

"thisweek

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MCI (P) 102/12/2016

e2i is here to help you plug into the high-tech world of robotics and drone flying

HSEU adds another nursing home into its ever-growing family

POU Treasurer Lim Choon Chai tells us why lifelong learning is the key to the future

Stacking the Odds In Your Favour

Workplace disputes that will break your rice bowl may now be a thing of the past thanks to the new Tripartite Standard on Grievance Handling.





Better Handling of Workplace Disputes

Workers embroiled in disputes look set to find a way out through TADM and the launch of the Tripartite Standard on Grievance Handling.

By **Fawwaz Baktee**

In the first six months since the Tripartite Alliance for Dispute Management (TADM) was set up, some 4,600 employees and employers have registered salary claims. This number includes 800 professionals, managers and executives (PMEs).

Manpower Minister Lim Swee Say gave this update on TADM's progress on 20 October 2017 at a tripartite event at the Devan Nair Institute for Employment and Employability.

Minister Lim also launched the Tripartite Standard on Grievance Handling on the same day. The standard was the third to be rolled out since July 2017.

TADM REPORT

Through mediation, TADM has helped 90 per cent of employees recover their salaries in full. In total, the amount recovered was about \$5 million.

Meanwhile, about 3,800 workers have benefited from TADM's advisory services on employment and contractual issues. Some 200 of these workers received additional help through legal clinics for disputes not covered under employment laws.

TRIPARTITE STANDARD

According to tripartite partners, the new standard requires employers to put in place procedures to manage "workplace grievances and build an inclusive and harmonious workplace".

MOM, NTUC, the Singapore National Employers Federation (SNEF) and the Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP) will be working with employers to adopt the new standard.

To date, over 220 companies employing some 245,000 workers have adopted the standard.

NTUC President Mary Liew said: "With TADM and the Tripartite Standard on Grievance Handling, workers now have additional avenues to help them resolve grievances and disputes. In particular, PMEs can now resolve their employment disputes amicably without resorting to costly civil suits."

She added that the Labour Movement will continue to work closely with tripartite partners to safeguard the interests of all workers.

SNEF President Robert Yap noted that although grievances and disputes are not desirable at workplaces, employers still need to put in place effective handling procedures to manage them. He also called on employers to work with tripartite partners to "minimise the impact of any grievances and disputes."

Key Features: Tripartite Standard on Grievance Handling



Employers must commit to providing a **channel** for employees to raise grievances. They must also conduct proper investigations and respond to affected employees.



Employers must commit to **communicating and documenting** grievance handling processes.



Employers must state the **appropriate authority** to hear a grievance case and take action in a reasonable timeframe. Employees must be given the right to bring the matter to the next level. This includes requesting assistance from the union should the employee be a union member.



Employers must also **train** their supervisors and relevant employees to manage feedback and grievances, and work with the union if the company is unionised.

i If your company is interested in adopting the new standard, visit tafep.sg or contact TAFEP at ts@tafep.sg.

When Mediation is Successful

We bring you four cases handled by the Tripartite Alliance for Dispute Management that achieved positive outcomes for workers.

**The names of the individuals have been changed to protect the identities of affected parties.*

By **Fawwaz Baktee**

Termination Issues

CASE #1 (NTUC MEDIATION)

Alan earned \$5,560 working as an engineer for his company for seven years and six months.

One day, his company terminated him on the grounds of poor performance. However, Alan did not receive any prior counselling on his performance and was not placed on any performance improvement programmes.

Before his termination, there had also been talk that the company was looking to restructure.

NTUC conducted a voluntary mediation on the member's behalf and managed to achieve two weeks' salary for every year of service for Alan. In total, he received 3.75 months' worth of retrenchment benefits.



CASE #2 (TRIPARTITE MEDIATION)

Having worked for his multinational employer since 2001, Brian, 48, had risen to become a regional sales manager where he brought home \$5,600 a month.

Brian's management informed him that they would terminate his employment without citing any reasons. He was given two months' salary in lieu of notice as per his employment contract.

Brian then approached his union for assistance, where they referred his case for tripartite mediation.

Through discussions, it was found out that the company was restructuring due to poor sales.

During the mediation process, the company claimed that Brian was terminated because of his poor performance, despite the fact that there was no mention of any performance issues in his most recent recent performance appraisal.

The company eventually relented and gave Brian a goodwill payment of four months' salary.

Salary Claims

CASE #3 (NTUC MEDIATION)

Chandran was earning \$14,000 a month as a director. He was not a shareholder or owner of the company he was working for at the time.

Although the company gave Chandran his termination notice, he was asked to leave after serving just one month of his three months' notice period.

The company refused to pay the balance of two months' worth of salary in lieu of notice, citing poor performance. The union took the stance that the company had to honour Chandran's employment contract by paying the member the remaining salary up to his last day of work.

