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Dedication Is Ethos Of Labour Movement

DSG Heng Chee How (left) together with NTUC President Diana Chia (second from right) and DBSSU President Nora Kang (seated, in purple) together with fellow unionists sharing a light-hearted moment.

By **Florina Oo**

For the Labour Movement to remain strong and responsive, there is a need for a pool of dedicated union leaders to continue representing the workers of Singapore. Hence, the 3-Flow framework of leadership renewal and development will ensure a healthy pipeline of young union leaders for the future.

Speaking at the UNITE Leadership Summit on 23 November 2012 at Orchid Country Club, NTUC Deputy Secretary-General Heng Chee How pointed out that more than half of NTUC's affiliated unions have embraced the framework for leadership induction, development and renewal.

Hosted by NTUC President Diana Chia and Secretary-General Lim Swee Say, the event paid tribute to seven union leaders who have selflessly stepped aside and Flowed On to groom a younger generation of leaders to take over leadership positions in their respective unions. Over 600 guests, including 500 union leaders and staff, were at the Summit to celebrate the contributions of the veteran union leaders.

To continue pushing improvements for workers of all levels, DSG Heng emphasised that strong and principled leadership must remain at the heart of the Labour Movement. He noted that encouraging progress has been made to renew the ranks of union leaders.

DSG Heng highlighted that the induction of new leaders has seen an overall renewal rate of 20 per cent and that the pool of leaders below the age of 45 has increased by 10 per cent. He also pointed out the pool of women leaders has increased by five per cent between last year and September this year.

> "We are fortunate to have within our fold such leaders of principle and purpose who knew instinctively what were the right things to do, and then did them."
>
> NTUC Deputy Secretary-General Heng Chee How

As the 3-Flow framework steps up the momentum, DSG Heng commended the Labour Movement veterans and thanked them for their years of dedicated service. He added: "They saw beyond themselves and built the leadership pipeline beyond themselves, so that there is a future and hope for their unions and their members."

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More Than 300,000 WIS Recipients To Receive WSB By 1 December 2012

By 1 December 2012, 339,000 Workfare Income Supplement (WIS) recipients will have received the third instalment of their Workfare Special Bonus (WSB) payment. The WSB is part of the $3.2 billion 'Grow & Share' Package announced by the Government in February 2011.

The WSB, given on top of WIS, is paid in four instalments - with two instalments amounting to 50 per cent of WIS for work done in 2010, and 25 per cent of WIS each year for work done in 2011 and 2012. The first instalment was paid in May 2011 and the second instalment was paid in December 2011.

Eligible employees will automatically receive their WSB payments fully in cash. For example, a WIS recipient aged 60 and earning $1,000 a month will receive $700 in WSB on 1 December. This is on top of the $2,800 that he would have received in WIS this year, giving a total of $3,500. A worker aged 45 earning the same wage will receive $350 in WSB this year, on top of the $1,400 that he would have received in WIS, giving a total of $1,750.

Self-employed persons who declare their income and make their mandatory CPF Medisave contributions will receive WSB - half in cash, and the other half in their Medisave Account. Those who have declared their 2011 income and made Medisave contributions by 31 October 2012 will receive their WSB on 1 December 2012. Those who have declared their 2011 income by 31 May 2012 but have yet to contribute to their Medisave may still qualify for WIS and WSB for work done in 2011, if they make their Medisave contributions by 31 December 2013.

The WSB is expected to cost Government about $450 million over three years. For more information on the Workfare Special Bonus, please visit the website www.cpf.gov.sg or call 1800 222 6622.

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Workers Set To Benefit From SPWU-PSA's New CA

By **Joshua Joseph**

The strong ties between Singapore Port Workers Union (SPWU) and PSA have paved the way for employees to enjoy a wage increase with the signing of a new Collective Agreement (CA). The CA signed between SPWU and PSA Singapore on 19 November 2012 will see the monthly salaries of PSA staff increase by seven per cent while the maximum of the Performance Incentive pool (a variable bonus component) will be revised from three months to 2.5 months with effect from January 2013.

