

ntuc this week

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Upturn
the
downturn

All For One, One For All

e2i, WDS, NTUC LearningHub And USE Help Premier Security With New Hires

The theory of demand and supply is played out in the workplace everyday: When a company requires workers, it hires. And so it was that Premier Security Co-operative Limited needed 140 officers to provide private security for its clients and the Union of Security Employees knew just where to go to find a pool of people – e2i (Employment and Employability Institute), where workers sign up for courses to enhance their employability and prepare to return to the workforce.

e2i has been conducting training of workers sent there mostly by their companies or their unions and organising job fairs. e2i also works with individual jobseekers as well as groups such as the NTUC Women's Development Secretariat which, among its many programmes, helps women to go back to work. NTUC's other training arm is LearningHub Private Limited.

Naturally, a collaboration formed out of the demand and supply chain:

- WDS's Back2Work women, and other jobseekers, are registered with e2i for jobs.
- USE matches Premier Security with e2i.
- e2i holds a job fair and groups such as WDS's Back2Work women are invited.
- Those who are interested, apply for a job and Premier Security screens and hires suitable candidates.
- New hires undergo training with NTUC LearningHub.
- After completing the "Enhanced Basic Security Course", Premier Security posts its new hires to its clients.

"Security is a specialised industry and all new hires require training to be able to carry out their jobs. NTUC LearningHub has the expertise to equip them. It is a natural collaboration," said USE President N Silva.

Premier Security, which employs close to 500 security officers, is one of 50 companies unionised under USE. Its partnership with NTUC LearningHub kicked off in October 2008, with the first batch of trainees coming from various job fairs, some of which were organised by e2i and WDS.

"We had the technical expertise and industry knowledge. NTUC LearningHub value-added with its training capabilities. This cooperation between our company and NTUC LearningHub has enhanced our company's competitiveness. We will therefore be working with NTUC LearningHub on the longer term," said Premier Security's Managing Director, Mr Saraj Din.



Premier Assets... The private security industry is growing.

“It is important that tripartite partners conscientiously and constantly work at enhancing the professionalism of the industry through training and upgrading of the workforce. As we work together, all partners should tap on the opportunities for the private security industry even in this downturn, and emerge stronger.”

USE President N Silva

Mr Silva added: "Our industry is growing and there are many job opportunities. Unlike the past, when we were just security guards, today, there are screening officers and operations managers among us.

"The Labour Movement is committed to achieving the most pro-business economy and building the most pro-worker nation. We were presented with the opportunity to help a company and workers. NTUC LearningHub stepped in to provide in-house security training for Premier Security's trainees and also value-added with general employability skills training. We hope more forward-looking employers, like Premier Security, will take on an active training drive."

Security Position

- About 31,000 private security officers in the industry.
- More needed over the next 5 years to provide protection and surveillance in Integrated Resorts, private residential and commercial projects and at high-profile events such as the Singapore Grand Prix Formula 1 races.

Pg 4

If A Door Is Closed

Look For An
Open
Window



By
Naseema Banu
Maideen

What Men Can Do, Women Can Too

By
Naseema Banu Maideen

Once dubbed the “jaga” industry, it is now steadily shedding that image and getting more professionalised. It was once also a male-oriented industry. This image, too, is peeling away with the increase in the number of females adorning security uniforms.

Of 31,000 employees in the private security industry, some 13 per cent are females. This is a hike from the 10 per cent that women security officers accounted for last year.

The change in mindsets of security service buyers and that of female jobseekers play a big role in this transition.

Said NTUC Deputy Secretary-General and Alignment Director (Women's Development Secretariat) Halimah Yacob: “Women who are looking for flexible job options have started considering security positions, especially with employers who are willing to offer six-hour shifts. These shifts give them the flexibility to look after the needs of the family as well as generate income for the family. With more women entering the security industry, I hope that old stereotypes, that such jobs are not suitable for women, will disappear.”

Women have also proven their vigilance in this job, said Premier Security Co-operative Limited's Managing Director, Mr Saraj Din.

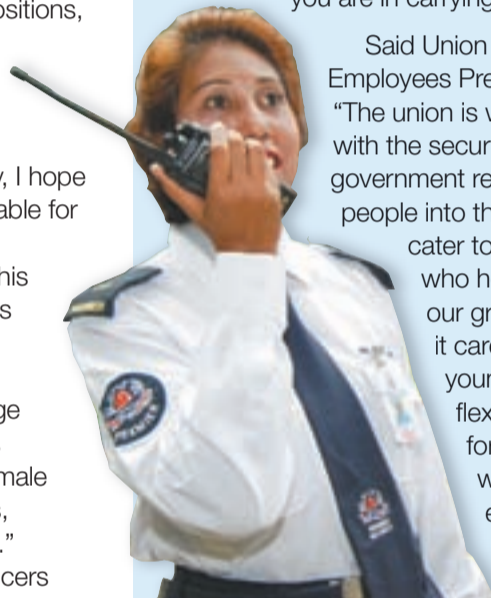
“In the past, security service buyers had a strong preference for male officers. Our challenge was to change their mindsets as female officers can also be trained to perform duties that their male counterparts do, such as manning the counters, checking visitor passes and making day patrols.”

Premier Security has about 500 security officers under its employment, of which 8 per cent are females. Three years ago, the company had female staff strength of only about 3 per cent out of its 350 security officers. By 2011, the company hopes to add 200 employees and targets to have 20 per cent of females in its workforce.

From Childcare To Healthcare To Security...

Madam Sahaya Mary Stella Grace (picture), 47, was once a childcare teacher. She was also once an assistant radiographer. Recently, she became a Senior Security Officer with Premier Security Co-operative Limited. She found this new job at NTUC Women's Development Secretariat's job fair last year.