After several negotiations and voluntary mediations, the company finally agreed to pay the balance two months' salary amounting to \$28,000.

CASE #4 (TRIPARTITE MEDIATION)

The company Dominic was working for as a crew superintendent was downsizing due to financial difficulties. Workers were paid their CPF contributions but not their monthly salaries. Even after resorting to shorter work weeks and pay cuts, the company still could not afford to pay its employees' monthly salaries.

The company, however, did not want to retrench any staff and advised them to resign on their own.

Dominic was owed some eight months and 20 days of salary, which amounted to \$27,440. He lodged a case for tripartite mediation before the salary owed to him exceeded \$30,000. Dominic did this despite being afraid of straining his working relations with his boss.

Eventually, the mediation was successful. Dominic's employer agreed to pay the full outstanding salary arrears over three instalments. The company also agreed to allow Dominic to resign without serving his notice period.

Dr Zhou demonstrates how one of ARICC's robots determines the gender of the person it is talking to and greet him or her accordingly.



Robotics Made Easy

Know of companies who are finding it hard to incorporate robotics technology into their operations? A new programme aims to make it a breeze for workers to acquire the knowledge.

Story and Photo by **Avelyn Ng**

On 9 October 2017, NTUC's e2i (Employment and Employability Institute) held its inaugural Robotics Day, where 72 participants from various fields attended a six-hour workshop on the basics of robotics jointly developed by e2i and Singapore Polytechnic's (SP) Advanced Robotics and Intelligent Control Centre (ARICC).

The robotics training programme will also be offering courses in two other levels – intermediate and advanced – in 2018. Eligible parties can receive subsidies from e2i and the Union Training Assistance Programme.

At the event, e2i distributed a handbook to guide small- and medium-sized enterprises to incorporate robotics into their operations. There was also a sharing session by speakers from SP who encouraged attendees to welcome robots as co-workers that can extend human reach and expand their potential.

"Singapore companies need to be on the faster side of change to remain globally competitive. We cannot afford to be less productive than countries with cheaper labour. It's not just about survival. If you can do a good job in robotics, automation and sensors, you will not just increase revenue but profitability too. It's a short-term investment for a long-term gain, and more secure jobs for our workforce," said e2i CEO Gilbert Tan.

SIMPLIFYING THE PROCESS

Participants took home a miniature robot they built using a start-up kit.

CoSpace, the software used during the class, allows simulation of robot in virtual reality and easy programming of the actual robot. According to ARICC Centre Director Zhou Changjiu, it is widely used for educational purposes locally and abroad. Robotics Day was the first time CoSpace was introduced to working adults.

"We shouldn't let them start from scratch and do hard coding. We need to give them all the tools and building blocks. Many people have the misunderstanding that robotics is complicated and time-intensive. By providing an intuitive, customisable platform, we can change their mindset," he explained.

SPREADING INDUSTRY ADOPTION

Dr Zhou, who founded ARICC some two decades ago, has seen batches of students join the research team and subsequently become entrepreneurs in the robotics industry. He said building an ecosystem for the industry and a talent pool is key for robotics to reach the masses.

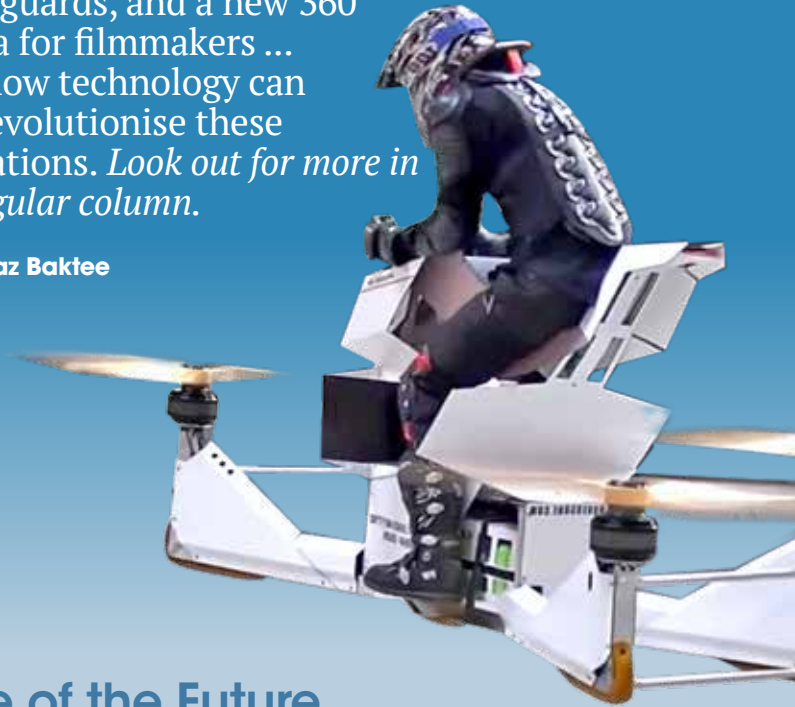
He shared: "Our students produce a lot of high-quality final year projects but what's really missing is in the gap between research and application. That is where e2i and NTUC play very important roles to gather students, educators and industry people from different sectors at one place."

