and catching a ball with a softball glove. Miss Xu firmly believes that many values and lessons can be learnt through softball, such as teamwork, determination and responsibility.