“I wanted to try out a new field and pick up new skills. Security is an industry that promises an attractive career upgrade and so, I took it on. It's not about the job but about how dedicated you are in carrying out your duties.”



Said Union of Security Employees President N Silva: “The union is working closely with the security agencies and government regulators to attract people into the industry. We will cater to the needs of all who hope to benefit from our growing industry, be it career progression for young employees or flexible work options for back-to-work women. We will explore them all.”

“We are willing to explore flexible-work arrangements to cater to female employees. We want to tap on the pool of women who would like to re-enter the workforce to meet our industry's growing manpower needs,” said Mr Saraj.

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If A Door Is Closed Look For An Open Window

Royal Plaza On Scotts's Creative Business Strategy Brings Revenue Back Up



By
Jansen Yeo

For a short while, Royal Plaza on Scotts, a hotel positioned for business travellers, saw its rooms revenue spiralling down because of a sudden drastic drop in corporate travelling. By temporarily re-positioning itself, revenue has bounced back up to pre-global recession days.

"We are still a business hotel, but we have also introduced different rooms packages to attract different clientele. We are prudent where operating expenses are concerned. The combination of these efforts has enabled us to maintain our revenue per room and restaurant covers similar to that of last year's, before the onset of global recession," said Mr Patrick Fiat, General Manager of Royal Plaza on Scotts.

One of the hotel's introductions is the "Relief Package". No, it is not part of Government's \$20.5 billion Resilience Package. Rather, the package is made up of a Deluxe Room, broadband Internet access, in-room beverage bar and breakfast – from \$250 upwards. The introduction of the "Relief Package" demonstrates a combination of ingenuity and an understanding of how customers are becoming increasingly budget-conscious.

The Government's Resilience Package has also been a great help for the hotel.

From the Jobs Credit scheme, Royal Plaza on Scotts has estimated to receive \$600,000



Skills Upgrading → Better Service → More Happy Customers... Employees like Madam Carolina Carasco Tutania, a Housekeeping Attendant, had undergone training to improve her service skills while many of her colleagues are slated to follow suit.



A Re-Positioned Success... A combination of ingenuity and understanding the needs of their customers have seen Royal Plaza on Scotts's revenue bounce back to pre-global recession days.

which will help with the cash flow and bottom line of the hotel.

Riding on the Skills Programme for Upgrading and Resilience (SPUR), the hotel has sent 62 rank-and-file and executive employees for various forms of training. Another 145 have been identified to follow suit. These employees will go through training for the Certificate in Hotel & Accommodation Services and other hospitality-related diplomas. It is estimated that the hotel will receive up to \$140,000 through the absentee payroll subsidy.

Mr Fiat said: "With all these various measures in place, the hotel has been able to sell its products at a lower price despite a lower profit margin, and the hotel hopes that the various funds will help offset the hotel's operating expenses, and therefore be in a healthy position to continue to keep our employees actively engaged with the business."

Royal Plaza on Scotts has ruled out any retrenchments although it implemented a wage freeze and a recruitment freeze in January 2009.

The Food, Drinks & Allied Workers' Union has urged its members to stay positive and take the opportunity of this downturn to upgrade their skills. They are encouraged to tap on the NTUC Education and Training Fund.

"The union is in constant dialogue with our management partner and we're working closely to ride out this crisis.

"There are some older workers who have held themselves back from training because of a lack in confidence. The union has been reassuring them that training will enhance their employability. We are also encouraging our members to go for cross-training so that they have a better understanding of what other departments are doing. This can lead to better teamwork. We will be increasing our membership

“ We have made a commitment that should we meet our budget, all our employees will be fairly rewarded.”

Patrick Fiat, General Manager of Royal Plaza on Scotts.

recruitment campaigns so that new members can also tap on the NTUC Education and Training Fund," said Mr Abdul Subhan Shamsul Hussien, Royal Plaza on Scotts Branch Secretary and FDAWU President.

The hotel feels that sending employees for training will give them the opportunity to keep abreast with the current trends and return with the knowledge, experience and skills to deliver total guest experience. It will also prepare them for the economic upturn. No one knows how long this economic downturn will last but Royal Plaza on Scotts has made the commitment to ensure that the sacrifices made by employees will not be for naught.

"Our employees are demonstrating their commitment to the organisation and are helping the organisation tide over this economic slowdown. Guests have more hotel choices especially with the lowered prices during this period and employees have to work harder to attract and retain guests. It's imperative for our employees to provide even better services to guests than before to woo business. We have made a commitment that should we meet our budget, all our employees will be fairly rewarded," said Mr Fiat.

Enhancing Members' Value-Add Upwards



By
Jansen Yeo

Astronomical losses. Nationalisation of banks. Massive job cuts. These are developments in the banking and financial sector around the world that we read about in our local newspapers.

Apart from one major retrenchment exercise by a Singapore-established global bank in the 4th Quarter of 2008, the industry outlook is optimistic. Even so, the Singapore Bank Employees' Union is closely monitoring the situation on the ground. Here and there, there have been retrenchments and while SBEU has been concerned for those affected individuals, it is not expecting any form of mayhem in the banking and financial sector.

"Our members are rank-and-file employees who carry out clerical and backroom work. They are needed to ensure banking services operate smoothly," said SBEU General Secretary Bobby Tay.

Since last September, a handful of SBEU members have been retrenched. But Mr Tay explained that they had become redundant because the banks underwent restructuring

or put their focus on different financial products and services. The banks' operations in Singapore remain profitable and there has been no indication from any banks that they will implement any form of major cost-cutting measures. Other than a slight dip in the monthly take-home salary due to reduced overtime work, SBEU members' salaries remain stable.

This doesn't mean SBEU can afford to become complacent. Rather, the union is urging its members to show their worth to their employers during this downturn.