While the centre's robots can now perform basic functions such as inspection and sorting, he is looking to tap on government networks to identify business needs and develop wider industrial applications.

Future Outlook: Start Imagining Today!

Hoverbikes for policemen, an electric buoy for lifeguards, and a new 360 camera for filmmakers ... Read how technology can help revolutionise these occupations. *Look out for more in this regular column.*

By **Fawwaz Baktee**



Force of the Future

Hoverbikes are the new in thing and the Dubai police force are the first to have it.

These policemen look like they're straight out of a Star Wars movie. Using these hoverbikes, policemen can zig-zag their way through vehicles and even fly above traffic when there is an emergency at speeds of up to 70km/h.

Source: gearheads.org

Super Camera



Samsung has just unveiled a new 360-degree camera for virtual reality (VR) that can live-stream in lifelike resolution.

Called the 360 Round, this beast of a camera has just about everything a VR filmmaker could want to create a masterpiece. Samsung hasn't yet announced how much the camera will cost, but we're sure it's going to be worth it.

Source: www.sammobile.com

Carrying You to Safety

Introducing U Safe, a life-saving buoy that can 'swim' in water.

This battery-powered buoy can be controlled remotely and, with the help of electric turbines, can cover a range of 5km in the open sea to carry victims to safety.

Made by tech company Noras Performance, U Safe is currently being used by the Portuguese Life Saving Institute.

Source: www.norasperformance.com



Steering Towards the Future

In his latest blog post, NTWU Executive Secretary Melvin Yong highlights how driverless technology may impact public transport workers in the future.

By **Fawwaz Baktee**

Although the mass deployment of driverless technology will take years to happen, the public transport industry needs to start preparing workers for it now, especially those in the bus sector.

National Transport Workers' Union (NTWU) Executive Secretary Melvin Yong said this in his latest blog post titled "Hey, no one is driving our bus!" on labourbeat.org.

"Look at our public rail industry. The trains travelling our North-East Line, Circle Line and Downtown Line are already driverless. The new Thomson-East Coast Line will also operate driverless trains.

"It won't be long before driverless technology takes over our public bus industry too. The question is when and to what extent it will be rolled out. Our bus captains must be prepared for this and must be ready to embrace driverless technology," said Mr Yong.

He revealed that the union's biggest concern is protecting the livelihoods of transport workers and ensuring they remain employable when the technology rolls out.

WORKING HAND-IN-HAND

Mr Yong added that the Singapore Bus Academy (SGBA) has a crucial role to play in helping drivers upskill to take on other jobs in the public bus industry. To support the effort, NTWU plans to work closely with the academy "to ensure that the curriculum will be beneficial to our drivers and prepare them for the jobs of the future."

The union will also be engaging government agencies and operators in this area.

"NTWU will continue to work closely with the Land Transport Authority to understand the nation's roadmaps and masterplan for driverless technology. We will also continue to work with our public transport operators to ensure that our bus captains are not displaced," said Mr Yong.

i To read the full blog post, visit labourbeat.org.



Ready to Work with a Drone?

We zoom in on drone operations, a future skill that could help you do your job safer, quicker and better.

Story and Photo by **Jonathan Tan**

Drone photography, characterised by stunning aerial perspectives of the world we live in, may be the rage amongst photography enthusiasts, but the practical applications of these multirotor flying devices extend far beyond that.

As a future skill, drone flying can be one of the tools you need to get your job done, particularly in industrial applications such as structural inspection and land surveying, shared Mark Yong, co-founder and CEO of Garuda Robotics, a homegrown drone data solutions company.

"I think that drone flying is going to be a skill that most people want to have. Being a drone pilot may not be a dedicated role, but something that you do as part of your regular duties, such as inspecting a building," he said.

While drone technology may not solve all industrial problems, Mr Yong shared that it can mitigate risks for roles that involve climbing up to high places or entering dangerous areas such as the side of a floating oil rig to check for readings.

FUTURE SKILL

Recognising drone operations as a skill for the future, NTUC's e2i (Employment and Employability Institute) is presently collaborating with Garuda Robotics to subsidise 50 per cent of the cost for the Professional Multirotor Pilot Course offered in the latter's training academy.

Besides teaching trainees how to operate a drone and the right conditions to do so, the week-long course also emphasises professional standards, particularly in the areas of risk assessment, safety and compliance with prevailing regulations applicable to drone flights.

A TRAINEE'S PERSPECTIVE

Exploring the potential drone technology can bring to his company saw Assistant Geographic Information Systems Manager Clifford Lee from Lee Boon Haw Registered Surveyor sign up for the course in October 2017.