With this, staff will benefit by receiving a higher proportion of their total wage package upfront as fixed monthly salaries and also improve on their total annual wage package. In addition, the maximum of salary ranges for PSA's junior officers will be further increased by five per cent.

Said PSA International Group Chief Executive Officer Tan Chong Meng: "I'm very pleased to see the strength of the partnership between union and management continuing and it is underscored by this CA. The mutual trust, respect, the spirit of collaboration that has allowed our business to be competitive continues to be the engine for PSA to the benefit of our company and also our staff."

He added: "I'm happy that we are able to arrive at an agreement that meets the demands and the expectations of both sides in a satisfactory manner. In this particular CA, PSA continues to ensure that our pay package stays up to date in line with our philosophy of keeping our wages competitive and our jobs progressive."

> "I am extremely pleased with the amicable settlement of the CA whereby all our members from every department and terminals benefited, especially with the revised pay package. This stands as a testimony of our good Labour-Management Relationship!"
>
> **SPWU President Lam Yuen Shin**

In line with NTUC's Progressive Wage Model, an additional career progression level will be introduced for Yard Crane Operators in this CA. This will serve to encourage existing Yard Crane Operators to strive towards further skills upgrading and productivity improvement. This comes after successful introductions of similar progression levels in other positions within the company in recent years.

The new position known as Senior Container Equipment Specialist (Yard Crane) will see them earn a higher basic salary range of $1550-$2450, compared to the salary range of $1350-$2050 which they currently earn as a Container Equipment Specialist (Yard Crane).

SPWU General Secretary Ameer Hamzah explained: "Right now, they are doing mentoring, they are doing training and at the same time doing their jobs. Which means that these people have taken on an added responsibility… By having this new position, we are recognising them and rewarding them, which to us should actually be the rightful way of rewarding."

Speaking at the event, SPWU Executive Secretary Ong Chin Ang paid tribute to the CA team which he believes have done a "wonderful job" in working to secure this important salary revision by adopting a practical approach with "a win-win mindset."

He said: "I would like to thank them and therefore I am much more confident that the future of PSA and SPWU are in the hands of a group of reliable and good people to look after the well-being and welfare of workers."

A Sky High Treat For SISEU PMEs

By **Marcus Lin**

NTUC PME Alignment Unit and Legal Services Department Director Patrick Tay (right, back to camera) giving PMEs the goodies list.

Close to 100 PMEs (Professionals, Managers and Executives) had that top of the world feeling at a special evening organised for them by the Singapore Industrial & Services Employees Union (SISEU) on 22 November 2012.

Perched on level 56 of ION Orchard, the event at the ION Sky offered the PMEs from SISEU-affiliated companies a breathtaking panoramic view of the city while also appreciating the finer points of wine selection and food pairing from expert sommeliers.

Themed `Beyond The Clouds: Discovering Wine In the Sky', it was not just great views and pairing wine with food. The PMEs also discovered how pairing with the union and the Labour Movement pays off as they learnt about new workplace related initiatives exclusive to union members as well as other membership perks.

Out of SISEU's more than 62,000 members currently, it can be safely estimated about 20 per cent of the Ordinary Branch members are executives and above and this figure can only get higher in line with changing workforce demographics.

NTUC PME Alignment Unit and Legal Services Department Director Patrick Tay told the gathering that if a stone is thrown into a crowd, chances are it will hit a PME because "something like more than half of the people out there are PMEs in Singapore. So we are doing a whole series of programmes, initiatives and efforts to benefit our PME membership.

"As you know, SISEU is the second biggest union in Singapore and there are lots of PME members in SISEU. Tonight's event is but a precursor, a sampler of many more events to come both at the NTUC level as well as the union level."