"The union is promoting to our members that as employees, we must contribute our fair share and value-add to the banks' operations by being more productive and taking on a wider jobscope, and thereby enhancing our chances of remaining employed and moving up the value chain.

"Of course we hope management will reciprocate our gestures when the economy bounces back."

SBEU's Educational Training Fund offers members a one-time \$400 course fee subsidy for any course they decide to take up. Mr Tay encourages all SBEU to sign up for courses that



union works



The Banking Strip.

will enhance their value – for now and the future.

"We are also encouraging the banks to tap on the numerous government initiatives such as SPUR (Skills Programme for Upgrading and Resilience) funding and put their employees on training and upgrading," said Mr Tay.

English As She Is Spoke

IRO Charlotte Wong Puts Workers Through Courses To Enhance Their Employability, The Language Of Commerce Being One

By
Jansen Yeo

"Good afternoon, Miss Wong. How is your day? Can I fetch you a drink?"

Miss Charlotte Wong (picture), an Industrial Relations Officer with the United Workers of Electronic and Electrical Industries, is often greeted in this manner when she visits Saginomiya Hi-Techs Private Limited.

Such words are not from the lips of an ardent admirer but "Auntie Ai Hua", the tea lady.

Yes, this tea lady speaks standard English – no big deal, except that Auntie Ai Hua is 63 years old and the English language is new to her.

Miss Wong is more than pleased to banter, prompting Auntie Ai Hua with words and correcting her pronunciation. It was Miss Wong who started her on her Conversational English course...

In March 2008, Saginomiya informed its employees that the company planned to close down its operations in Singapore in December. Most had worked there since the

company began its operations in Singapore in 1990 and the news left many in tears.

UWEEI negotiated their compensation package and persuaded the workers to undergo training to enhance their employability and keep an open mind to available job options.

Everyone, including Auntie Ai Hua, enrolled for Conversational English and basic computer courses, and a programme leading to the Certificate in Generic Manufacturing. They were eager to gain new knowledge. Training was conducted after working hours and on Saturdays; some of them attended trainings three times a week. With support from NTUC's e2i (Employment and Employability Institute) and Employment Enhancement Department – which has since merged with e2i – many participated in Job Preparation Exercises.

"Some found jobs that paid less than half of their previous salaries. Some went from supervisors to administrative clerks or even junior clerks. Nevertheless, they were glad that they underwent training because what they learnt came in handy.

"From this exercise, I felt that I had made a difference to them. Although not everyone has



found jobs, we are satisfied that we have done our very best to prepare them for their journey ahead. I am warmed by their spirit of lifelong learning, and especially by Auntie Ai Hua who's so determined to become proficient in English. She understands that in this day and age, most employers prefer workers who are at least conversant in English; English being the language of commerce in Singapore, and she is doing what she can to secure employment again," said Miss Wong.

Impacting The Lives Of Singaporeans Everyday

by
Adeline Sum
Competency Director (Group Development)

The impact that a sizeable social enterprise with market influence can make in moderating the cost of living becomes more evident during a downturn.

Everyday, **NTUC FairPrice** is helping to play its part to Upturn the Downturn through a number of ways. Besides the normal range of products in its supermarkets that are already competitively priced, consumers can buy 500 essential FairPrice Housebrand products at 5 per cent discount. This amounts to savings of about \$500,000 a month. Consumers can also buy FairPrice's 400 EveryDayLowPrice (EDLP) products, of which 90 per cent are priced below or equal to prices of its competitors. In addition, FairPrice started a new basket of 100 Yellow Dot basic items – which include rice, eggs, sugar, cooking oil, coffee powder, biscuits, jam, etc – that are up to 25 per cent cheaper than national brands. Consumers can look forward to this basket doubling in size to 200 items by the end of this month.

Despite razor-thin margins on these products, FairPrice continues to reward its loyal customers with LinkPoints and members with rebates for their purchases. All customers can also look forward to four new FairPrice stores opening in 2009. FairPrice has more than 50 per cent of the market share, serving 1.5 million shoppers every week in its network of 222 stores in several formats. Hence, size matters.

The other 11 NTUC Social Enterprises are now actively scaling up in order to make a greater impact. Just take two for example:

NTUC First Campus will expand the capacity of its network of My First Skool and The Little Skool-House childcare centres by 50 per cent from 5,500 to 8,000 places in the next 12 to 18 months. First Campus will also expand its financial support to lower-income families through its Bright Horizons Fund, supported by generous donations from its partners within and outside the Labour Movement. OCBC and Bright Horizons Fund have set aside \$500,000 for children whose parents are affected by retrenchment. The Chinese Development Assistance Council and Bright Horizons Fund have set aside \$200,000 to support lower-income women who need

childcare services in order to return to work. **NTUC LearningHub Private Limited** is also ramping up its capacity to retrain workers under the Skills Programme for Upgrading and Resilience (SPUR), in close partnership with e2i (Employment and Employability Institute).

In 2009, NTUC LearningHub will double its number of training places to 15,000. It is the collective goal of the NTUC Social Enterprises to expand our capacity to deliver good quality goods and services at affordable prices through an accessible distribution network. What drives us to do so is our common purpose to make a more substantial difference to the lives of working families in Singapore, in good times and in bad.

We recognise that we cannot do it alone. We will continue to draw on the moral and resource support from all our stakeholders and strategic partners.

Wellness Well Within Reach

by
Marcus Lin

Regardless of whether the economy is faring well or badly in a hustle and bustle world, efforts in preparing and caring for the certainty of an ageing population must never be compromised. It is a demographic challenge that affects and changes the shape of all societies and compels an appropriate response.

Prime Minister Lee Hsien Loong delivered this message at the Jurong Central Wellness Carnival held on 15 March 2009 at the Jurong Spring Community Club.

"These are things which we have been focusing on for some time and even now in the middle of a recession, in the middle of a global economic crisis, we are focusing on this because we have to take a long view.