"Drones can be another tool that can be used to assist us in data collection, especially from a different perspective, such as from the air," he said.

Mr Lee added that instead of having to physically climb roofs to do site surveys, a drone could help achieve the same outcome.

"The company has always been looking into this and we feel that at this point in time, the industry is mature enough to actually start looking into this technology," he said.

Mr Lee also shared how the perspectives picked up from the course will be useful in helping him create the necessary protocol to support future operations, particularly in the areas of licences and permit applications.

i To find out more about the Professional Multirotor Pilot Course supported by e2i, visit garuda.io/academy.



Boosting Singapore's Security

They do essential jobs and add to the diversity of our nation. With the launch of a SGSecure campaign, migrant workers may now be taking on the new role of keeping our workplaces safe.

By **Fawwaz Baktee**

Doing its part to help keep Singapore safe, the Migrant Workers' Centre (MWC) kicked off its first SGSecure campaign for migrant workers on 15 October 2017 at SCAL Recreation Centre. The campaign was jointly launched in conjunction with a Deepavali celebration organised by MWC which saw some 5,000 migrant workers enjoy a line-up of song, music and dance performances.

The campaign aims to equip migrant workers with the knowledge of handling security situations and emergencies like terrorist attacks.

Working with the Ministry of Home Affairs, the Singapore Police Force, the Ministry of Manpower and the Singapore Civil Defence Force, MWC produced a series of brochures that contain messages that guide migrant workers on the appropriate action to take during emergencies. The brochures are available in Bengali, Chinese, English and Tamil.

PREPARING MIGRANT WORKERS

MWC Chairman Yeo Guat Kwang said it is important to equip migrant workers with SGSecure knowledge.

"With proper knowledge, our migrant friends can also do their part in keeping Singapore safe and secure and help to maintain Singapore's reputation as a safe country to work in at the same time," he said.

Bangladeshi construction worker Mahabub, 24, found the brochures easy to understand and his key takeaway was to report to the authorities should there be an emergency.

Together with agency partners, MWC will be raising awareness of the SGSecure initiative to more migrant workers through a series of roadshows at various dormitories and recreation centres.

i The SGSecure brochures can be downloaded from the MWC Facebook page at www.facebook.com/mwccsg.

GOOD TO KNOW



SGSecure Roadshows

- 22 October (Sunday)**
Kaki Bukit Recreation Centre, 4pm to 7pm
- 09 December (Saturday)**
Kaki Bukit Recreation Centre, 5pm to 7pm
- 10 December (Sunday)**
Race Course Road Open Field, 4pm to 8pm
- 16 December (Saturday)**
Terusan Recreation Centre, 5pm to 7pm
- 17 December (Sunday)**
Penjuru Recreation Centre, 5pm to 7pm

The Right to Work Safely

Is enough being done to ensure the safety of our foreign domestic workers? More ownership by both workers and employers may be needed, says the Centre for Domestic Employees.

By **Fawwaz Baktee**



The Centre for Domestic Employees (CDE) has come out to urge foreign domestic workers (FDWs) to look after their own safety while working.

CDE made this call in a media statement released on 15 October 2017, in the wake of recent cases where FDWs were injured at work.

The centre added that FDWs and employers should adhere to the conditions laid out by the Ministry of Manpower (MOM), especially if FDWs are cleaning windows at heights.

Ensuring proper supervision of the FDW and installing window grilles that can be locked while cleaning are some of the conditions MOM set out since 2012.

"Every worker, including our FDWs, deserves the right to work in a safe and secure environment. The different stakeholders must come together and play their part to ensure a safer working environment for all our working people," said CDE.

ALL TO DO THEIR PART

CDE also hoped employers can partner the centre and relevant government authorities to ensure the safety of their FDWs.

"In addition to the mandatory Settling-In Programme for first-time FDWs where safety is covered as one of the key topics, we would like to encourage all employers to supervise their FDWs in the initial stages of employment to ensure they understand how to work safely.

"Employers can demonstrate handling household tasks safely, give periodic reminders on safety, and provide the proper tools and equipment," said the centre.

CDE also stated that employment agencies are in "a good position" to educate employers on safety measures as they would have a better understanding of the challenges FDWs face.

GOOD TO KNOW



24H Helpline:
1800 2255 233

Address:
185A Thomson Road,
Goldhill Centre (level 2)

Operating Hours:
Tues-Sun, 10am-6pm
(Closed: Mon and PH)



(From left) Plant Council Chairman Jose Tan, Plant Council Management Member Peh Chee Ee and Plant Council Secretary Saleha Mohd Nor.

Putting Workers First

Trust is central to the strong relationship between a council and its employer for matters concerning workers' welfare and training.

Story and Photo by **Jonathan Tan**

The key to a good working relationship between a company and its employees is trust. For ExxonMobil Chemical Operations Private Limited (EMCOPL), this has been the main thrust of the collaborative relationship between management and employee representatives.