Highlighting a series of events and tie-ups that were rolled out the past 12 months catered specifically for PMEs, Mr Tay said they touched on the Work, Live, Play as well as Learn aspects because "we know that PMEs want to go up the career ladder, want to earn more, want to stay more employable."

He urged them to tap on the Union Training Assistance Programme and a "whole suite of courses targeted specifically at PMEs" including those by Next U, a professional training arm of NTUC LearningHub, designed for the PME populace. "I encourage you to have a closer look. It may not benefit you but could benefit your friends, loved ones and colleagues. So take a close look at that" and to find out more from various Labour Movement apps and websites.

Mr Tay added that the changes to the Employment Act and Industrial Relations Act that the Labour Movement is pushing for will give PMEs protection: "We are not asking for 100 per cent foolproof protection, but at least some basic protection that is traditionally available only to rank-and-file workers."

He also encouraged them to refer workplace issues to the NTUC book `Workplace Rights For The Busy Executive' available in print and online, as well as the workplace advisory app available.

Zero Tolerance For SMRT Bus Drivers' Illegal Strike

By **Marcus Lin**

After careful deliberation as to why 171 non-unionised SMRT bus drivers from China refused to work on 26 November 2012 followed by 88 the next day, Acting Manpower Minister Tan Chuan-Jin called it an illegal strike at a media conference on 27 November 2012.

He made it clear that there are rules and procedures governing workplace grievances that both employers and employees must follow without exception: "By taking matters into their own hands the drivers have clearly crossed the line. These workers have disrupted public transport services and Singapore's industrial harmony.

"The Government views these disruptions very seriously. We have zero tolerance for such unlawful action because disrupted essential services not only affect the workers in the industry, but also affect the daily life of all in the community."

The public transport services provided by SMRT fall under `essential services' under the Criminal Law (Temporary Provisions) Act or CLTPA. Strikes are illegal for workers in essential services, unless they give the employer 14 days' notice of the intent to go on strike and comply with requirements of the notice.

Mr Tan stressed that utmost care was taken before calling it an illegal strike: "Firstly, we need to ascertain the facts and circumstances. We also need to ascertain the rules and regulations as provided under the law. That's important. The labelling of an industrial action such as this is not trivial. Because by labelling it as a strike or not a strike will then also open up a series of actions that will follow thereafter.

"So it is important for us to do due diligence and investigate to make sure that we are quite clear what exactly happened", adding that after the decision is taken "there will be a series of potential responses and it would be prudent for us to also ascertain what those reactions might be and be prepared for them as well."

Minister of State for Transport Josephine Teo (left) and Acting Manpower Minister Tan Chuan-Jin addressing the media.

He said that all workers, local or foreign, need to be treated fairly in accordance to Singapore's laws and that good leadership and management are the responsibilities of any good employer.

"MOM understands the bus drivers' grievances. We expect SMRT to address the grievances raised. SMRT should also work with the union to resolve these issues. However, regardless of their grievances, what the workers have done is illegal.

"There are right ways and wrong ways to handle these concerns. There are due processes to be followed. Just as we expect employers to follow the law, employees should similarly do so. Taking the law into your own hands is wrong. This illegal strike is not acceptable and would be dealt with in accordance to the law."

Minister of State for Finance and Transport Josephine Teo also deplored the disruptive actions of the illegal strike and assured that back up plans are in place to contain the damage done: "Despite the actions of this group of drivers, all bus services continue to run. All commuters were able to take their usual services. Yesterday, SMRT was able to maintain services at about 90 per cent of normal levels.

"Today, with some drivers returning to work, SMRT has been able to restore services to about 95 per cent of normal levels. We are grateful to the public transport workers to have taken on the additional burden of covering the duties of their fellow workers who decided to go on strike."

Four Charged

Following the media conference, 20 SMRT bus drivers were picked up by police for investigations and four were charged in Court on 29 November 2012 with instigating an illegal strike involving fellow workers. One faces an additional charge of making an online post about the strike.