"Whatever the uncertainties, whatever our worries about jobs, about unemployment, about this year's growth, whether it's shrinking by 5 per cent or more, we have to continue

Xtra!Xtra!Xtra! FairPrice Strikes 3



Healthy Breakfast... Mr Seah Kian Peng (left) and Mr Tan Kian Chew stress the importance of the first meal of the day to a child shopper.

by
Marcus Lin

Labour Movement Social Enterprise NTUC FairPrice Co-operative Limited is giving itself an extra push living up to the NTUC mantra of "Do Well, Do Good, Do Together, Do More", and fulfilling its social mission of moderating the cost of living in Singapore.

Adding to its stable of more than 200 outlets, a new 68,000 square feet, 24-hour FairPrice Xtra Hypermart was officially opened on 16 March 2009 in Singapore's largest suburban mall at Jurong Point. This is the third FairPrice Xtra, after the ones at AMK Hub and Hougang Point in the last two years.

It was announced at the launch that NTUC FairPrice will be investing \$40 million this year

to expand its business network and upgrade its stores and retail management systems. As part of its ongoing community engagement, NTUC FairPrice Foundation also contributed \$100,000 towards the Loving Heart Multi-Service Centre's Pupil Breakfast Programme to benefit needy students in Jurong GRC.

Minister in the Prime Minister's Office and Chairman of the NTUC Social Enterprises Development Council Lim Boon Heng thanked NTUC FairPrice for its continuing support of the community.

"NTUC FairPrice is a household name. It has developed and grown with the people of Singapore. It is a cooperative of the trade union movement, and it is owned by Singaporeans.

"Being a cooperative, it is not driven by the profit motive. Let me stress this point: NTUC FairPrice is not driven by the profit motive. NTUC FairPrice was set up for the benefit of the consumer. It was set up to combat profiteering, and from the outset, it aimed to deliver the best value to the customer."

Mr Lim said that social enterprises have a "double bottom line" – to be profitable and to deliver a social good – and that NTUC FairPrice and the other NTUC cooperatives have preceded the current vogue of "social enterprises" by many years.

Reminding Singaporeans that it was NTUC FairPrice that brought down and stabilised the price of rice and other staples in the 1970s, Mr Lim said: "NTUC FairPrice has been the last to raise



With A Loving Heart... NTUC FairPrice gives Jurong GRC's students breakfast programme an Xtra boost. From left: Mr Tan Kian Chew, Mr Ng Ser Miang, Mr Lim Boon Heng and Mr Chua Song Pek.

prices, and the first to lower them.

"Some people do not appreciate this, because they can get reasonable prices also from other supermarkets. But consider this: If NTUC FairPrice is not such a large supermarket operator, would it be able to influence prices? It is because it is the dominant operator that it is a price-setter. People see the value of NTUC FairPrice when there are crises."

NTUC FairPrice Chairman Ng Ser Miang said of the \$40 million injection: "To cater to the expansion, we will leverage on new technology to upgrade our retail management systems to enhance our productivity and serve our customers better. And as part of our commitment to provide

excellent service, we will be embarking on Phase 2 of the Customer Centric Initiatives or CCI this year.

"We started our CCI journey in 2005 and launched key service improvement initiatives in training, merchandising and service audits. This year, we will partner NTUC LearningHub Private Limited to embark on the Customer Service Professional programme and further enhance our service audit programme and customer management system."

FairPrice Foundation has, since its launch in March last year, contributed \$7.2 million to the community and is committed to contribute at least 20 per cent more this year.



Our Best Home For All Singaporeans... PM Lee Hsien Loong (left picture, second from right) says we have to continue working on nation-building which includes long-term initiatives for an ageing population.

seniors have to make an effort and join the activities."

Mr Lim Boon Heng, Minister in Charge of Ageing Issues and Chairman of NTUC ElderCare Co-operative Limited, a joint organiser of the event, disclosed that there are now 300,000 people in Singapore above the age of 65 years which is expected to be 900,000 by 2030 with a life expectancy of about 80 and rising.

"It is a well-known fact that most people do not maintain regular physical activity on their own. The Wellness Programme aims to make physical activities social events. When it is fun, and it is a social event, then it is more likely that people will continue to engage in physical activity. And when it is a social event, people make friends and deepen friendships."

Mr Lim said that the comprehensive programme has so far more than 1,000 seniors in Jurong Central who have not only gone for health screening, as many are following up by being

physically active and joining varied interest groups that appeal to them.

"It is a lot of hard work in terms of getting the grassroots organisations to understand what it is about. It is a programme that belongs to everyone, not somebody else's programme, and so they should take ownership. It is important for each of the grassroots organisations to take ownership of the programme."

It is hoped that the programme will be ready to be rolled out to the rest of Singapore by year end, and that depending on how fast things

shape up "I hope that by the end of 2011 every constituency will have some form of Wellness Programme."

Working with an initial budget of \$400,000 per site for two years, Mr Lim added that the programme should be accessible and ideally not more than a stone's throw away as "seniors do not want to walk more than 300 metres to participate in an activity. So it makes sense to use the Residents Committee's facilities and other facilities in the neighbourhood."

Chin Boon Lian/Jurong Town Council

Beyond **Bare** Necessities

mostcaringlabourmovement • caring for U 11

Upturn
the
downturn

Young NTUC Brings Needy Children From My First Skool To *The Jungle, The Mighty Jungle*

By
Naseema Banu Maideen

Little Sultan Iskandar Shah burst into song when he saw the signboard that marked the road leading to the Singapore Zoo.

“Look for the bare necessities, the simple bare necessities, forget about your worries and your strife. I mean the bare necessities – Old Mother Nature’s recipes – with just the bare necessities of life.”