The company features a plant council that comprises employee representatives and management who work together on the welfare and training needs of employees. Through the years, this arrangement has allowed the plant council to function as an intermediary and engagement platform between the 800 workers it represents and the company.

PLANT COUNCIL

"As a plant council representative, we are the people whom workers on the ground turn to for advice and information. It is very important for us to have basic industrial relations knowledge so that we can help our colleagues," said Plant Council Chairman Jose Tan.

"We are the platform for communication between the management and the ground. Our role is to collaborate and find the best solutions to issues that arise, create win-win outcomes and build trust as a result," added Saleha Mohd Nor, secretary of the plant council.

According to Peh Chee Ee, the plant council management member, the council also works together on other aspects such as workplace safety, logistics and productivity. These matters are all addressed in an open and transparent manner during regular forums.

DEEPENING KNOWLEDGE

Mr Peh added that EMCOPL's management is very supportive of the plant council, and ensures they receive the necessary training in areas such as industrial relations to allow them to gain relevant knowledge to support their members and actively participate in discussions.

This is where training courses such as Understanding Singapore Industrial Relations Systems and Labour Legislations organised by the Ong Teng Cheong Labour Leadership Institute (OTCi) on 5 October 2017 proved useful for the 29 attendees including plant council representatives and management members.

"This course is important in giving us a better understanding of human resource policies; why things are the way they are and how certain government regulations affect them. If any clarifications need to be done with colleagues, we will also be able to share background information with our members," shared Saleha.

Turning Things Around

ABB Pte Ltd works with SISEU and e2i to turn a bleak business situation into a win-win outcome for the company and workers.

By **Fawwaz Baktee**



Fewer orders and low production output – while most companies would opt for making workers redundant, more progressive ones like ABB Pte Ltd choose to not affect workers' incomes and livelihoods.

"We follow the company's philosophy closely. As far as possible we will avoid letting any of our employees go. We must go through tough periods together and turn situations like these into opportunities for our workers," said ABB Power Products Division Operations Head Eng Wei Qin.

In June this year, the company introduced the four-day work week for its workers but it was only meant as a temporary measure.

"Why we went for that option was because many of the workers had not cleared their annual leave since 2016.

So we implemented the four-day work week for them to do so but this isn't suitable for the long-term as the amount of paid leave is limited," said ABB General Manager Jacknason Chua.

WORKING TOGETHER

The company subsequently turned to the Singapore Industrial and Services Employees' Union (SISEU) and NTUC's e2i (Employment and Employability Institute) to tap on the Manufacturing Resilience Tripartite Programme (MeRP).

Through the MeRP, ABB receives funding for the training cost and absentee payroll when its workers attend courses during the lull period.

The company, SISEU and NTUC's e2i (Employment and Employability Institute) worked with training provider NTUC LearningHub to curate a series of Singapore Workforce Skills Qualification courses for the employees. They range from lean thinking at workplaces to housekeeping rules, self-discipline, and standards in the maintenance of a clean and tidy work environment.

"When output was high, we barely had the time to do this. Now that production output is low, we look at this as a good opportunity," concluded Mr Chua.

“For our unionised companies facing challenging business conditions, it is in the interest of the union to work with the management team to minimise impact on the employees. SISEU is pleased to receive support from e2i to assist ABB to tide over the lull in business volume through the MeRP.”

*SISEU General Secretary
Phillip Lee*

Make-A-Wish, Make a Difference

SMOU's annual bursary and scholarship awards adds on do good elements to care for the vulnerable in society.

Story by **Avelyn Ng** Photo by **SMOU**



Madan (*bottom right*) joins guided tour to the Wavelink Maritime Institute's state-of-the-art simulation centre, where visitors experience different weather conditions and ship manoeuvring techniques.

At a ceremony held on 14 October 2017, the Singapore Maritime Officers' Union (SMOU) presented scholarship and bursary awards to 44 members' children.

The NTUC U Care Education Co-Funding Scheme supported 50 per cent of the bursary awards amount. A total of \$29,300 was disbursed to the recipients.

Separately, SMOU's social enterprise, Wavelink Co-Operative, also rewarded 21 members' children with \$9,600 worth of Wavelink Book Awards.

GOING BEYOND

The annual event also saw extended financial support towards families of members who have passed on. Through a new award category, three children of late members received \$1,000 worth of bursaries under the SMOU Care Fund.

Another highlight of this year's event was the option for eligible members to donate their NTUC U65+ membership rebates to a charitable organisation of SMOU's choice. More than 200 SMOU members supported the initiative, raising over \$10,000 for Make-A-Wish (Singapore) which grants the wishes of children with life-threatening medical conditions.

"I'm very proud of our executive committee and SMOU members who live out our union's core value of care and share," said SMOU General Secretary Mary Liew.