If convicted, the penalty for illegal strikes is a fine not exceeding $2,000 or imprisonment for a term not exceeding 12 months, or both. Police investigations are still going on.

NTUC's Response To Government's Actions

The National Trades Union Congress (NTUC) supports the actions taken by the Government. It is important to send a clear signal to all workers that as a nation ruled by law, there are proper ways of dealing with issues and disagreement.

Any action that is illegal must and will be dealt with firmly, regardless of whether the workers are local or foreign. We have a system in place to deal with workplace issues and grievances, one that has been painstakingly built over the years and has served us well. This must continue.

There are important lessons that can be drawn from this episode. Management must maintain an open line of communication with their workers especially those who are not union members. Workers must recognise that there is a right and proper way to air their grievances and these should be adhered to. We hope that such an incident will not be repeated.

The National Transport Workers' Union (NTWU) has offered to continue working with SMRT management in engaging and addressing the issues faced by the PRC bus drivers.

NTWU's Position On Dispute

Though the striking SMRT bus drivers were not union members, National Transport Workers' Union (NTWU) Executive Secretary Ong Chin Ang and Deputy Executive Secretary Desmond Choo visited the drivers at their dormitory to talk sense into them and advise on Singapore laws.

The drivers were also advised to return to work to avoid inconvenience to the public, and told that the union could extend more help if they joined as members.

NTWU Statement Issued On 26 November 2012

The National Transport Workers' Union (NTWU) does not have the legal mandate to represent the PRC bus workers of SMRT as they are not union members. We urge these workers to return to work immediately as public transport is an essential service for the members of the public.

They should approach the Ministry of Manpower or Migrant Workers Centre for assistance. We also urge the workers and management to work together to resolve their disagreement. NTWU is prepared to help in the discussions, if the two parties welcome the involvement of the union.

We hope matters can be resolved as soon as possible so as to minimize impact on commuters and other SMRT workers who have to put in extra hours to cover the duties of those who do not show up for work.

Valuable Lessons Learnt

In a statement issued on 28 November 2012, NTUC Assistant Secretary-General Cham Hui Fong said foreign workers can become union members and there are today 125,000 who have already done so.

"In the public transport sector, majority of PRC bus drivers working at SBS Transit are union members, whereas majority of foreign bus drivers in SMRT have not joined the union.

"There are valuable lessons to be learnt from this incident at SMRT. Management should recognise the positive role the union can play. Union will continue to step up efforts to bring more foreign workers into their membership base. On their part, foreign drivers should see the benefit of joining the union so that the union can be of assistance to them.

"We have enjoyed industrial peace as we have a system in place to deal with workplace issues and grievances fairly and constructively. The law should always be abided to."

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Honouring Our Tireless Leaders

Seven respected flow-on leaders were presented the Flow On Tribute Plaques at the UNITE Leadership Summit on 23 November 2012 for their tireless efforts in their union work and grooming a younger generation of leaders to take over the leadership reins.

NTUC This Week features these seven respected leaders and finds out how they will continue to contribute to the Labour Movement.

By **Nicholas Lee**

Brother Ong See Ham, Public Utilities Board Employees' Union (PUBEU), President (2007 – 2012)

Brother Ong See Ham has been a dedicated unionist for more than 30 years. He started of as a branch committee member in 1978 as an Assistant Branch Secretary of the Technical Officers' Branch of the Amalgamated Union of Public Employees (AUPE) and became its branch secretary in 1981.

"I started off from scratch as a branch committee member, then worked my way up to be the President of PUBEU," says Brother Ong. "Although the journey has been long and challenging, it is a very memorable one," he added.

Brother Ong, a strong believer in lifelong learning has also encouraged his members to upskill and upgrade themselves. "For young leaders that come into the union, we encourage them to go for the Basic Certificate in Industrial Relations and thereafter the Diploma in Industrial Relations," shared Brother Ong.