His joy was understandable. Until this visit on 21 March 2009, the six-year-old had only seen pictures of white tigers and polar bears in story books. His mother, Madam Emma Abdullah, 40, the sole provider of the family including six children, earns about \$800 a month. She could not afford luxuries – only bare necessities.

Thanks to Young NTUC’s Mega KidzQuest, a youth volunteer engagement programme, Sultan’s dream of seeing animals up close came true. Like him, other young charges from My First Skool, who are from lower-income families, will now also have opportunities to enjoy outdoor excursions under this programme.

“Beyond financial assistance, our youth volunteers are doing their bit to help our children

get the best possible headstart in life. Their warm response and enthusiastic support surpassed all expectations. Young NTUC is committed to expand KidzQuest so that many more children will benefit. I am hopeful we can double the number of volunteers to 500, which will enable KidzQuest to benefit all 43 centres operated by My First Skool,” said NTUC Assistant Secretary-General and Young NTUC Advisor Josephine Teo.

The trip to the zoo was a treat for 180 preschool children from seven centres of My First Skool and involved 320 volunteers. As the children enjoyed learning, volunteers from Young NTUC who chaperoned them on the trip learnt a fair share of life lessons too.

“The children’s natural curiosity has taught me an important lesson on the need to constantly discover and venture into new areas,” said Mr Isaac Lee, 31, a volunteer from Young Amalgamated Union Of

Statutory Board Employees.

“My passion for community work has brought me to join KidzQuest. Learning from this experience, I hope to organise similar outings for children of lower-income AUSBE members.”

For Sultan, it was grand day out to remember. As the excursion bus rolled out of Mandai Lake Road, a happy boy sang softly: “In the Jungle, the mighty jungle, the lion sleeps tonight...”



Happy Kidz... Young NTUC chaperoned 180 children from lower-income families to the Singapore Zoo.

U Games 08/09

brought to you by NTUC Club in partnership with Young NTUC

9-Ball Pool League Premier Soccer League Beach Games Grandmasters Bowl Track & Field Sepak Takraw Badminton Captain's Ball Street Soccer U Dance U Fame

U GAMES MEGA-TELEMATCH

In Conjunction With
MAY DAY CELEBRATIONS 2009
“Family Day Out With U”
Saturday, 30 May 2009
Downtown East, Pasir Ris

Calling all NTUC Affiliate Unions and Associations!

Register your teams for the **Inter-Union Mega-Telematch** to be held on **Saturday, 30 May 2009 at Downtown East, Pasir Ris**. NTUC Club has put together this Inter-Union Mega-Telematch as the Grand Finale to U Games 08/09.

This event allows Affiliate Unions and Associations to participate as an all-inclusive team comprising members of different nationalities, age and gender.

The event will pitch teams against each other at 10 activity stations that require great strength, exceptional agility, relentless teamwork and deadly accuracy.

It will be competitive and Fun For U!

There are attractive cash prizes as well as NTUC Club Vouchers for the top four teams and their unions!

Registration forms can be obtained from your Union General Secretary or President. For more information, you can also contact the U Sports Department.

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Closing Date For Registration: 15 April 2009

帮助国人减轻日常生活负担

撰文：岑慧芬

大规模而具有市场影响力的社会企业，在经济衰退期间，越来越显著地显示能够帮助国人减轻生活负担。每一天，职总平价合作社通过许多方法U转逆势。除了在属下超级市场推出具有价格竞争力的系列物品之外，消费者还可以在他们的超市买到500种有5%折扣的自家品牌日常必需品。这等于消费者每个月可以节省50万元。消费者也可以在平价合作社买到400种“每日低廉物品”，其中90%的售价是低过或等同于竞争者。此外，平价合作社也开始推出新的一篮子物品，包括100种黄点标签必需品，其中有米、蛋、糖、烹饪油、咖啡粉、饼干和果酱等。这些产品比国内品牌低廉25%。本月底，这个售货蓝的物品种类将增加一倍，达到200种之多。

尽管这些产品利润微薄，平价合作社仍以宏惠积分来酬谢忠诚的消费者。与此同时，职总会员在购物时也获得回扣。今年又将有4家平价超市开张，为消费者提供价廉物美的货品。平价合作社的超级市场覆盖率高达50%以上，旗下的222间各类分店每周为150万名购物者提供服务。这是规模效应。

职总其他11家社会企业，现在也积极扩充规模，以便为消费者提供更多的帮助。举两家社会企业的运作为例子加以说明：

职总优儿学府将在今后一年至一年半之间，扩展幼儿园和小小学庭的托儿服务网络，它们的中心将由5500个增加到8000个，即增加了50%。优儿学府也将利用工运内外伙伴慷慨

“ 职总社会企业的共同目标是增强服务能力，以民众负担得起的价格，通过易达的分销网络，为广大的消费者提供优质的货品和服务。

捐助的“光明前景基金”，提高援助低收入家庭的金额。华侨银行与“光明前景基金”已拨出50万元，用于帮助家长被裁退的儿童。华社自助理事会与“光明前景基金”也联合拨出20万元，支持儿女需要照顾的低收入妇女，帮助她们重返工作岗位。职总恒习私人有限公司也继续增强它的服务能力，与就业与职能培训中心结成密切合作伙伴，帮助工友参加技能提升与应变计划，接受重新培训。

在2009年，职总恒习的培训学

额，将增加一倍，达到1万5000个。职总社会企业的共同做法是增强服务能力，以民众负担得起的价格，通过易达的分销网络，为广大的消费者提供优质的货品和服务。促使我们这么做的动力是来自彼此共同追求的目标——不论是景气或不景气，都要改善工友及其家人的生活。