THE BENEFICIARY'S STORY

Secondary One student Madan Saravanapavan was born with a condition that hinders regular body growth. With poorly functioning kidneys that are progressively degenerating, it is difficult for him to use a manual wheelchair and perform daily tasks independently.

Through Make-A-Wish, SMOU fulfilled Madan's dream of a motorised wheelchair and personally delivered it to his home in early July 2017. To help him with his studies, SMOU also surprised him with a new laptop at the event.

He shared: "I can now move about freely in school and spend quality time with my mum outdoors. I would like to thank SMOU and the donors for their compassion."



The memorandum of understanding between HSEU and LAM Home recognises 78 employees as union members.

Growing the Family

HSEU welcomes Lee Ah Mooi Old Age Home into the fold.

Story and Photo by **Jonathan Tan**

The Healthcare Services Employees' Union (HSEU) has continued its outreach to healthcare workers in Singapore's nursing homes with the signing of a memorandum of understanding (MOU) with Lee Ah Mooi Old Age Home (LAM Home) on 17 October 2017.

This partnership was the result of nearly five years of engagement between HSEU and LAM Home. Led by HSEU's Welfare Committee, activities included worker appreciation events, skills workshops and volunteerism efforts that brought cheer.

WORKING TOGETHER

The MOU will see the nursing home's management recognise all its 78 employees as HSEU members and pay the annual union subscription fees for both current and future employees. A branch committee will be established where employees can raise employee grievances and other workplace issues.

During the signing, both union and management also discussed possible avenues of collaboration, particularly in the areas of manpower needs, staff engagement, skills development and training opportunities.

"Being part of the Labour Movement family will benefit not just my staff, but my residents as well. My staff will now have a platform to address any issues which they may be unhappy about and also gain from the union's support for both welfare and training needs," said LAM Home Administrator Then Kim Yuan.

"This MOU cements our long-term relationship with a small- and medium-sized enterprise that looks after Singapore's ageing population. We also want to work very closely with the management to take their staff's capabilities to the next level," added HSEU President K. Thanaletchimi.

Reinforcing HSEU's commitment towards representing long-term caregivers in Singapore, General Secretary Diana Chia said the MOU is one way in which the union's network can be widened to look after this group of workers and better understand their needs. The idea is to improve the caregiver's welfare so they can, in turn, better see to the welfare of the residents under their care.

Gaining a Digital Edge

Want to find out how data analytics can take your business into the future? POU members and PSA management get a glimpse at a recent visit to Intel's Digital Hub.

Story and Photo by **Jonathan Tan**

Given the rapid growth of technology, more information is finding its way onto the Internet. Details such as customer tastes and preferences can now be gleaned online through a host of platforms, particularly social media channels.

Even for a technology company like Intel, making use of such digital information took some getting used to. This was what some 13 Port Officers' Union (POU) members and PSA Singapore management partners found out at a learning journey to Intel's Digital Hub for the Asia Pacific and Japan on 20 October 2017.

LEVERAGING THE NETWORK

"We are currently being disrupted by new technology at our workplace, so we wanted to leverage our Labour Movement network to bring our PSA Singapore management partners to find out how Intel does it. We wanted to learn more about the challenges they faced as they adopted new technology, how they trained their staff and even instilled in them a curiosity for learning," shared POU President Benjamin Tang.

Through the presentations and discussions on the Digital Hub's operations, participants picked up fresh insights on how data can be understood and utilised to support an organisation's operations. Additionally, they also learnt about developing such digital capabilities, the necessary skills and aptitude for success.

The session was organised by the union and NTUC's U Future Leaders. Intel is part of NTUC's U Circle of Friends network.



TAKEAWAYS

"I appreciate POU for organising this session because like Intel, PSA Singapore is also looking at how to develop an exciting workplace that is not limited by one's education background or experience. The challenge for us employers and the union is how we can fan this passion in our workers," said PSA Singapore Managing Director Cheang Chee Kit.

NTUC Assistant Director-General Vivek Kumar explained how unions, being the core of the Labour Movement, can tap the network to benefit both their members and management partners. In this instance, U Future Leaders worked with POU to bring their management partners to an innovation lab to have conversations linked to skills and career development.

"I hope to have more unions come on board to connect to different parts of our network," he added.

i To find out more about NTUC's U Future Leaders, visit www.ntuc.org.sg/ufutureleaders/.



Exclusively for Unions, Unionised Companies & Social Enterprises

Marvellous Merriment Begins @ OCC

It's time of the year to express your Thanks and Appreciation, and to spread the words of joy this holiday season by hosting your celebratory events with us at Orchid Country Club - the ideal venue for appreciation functions and corporate events.

Reward your employees for their work commitment and dedication, and plan a warm get-together with your business associates and working partners to thank them for their support and partnership over the past year! Let the Convention Sales Team plan and execute your next event.