"All these, so that they can remain committed to the Labour Movement!" he quipped.

Brother Logarajah JK Sabapathy, Union of Telecoms Employees of Singapore (UTES), General Secretary (2007 – 2012)

Brother Logarajah has been a member of the Labour Movement for more than 40 years. In 1971, he joined the Telecom Operators Branch of the Amalgamated Union of Public Employees as an ordinary member.

When the Union of Telecoms Employees of Singapore (UTES) was formed in 1982, he joined as a committee member and subsequently took leadership of the Telecoms Operators Branch as its Chairman.

Brother Logarajah personally heads the membership department in UTES as he recognises the importance of union membership. He also played an important role in membership recruitment and personally conducts all recruitment talks. His selfless work in the union earned him the respect of many and he was unanimously elected as the General Secretary in the 2007 election.

Following the NTUC's initiative of the 3 'F' model, he took the step to negotiate with the management to allow youth councilors to be seconded into the union full time to learn the role of union work.

On 15 January, Brother Logarajah stepped down as UTES' General Secretary to allow a group of younger councillors to take on more responsibilities. He now takes on the role of a mentor to coach and guide the new generation of leaders in UTES.

Brother Richard Kang Swee Tat, Singapore Manual & Mercantile Workers' Union (SMMWU), President (2006 – 2011)

Brother Richard's journey with the union began in 1976 when he joined as a branch committee member. Shortly after, he became its Chairman in 1978 and was elected as Vice-President of SMMWU in 1999.

Brother Richard believes that union leaders need to be sincere and transparent to others. "The journey has been long and satisfying," describes Brother Richard. "We need to do more for the members," he urges.

Brother Richard now serves in the SMMWU as a consultant for membership. He says his task is to let membership grow. Besides serving in the SMMWU, Brother Richard also serves in NTUC U Live as its Chairman.

Brother Goh Chiew Yong Chemical Industries Employees' Union (CIEU), General Treasurer (1999 – 2012)

Brother Chiew Yong has been involved in the union since 1971. He was a branch official since 1978. In 1998, he was appointed to the Executive Committee and served as its General Treasurer the following year to 2012.

A strong supporter of upgrading and training, Brother Chiew Yong constantly attends different courses to upgrade himself and adopts a never-stop-learning attitude. Under his leadership, CIEU's finances are on strong grounds.

Members with low incomes are of great concern to Brother Chiew Yong and he shows strong support for different initiatives that can help improve their welfare.

Brother Tan Kay Tiow, Ngee Ann Polytechnic Academic Staff Union (NPASU), President (2005 – 2012)

Brother Kay Tiow has been with the Ngee Ann Polytechnic Academic Staff Union (NPASU) for the past 25 years. He was elected into the Executive Council in 2000, serving in various portfolios. In 2005, he was elected as its President. During his term, he contributed numerous ideas and suggestions to improve union membership.

On 17 March 2012, he flowed-on to allow a younger member to take the lead. Brother Kay Tiow still avails himself for union work and is active in sounding out viable solutions with other union leaders under the NTUC umbrella for the betterment of workers in Singapore. In recognition, the NPASU has retained Brother Kay Tiow as its Advisor.

Brother Abdul Rahim Farid, Amalgamated Union of Statutory Board Employees (AUSBE), President (2006 – 2012)

Brother Abdul Rahim is a founding member of AUSBE and many have benefited from his leadership. He is known to be quiet in nature and patient and someone who believes in resolving issues amicably.

As Chairman of the Care & Share Committee, Brother Abdul Rahim truly cared deeply for his members and made sure that he cultivated and guided the next generation of leaders.

At the last AUSBE Ordinary Delegates Conference, Brother Abdul Rahim saw the need for renewal in the union and graciously stepped down as President.

Brother Alex Sim, Food, Drinks and Allied Workers' Union (FDAWU), General Treasurer (1980 – 2012)

In 1975, Brother Alex's union involvement began where he was branch Chairman until 2011.