我们承认，无法单独办好这件事。因此我们将继续鼓励所有的同仁和策略伙伴，在精神和资源上给予大力的支持。



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推荐技能提升与应变计划

工业关系人员王颯妮全力协助公司企业，让员工为经济回弹作好准备

对王颯妮来说，技能提升与应变计划是个值得推荐的计划。和她在工业关系部门的许多同事一样，这名新加坡工业与服务雇员联合会的工业关



系员，这些日子不断到各大公司，鼓励管理层申请技能提升与应变计划的津贴，为员工提供培训。

这是份深具挑战性的工作。

王颯妮说：“技能提升与应变计划是专门为协助公司更好地安排多余人力而设。不过，一些雇主宁愿裁员，他们认为这是削减成本的最快方法。”

“这对我们工业关系员来说是个真正的挑战，因为我们要协助公司保留工作职位，好让他们的员工能继续受雇。我们必须说服管理层，利用技能提升与应变计划的津贴来提升员工的技能，确实能缓解他们的部分财务问题。”

她说，这些日子以来，工业关系员之间建立了密切联系，也分享了各自的经验。她说：“我们交换成功的例子，讨论如何达致解决方案。然后，我们将这些真实的个案提呈给管理层，希望能说服他们，培训是代替裁员的更好选择。他们应该为员工做好准备，否则当经济好转时，他们的业务将被抛在后头。”

王颯妮指出，一些没有同工会合作的雇主，派员工参加培训课程，无法获得技能提升与应变计划的津贴。“他们会转而质问联合会，为什么他们不能从技能提升与应变计划中受惠。为了协助他们解决这个问题，我们已同培训伙伴合作，商讨如何让这些课程也纳入获技能提升与应变

计划批准的课程中。这并非理想的做法，因为我们无法保证一定成功。因此，我们建议公司和工会紧密合作，避免出现类似问题。”

技能提升与应变计划如今津贴的课程，有更多能为公司提供更大的灵活性。王颯妮说，一些员工因为已离开校园很久，对于接受培训感到排斥。

“在就业与职能培训中心人员的协助下，我必须改变这些员工的观念，协助他们认识到提升自己的重要性。”

王颯妮提到一家物流公司的例子。她说，该公司业务下降，培训预算减少，因此，它们对技能提升与应变计划提供的津贴表示欢迎。

她说：“新加坡的贸易活动受到影响，物流和分销中心也因为出口量减少而受到冲击。虽然该公司过去一直非常注重培训，这笔预算还是减少了，而技能提升与应变计划为它们负担了将近一半的培训预算。”

“该公司正计划派200名员工接受培训，他们定在三月中开始上第一堂课。这是个双赢局面，因为雇员接受培训后将拥有新的技能和证书，而公司也能解决人手过多的问题。在这个艰难时期，这小小的成功对我来说有很大的意义，因为我认为自己是在协助保留员工的饭碗，加强他们的受雇能力。”

计划的功能

政府于去年12月推出技能提升与应变计划，用意是减轻培训成本，提升工友的就业实力。纳入计划的培训课程种类从旧有的150多项增至800项，涵盖24个领域，共有23万个培训学额，课程津贴高达九成。目前，有60多个提供符合技能资格鉴定课程（WSQ）构架的培训中心获准参与技能提升与应变计划。凡是公司派员参加培训都能向政府申请缺勤薪金补贴。

协助会员自我增值

巨额亏损、银行国有化、大规模裁员。这些有关全球银行与金融业发展的新闻，是我们每天在本地报章上都可阅读到的。

去年第四季，一家新加坡成立的全球跨国银行展开了一次大规模裁员行动。不过，除此之外，新加坡银行的前景依然乐观。尽管如此，新加坡银行雇员联合会仍密切观察银行业的发展情况。虽然到处都有公司裁员，银行雇员联合会也对受影响的个别员工表示关注，但该联合会并不认为银行与金融业会受到任何形式的伤害。新加坡银行雇员联合会秘书长郑炳权说：“我们的会员是执行文书

和后勤工作的普通员工，银行需要他们以确保银行服务顺利运作。”

自去年9月以来，新加坡银行雇员联合会有一小部分会员被裁退。不过，郑炳权解释道，这些会员是因为银行进行重组，或是把重点放在不同金融产品和服务上，结果成了冗员而丢了饭碗。新加坡银行的业务依然能够取得盈利，也没有迹象显示，有任何银行会采取任何形式的大规模削减成本措施。除了因为减少加班，而使得每月实得工资少了一些，新加坡银行雇员联合会成员的收入大多保持稳定。

不过，这并不意味着，银行雇员联

会能够沾沾自喜。反之，该联合会呼吁其会员在当前经济低迷的时期，向雇主证明自己的实力。

郑炳权说：“联合会向会员提倡的是，我们作为雇员就必须尽自己的一份力，我们必须提高效率、扩大工作范围，以便为银行业务提供增值。如此一来，我们将能提高自己继续受雇的机会，攀上价值链的顶端。”

“当然，我们希望管理层会在经济回弹时，能对我们所做的一切给予相应的回报。”

新加坡银行雇员联合会的教育培训基金，为会员提供一次性400元学费津贴，会员可利用这笔钱报读任何课

程。郑炳权鼓励所有会员报读任何可能在目前和未来，为自己增值的课程。

郑炳权说：“我们也鼓励银行利用政府的不同计划，如技能提升与应变计划，让他们的员工接受培训，提升自己。”

新加坡银行雇联

新加坡银行雇员联合会在1954年成立，拥有4450名会员，其中3210名是普通分会会员，1240名是一般分会会员。联合会的目标是在2009年底，让会员人数达到4600人。

母亲眼中的好孩子

每当杨德伟 (21岁) 的同龄伙伴出外游玩时, 他却在下课后直接回到四房式组屋的住家去。他不是赶回家玩

电脑游戏, 而是洗衣、清洗碗碟或者是整理睡房。

杨得伟是家中长子, 母亲郭秀兰

是大巴窰综合诊疗所的保健服务员, 同时也是保健服务雇员联合会的会员。

杨德伟表示: “父母亲工作辛苦, 做子女的应该为他们分担家务, 也应该努力读书考到好成绩。”