YEAR-END APPRECIATION PACKAGES

Weekday
(Mon - Thu)

From \$62⁺⁺ Per Person
(Min. 50 Persons)

Weekend
(Fri - Sun)

From \$65⁺⁺ Per Person
(Min. 100 Persons)

Packages include these and MORE!

- Choice of festive buffet menus with free flow drinks (Halal & Vegetarian menus available)
- One complimentary bottle of house wine per table
- One complimentary 20-litre barrel of beer for minimum guaranteed of 120 persons
- Complimentary one night stay for the organising committee on the event date
- Complimentary one night Orchid Lodge room stay voucher as lucky draw prize

Other celebratory, meeting and seminar packages are also available.



All-day full **complimentary parking** and **OCC shuttle bus service** to and from Yishun MRT Station are available for **all attendees**.

Packages are valid from 1 - 31 December 2017. Do enquire about our January promotions as well. Prices are subject to 10% service charges and prevailing GST. Terms and conditions apply.

For enquiries and booking, please contact Ms Jenny Ong at **6750 2166** or email s&m@orchidclub.com and quote **NTWMM17**.

What's Happening Where

Compiled by **Shukry Rashid**

Nutrition and Weight Management

Ladies, want to be healthy and slim at the same time? It might just give you more confidence at the workplace. Discover the secrets at the Nutrition and Weight Management event organised by NTUC U Women's Network and U Live. Topics covered include having a healthy body weight and its benefits, the causes of weight gain and the fundamentals of healthy eating and cooking.

i 1 Nov 2017, 7pm-8.30pm, NTUC Centre, Room 801. Free (NTUC members), \$5 (public). Register at www.goo.gl/wWbQVx by 25 Oct 2017. For enquiries, email ufamilyevent@ntuc.org.sg.

Hair Care Workshop

Literally losing your hair over that big project in the office? Hair care products that are not suitable for your hair and scalp may further exacerbate the problem. Check out this hair care workshop where consultants from Rausch will be on hand to assess your hair and scalp condition and recommend the most suitable products for you. Participants can also look forward to a door gift.

i 4 Nov 2017, 2pm-4pm, Tulip Room (2nd Level, Clubhouse), Aranda Country Club. \$2 (union member), \$6 (guest). Minimum of 10 participants. Register by 28 Oct 2017. For enquiries and registration, contact Linda Yeo at **6584 6811** ext 30 or email linda.yeo@arandaclub.org.sg.



Property and Consumer Rights Workshop

Finally going to buy the home of your dreams? Before you put that pen to paper, you might want to know more about your rights as a consumer and property buyer. Organised by NTUC U Live, the Property and Consumer Rights workshop will give advice on the types of laws protecting consumers and how you can work better with your property agent to achieve a smoother transaction.

i 28 Oct 2017, 9.30am-12.15pm, NTUC Centre, Room 801. Pre-registration required at www.bit.ly/ulivetalk_october, on a first-come-first-serve basis. For other enquiries, email ntuc-ulivedept@ntuc.org.sg.



Customer Experience Career Fair

Hospitality is an industry that looks set to grow. The contact centre and retail sectors are still hiring service-oriented individuals who are passionate about delivering an excellent customer service experience. Interested? Drop by the Customer Experience Career Fair Meet organised by NTUC's e2i (Employment and Employability Institute) to find out more about the career pathways in store for you.

i 27 Oct 2017, 10am-5pm, Republic Polytechnic. For Singaporeans only. Participants are strongly encouraged to pre-register by 26 Oct 2017, but walk-ins are welcome. For more information and pre-registration, visit event.e2i.com.sg/public/webpage/1/841.

Snapshots

A quick roundup of what went on in and around the Labour Movement recently.

By **NTUC This Week Team**

New High-Tech FairPrice Store

NTUC FairPrice has raised the bar for retail innovation with the opening of a new high-tech retail store at SingPost Centre.

Serving as a 'living lab' to test out new technologies, shoppers can find their way around the 22,000 sq ft store with a navigation system that uses visible light communication technology, create a digital checkout cart for their items, and enjoy a more intuitive self-checkout process.

A dedicated experiential corner was also created to showcase more groundbreaking technology designed to make shopping more interactive and immersive.

"FairPrice is constantly innovating to meet the changing needs of our customers and make lives better for all. This store at SingPost Centre is designed to showcase and test new retail technology in a real-world environment to provide greater convenience, boost productivity while also providing customers with a glimpse of what the future of supermarket retail might be," said NTUC FairPrice CEO Seah Kian Peng.



Market-Ready in 4 Months

The Advanced Certificate in Market Research programme was launched on 16 October 2017 at the NTUC Centre. Jointly introduced by NTUC, Republic Polytechnic and the Marketing Research Society Singapore (MRSS), an NTUC U Associate, it marked a first-of-its-kind partnership between the Labour Movement, an industry partner and an institute of higher learning.

The four-month certification course is the first of a series of short classroom-to-market programmes designed to enable working professionals in market research and marketing to pick up key skills and insights to tap opportunities in the industry. The first intake of the course is scheduled to commence in April 2018.

i For enquiries and application, email ace-help@rp.edu.sg or visit www.rp.edu.sg/ace.



Human Capital Partners

Almost 60 new employers were recognised as Human Capital Partners by Minister for Manpower Lim Swee Say during the recent Human Capital Partnership Conversations event held at Fairmont Hotel.

Minister Lim said the development of human capital is critical to Singapore's future growth, and this starts with a mindset change from human resources into human capital.

Launched earlier this year by the Tripartite Alliance for Fair and Progressive Employment Practices, the Human Capital Partnership (HCP) Programme is a community of progressive employers who invest in human capital development in Singapore. The HCP Programme now has 130 HCPartners.

i Employers who are interested in joining the HCP Programme can visit www.tafep.sg.



SPH Retrenchment: CMPU Assistance

Singapore Press Holdings announced the redundancy of 230 jobs, of which 130 are retrenchments, on 12 October 2017. The rest are attributed to retirements, terminated contracts and eliminated roles.

The Creative Media and Publishing Union (CMPU), who was informed in advance, said this was due to a decline in the core media business and restructuring changes within the company.

According to CMPU President David Teo, the union has been working closely with the management to ensure that affected workers are given fair retrenchment packages. It will also work with NTUC's e2i (Employment and Employability Institute) to assist workers with job placement.

A career networking event for retrenched workers to meet potential employers will be held on 30 October 2017.



TNTA Graduation and Investiture

Some 13 cadets of the 13th cohort in the Tripartite Nautical Training Award (TNTA) programme are a step closer to becoming Certificate of Competency (CoC Class 3) Deck Officers, having completed the first phase of their 31-month long training. This includes an intensive six-month pre-sea training at the Wavelink Maritime Institute.

The cadets received their certificates at a ceremony on 2 October 2017 at the Amara Hotel.

They can now continue on to the second and third phase of the programme, requiring 18 months of sea-time training and seven months of courses and exams respectively.

Some 14 cadets of the 14th cohort were also present at the ceremony for their investiture.

Lim Choon Chai

FACE 2 FACE WITH

By Ramesh Subbaraman

The Port Officers' Union (POU) is launching several programmes to ensure that its members are up to speed with upskilling themselves.

For 61-year-old Lim Choon Chai, the union's treasurer for the last 16 years, constant learning has become a way of life.

Mr Lim, a deputy manager at PSA's operational procurement department shares with *NTUC This Week* the union's plans to future-proof its members for the new Tuas mega port.

NTUC This Week: How has POU been helping workers to stay relevant for the future?

Lim Choon Chai: POU, together with NTUC's e2i (Employment and Employability Institute), PSA management and the Singapore University of Social Sciences (SUSS) started quarterly professional development seminars for its members. Some of the topics discussed at these seminars include the fourth industrial revolution, trends in the port and shipping industry, and logistics and supply chain [industry].

To support and encourage lifelong learning and to help members take ownership of their own skills upgrading, POU has launched a SkillsFuture Credit top-up scheme with the support of Temasek Foundation Cares. Based on a first-come-first-serve basis, a maximum of 60 grants of up to \$250 each will be given to each successful applicant from POU.

What are some of the issues you expect will come up for discussion during the upcoming NTUC Ordinary Delegates' Conference (ODC)?

Representing professionals, managers and executives (PMEs) will be one topic for the upcoming ODC. In this regard, the unions



should proactively engage employers to identify new skills requirements for their companies and work with institutes of higher learning to mobilise PMEs to upgrade themselves.

What concerns do you have for your members today?

As PSA is moving its container operations to Tuas, members should continue to acquire relevant skillsets to take on new job demands [to handle equipment] such as the Automated Guided Vehicle (AGV) and Automated Rail-mounted Gantry Crane (aRMGs), just to name a few. The speed with which workers have to get future ready is of concern to me and the union management in our constant discussions.

How are you personally keeping yourself updated on the changes at your workplace?

I attend at least one or two courses conducted by the PSA University or external trainers every year to acquire new skills so as to keep myself updated to stay relevant in the workplace. My advice to colleagues in my age group -

consistently upgrade your skills. It shows your passion and ability to learn new skills are still up and running, and that makes you more marketable.

INSIDER'S GUIDE



Port Officers' Union (POU)

Date of Registration: 2 May 1967

Date of Affiliation to NTUC: January 1970

Members: 1,700, majority of whom are professionals, managers, executives and technicians.

Good To Know: The union had its beginnings as a Senior Officers' Association during the Singapore Harbour Board era in 1946. After the formation of the Port of Singapore Authority, the union was registered as the Port and Dock Officers' Union on 2 May 1967. On 8 October 1975, the union changed its name to Port Officers' Union as the dock department was transferred out of PSA.

NTUC THIS WEEK

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