杨德伟跟他的两个弟弟德富和德美, 每一年都为父母争光。杨德伟在义安理工学院修读机械电子工程课程, 成绩优秀, 已经报读新加坡国立大学和南洋理工大学的工程学系。他很有信心能够被录取。19岁的杨德富也完成了工艺教育学院的课程, 并计划报读理工学院, 而16岁的杨德美目前还在中学念书。

郭秀兰的每月净薪大约700元, 丈夫每月赚取1200元, 是合约保安人员。

她说, 他们一家人曾经拖欠建屋发展局的房屋贷款, 但自从做出谨慎的预算后终于把债务还清。

“我们的孩子从来没有额外的零用钱花, 即使有也是亲戚给的。他们从小便养成节俭的习惯, 也懂得未雨绸缪。”

为了帮助郭秀兰会员的子女完成教育, 保健服务雇员联颁发助学金给她的孩子, 鼓励他们继续努力考到好成绩。

虽然家境困苦, 但杨家的孩子们却有决心并在努力下争取考到优异的成绩。这是工运继续拨出更多的资源给关怀与分享计划协助低薪家庭的一个原因。

保健服务雇员联合会为了支持这项行动, 在去年颁发超过7万元的助学金给大约530名小学、中学、工艺教育学院、初级学院和理工学院的学生。该会自2007年第一次推出这项助学金计划以来, 也跟国立健保集团和新加坡保健服务集团合作。

它已为这个助学金拨出4万元。另外, 国立健保集团和新加坡保健服务集团也各捐献2万元。所筹到的总数比起去年多出33%。

职总秘书长林瑞生连同国立健保集团总裁林学文医生和新加坡保健服务集团营运总裁 Foo Hee Jug 颁发助学金奖项给这些学生。



郭秀兰 (中) 的三个孩子杨德伟 (右)、德富 (左)、得美都用功读书, 不让父母失望。





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55 Market Street #01-01
Tel: 6557 0098
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Pasir Ris Close, #02-121/122
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Kublai Khan Mongolian BBQ
(International Cuisine)
9 Penang Road #04-01 Park Mall
Tel: 6334 4888
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Mint Cafe
(Cafes & Cakes)
26 Seah Street, Tel: 6339 6266
15% off total bill



Omar Shariff Authentic Indian Cuisine (Asian Cuisine)
805 Bukit Timah Road #01-02
Tel: 6466 7318
15% off total bill (Lunch & Dinner, Monday to Thursday only)

Siam Kitchen
(Asian Cuisine)
Various outlets
www.siamkitchen.com.sg
10% off ala carte orders



Tea Chapter
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9/11 Neil Road
Tel: 6226 1175 / 6226 1917
1 complimentary set meals with any set meals order

The Orange Lantern
(Vietnamese Cuisine)
73 Killiney Road, Tel: 6732 8032
HarbourFront Centre #01-98,
Tel: 6274 1968
10% off total bill for ala carte orders

Thurder Tea Rice
(Asian Cuisine)
328 Joo Chiat Road #01-04
Tel: 63420223
Free 1 piece of hakka beancurd & omelette (min. spend \$20)

Haebok's Korean Restaurant (Korean Cuisine)
Furama City Centre, 60 Eu Tong Sen Street #03-01/02 Tel: 6735 4440
- 10% off total bill (Monday - Saturday: 11.30am to 3.00pm) - 15% off total bill (Monday - Saturday: 5.30pm - 10.00pm)

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223 River Valley Road Tel: 6738 5858
10% off Ala Carte orders

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133 New Bridge Road, #02-01 Chinatown Point
Tel: 6534 4233
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Tel: 6259 8891
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女性一样可以做好保安工作

目前我国保安人员约有3万1000名，女性占了13%，去年是10%。

那些寻找灵活工作的妇女，现在已愿意考虑加入保安行列了，特别是那些六小时班制的保安工作，更加受到她们的欢迎。

一向被称为“守门”（jaga）的保安行业现在赋予了专业形象。过去这门行业是男性的天下，现在也有女性加入，让人产生新的印象。截至目前，我国私人保安行业约有3万1000名，其中女性占了13%，去年，约有10%，可见人数正在攀升之中。

女性加入保安行业与聘用单位，以及女性求职者改变观念有直接的关系。

职总妇女发展秘书处处长哈莉玛指出：“那些寻找灵活工作的妇女，现在已愿意考虑加入保安行列了，特别是那些六小时班制的保安工作，更加受到她们的欢迎。原因很单纯，工作六小时可以让她们兼顾家庭和收入。我希望这一可喜的变化，能改变人们过去那种刻板的印象，以为只有男性才能从事保安的工作。”

实际上，女性从事保安工作也不赖。Premier保安合作社董事经理沙拉丁表示：“过去，用人单位只对男性有信心。现在他们的观念已经慢慢改变，不过要说服所有的雇主还是一项挑战。事实说明，女性保安员经过一定的培训之后，完全可以像男性那样从事柜台保安、检查出入口及日间巡逻的工作。”

目前，Premier保安聘请了500来个保安员，其中女性占总雇员的8%。比较三年前，在350名雇员当中，只有3%是女性。该合作社希望在2011年之前，能增聘200名雇员，而女性能有20%。

沙拉丁说：“我们正在探讨如何实施适合女性的灵活工作制。希望借此吸引那些希望重新出来工作的女性，以解决保安业的人手问题。”



从幼教到保安.....

沙哈雅（47岁）曾经是幼教老师，也一度在医疗机构担任助理放射线技师。最近，她加入Premier保安合作社，从事保安工作。她是在去年职总妇女发展秘书处主办的职业展上发现了这份工作。

“我愿意尝试新的工作，学习新的技能。从职业展中，我发现保安行业的前景不错，职业前途也不错，所以就试一试咯。其实，做什么工作都好，最重要是专心和投入。”

保安业雇联会长席尔瓦在一旁补充道：“我会正在和保安公司及政府部门谈论吸引人们加入保安业的方法。我们将尽力照顾保安从业员的利益，不管他们是年轻人或者是重返工作岗位的妇女。”

双管齐下 协助员工提升技能

新加坡工业与服务业雇联分会干事向公司管理层建议参加技能提升与应变计划，协助会员提升技能。

全球经济衰退已发展至单是努力削减成本已不足够，我们还必须拟定其他策略。职工总会秘书长林瑞生在2009年3月8日国际妇女节当天就指出，在采纳削减成本措施的同时，也致力于提升我们的能力是重要的。

他说：“劳工运动相信，雇用补贴计划和技能提升与应变计划这双重策略，将让新加坡占有其他国家所没有的优势。如果我们只依靠雇用补贴计划，我们只能延缓经济衰退所带来的冲击。不过，如果同时推行技能提升与应变计划，我们就能提升自己的能力。我们采取了迅速行动，逐家

公司、逐个员工、逐份工作地展开这方面的工作。”

与此同时，工会领袖也致力于说服管理层，探讨加强和提升员工技能的方法。

新加坡工业与服务雇员联合会（SISEU）助理秘书长余伟润就是其中一人。同时也是新加坡PSB学院分院主席兼预科学习中心的营运主管的余伟润，一直都有意识地协助他的公司削减成本。他在PSB学院对大专学生进行了敏锐观察后，得出了削减成本的方案。他说：“有了可随身携带的手提电脑，许多学生都倾向于从

互联网上获取资料，因此，我觉得不是每次都有必要影印资料给学生。”

随着环球金融危机日趋严重，余伟润考虑到不能只是削减影印成本。他向管理层提呈计划书，建议让员工在技能提升与应变计划下接受培训。

余伟润说：“过去几年，PSB学院不断通过改善工作流程、提高效率 and 提供创新服务，以巩固学院的基础。我们期望这些措施能协助学院渡过经济放缓的时期，为商业周期的下一个上升阶段做好准备。与此同时，我们为员工提供适当培训，加强他们的技能与能力，这也是重要的。如此一

来，学院才能在经济开始复苏时取得更迅速的发展。”

余伟润参加了2月11日由王鼎昌劳工学院主办的“U转劣势”工作坊。他说：“我们在这次的工作坊对经济情绪分享了彼此的看法，这进一步推动我鼓励学院管理层多加利用技能提升与应变计划。PSB学院的管理层也看到了为员工提供提升机会的好处，因为这将让员工在工作岗位上有更好的表现。我有信心，管理层会同新加坡工业与服务雇员联合会合作，参加这项计划。”

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职总周报

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U转
逆势

职总平价

捐献10万元爱心早餐



职总平价执行董事谢健平(左一)和职总平价集团总裁陈建秋(左二)在平价Xtra裕廊坊霸级市场亲自为学生送上早餐。

职总平价基金今年又再捐献10万元,给裕廊集选区内的贫困学生提供免费早餐。

职总平价合作社主席兼职总平价基金主席黄思绵在2009年3月16日为平价Xtra裕廊坊霸级市场开幕时指出,职总平价对社会公益一向不遗余力,过去三年来,平价基金一直资助位于裕廊中的爱心服务中心,开展供应免费早餐给区内贫困学生的计划。此项爱心计划,惠及17所学校的510名学生。去年,受惠的学校共有14所,学生420名。今年参与计划的学校增加了三所,包括尤索夫依萨中学、先驱小学和先驱中学。

平价Xtra裕廊坊霸级市场开幕嘉宾林文兴在致词时表示:“我想借今天这个机会感谢职总平价过去五年来不断支持爱心服务中心,协助服务中心在裕廊集选区内搞社区工作,帮助低收入居民及其家人。”

林文兴是总理公署部长,

也是前职总秘书长。他在致词中还提到,爱心服务中心目前有两大旗舰计划,其一是免费早餐计划,其二是体育、补习和引导计划(STAMP)。前者提供营养丰富的早餐谷粮和三文治给低收入家庭的学生,好让他们在上课之前有好的开始,精神饱满,专心学习;后者是让学生在放学后留在校园内补习,参加辅导和体育活动,以免在外头游荡或待在空无一人的家中。

他回顾爱心服务中心成立之初,职总平价执行董事(集团业务)谢健平便义不容辞带头示范,让职总平价捐献了50万元。此后,职总平价每年都拨款捐助爱心服务中心。今年捐献的10万元正好可以支付免费早餐计划的三分之二费用。

出席平价Xtra裕廊坊霸级市场开幕式的还包括平价执行董事(集团业务)谢健平和爱心服务中心(裕廊中)主席蔡祥碧等。

“我想借今天这个机会感谢职总平价过去五年来不断支持爱心服务中心,协助服务中心在裕廊集选区内搞社区工作,帮助低收入居民及其家人。”

— 林文兴

平价Xtra裕廊坊霸级市场

2009年3月16日正式开幕,位于裕廊坊,24小时营业,值夜班的裕廊区居民可以随时到那里购物。霸级市场售卖的货品应有尽有,包括新鲜食品、杂货、电子产品和家庭用具等。

职总平价的首间霸级市场位于宏茂桥城,于2006年12月开幕,之后便乘胜追击,又在后港开了一间。平价Xtra裕廊坊霸级市场是职总平价旗下的第三间霸级市场。

职总平价合作社主席黄思绵透露,该社计划在今年投资4000万元扩充营业,同时提升现有的超市设备,以便提供更加优质的服务。