A year after he joined the Labour Movement, he was roped into the Executive Committee. He rose to become the General Treasurer four years later in 1980 til this day.

When asked, he says that the qualities that make up a union leader include "commitment, honesty, sincerity and passion".

In 2011, Brother Alex groomed a committee member to take over the helm of the branch. He recognised that others should have a chance to become the Chairman and volunteered to step down. "If the right person comes along, I think we need to step aside to let him or her take over," says Brother Alex.

37 years has passed since he joined the Labour Movement and Brother Alex has nothing but good words to say about his journey. "My time spent with the union has been good, and it was worth it!" shared Brother Alex.

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Information is correct as of 22 November 2012

NTUC Eldercare Opens Sixth Senior Activity Centre

Deputy Prime Minister and Finance Minister Mr Tharman Shanmugaratnam greeting an elderly resident as NTUC Eldercare Chairman Ms Tan Hwee Bin looks on.

By **Nicholas Lee and Nicolette Yeo**

NTUC Eldercare Co-operative Limited opened its latest Senior Activity Centre (SAC) on 25 November 2012. Known as Silver ACE @ Taman Jurong, the SAC is the sixth to be managed under NTUC Eldercare. Gracing the occasion as Guest-Of-Honour was Deputy Prime Minister (DPM) and Minister for Finance Tharman Shanmugaratnam.

In line with the government's plans to help bring medical support and social support close to home, Silver ACE @ Taman Jurong located at Corporation Drive is one of 99 SACs that will be spread across the island by 2016. Currently, there are 43 such SACs that are close to the elderly who are of lower-income and are living in rental flats and studio apartments. "This is a way of bringing the Community Development Councils (CDCs) and hospitals down to the ground, near to where the residents are," said DPM Tharman.

This will aid the senior citizens in getting help quickly as they no longer need to go far whenever they need help. "For the elderly, proximity is extremely important and this SAC is going to be one of the network of 99," highlighted DPM Tharman. Silver ACE @ Taman Jurong will also be a special cluster support centre. This will mean that four to five SACs will have a special centre that provides cluster support. DPM Tharman shared: "This is the first cluster support SAC that will support a few other SACs in the area. This means that this centre will have extra social work capabilities, social workers and other expertise that will help to service the other SACs also."

DPM Tharman also shared how the effectiveness of the SACs will depend on the partnership between NTUC Eldercare and volunteers. Volunteers such as grassroots leaders, medical students and volunteer doctors as well as Voluntary Welfare Organisations (VWOs) have come forward to help bring the CDCs and hospitals down to the ground.

Already, elderly residents who live in nearby rental flats and studio apartments have started to enjoy the facilities within Silver ACE @ Taman Jurong. "I started knowing my neighbours only after I started coming here and meeting them while reading newspapers If not for this centre, I would still not know any of my neighbours," said Mr Lee Leng Khoon.

NTUC Unity Healthcare set up a booth to educate diabetic sufferers on the 'Sweet Spot' programme.

3 Ts Model Of Care

Also speaking on the opening of the new Silver ACE centre was NTUC Eldercare Chairman Tan Hwee Bin who pointed out that the SACs and its staff share the belief to "not only extend a hand to those in need but…also help them (seniors) realise their own ability to be independent and be able to care for themselves."

In line with this philosophy of care, the centres have developed the '3 Ts' model of approach for the delivery of care. Ms Tan elaborated: "'Tell Me' gives the senior residents a point of reference where they can get important contacts and referrals to local community and Government services which they might otherwise be unaware of. The Silver ACE centres act as information hubs for the seniors.

"The second pillar, which we call 'Teach Me', focuses on empowering the seniors to be independent by helping them to learn the basics of healthy living. Silver ACE has made a constant effort to partner with organisations and agencies to hold health talks, exercise sessions and demonstrations of mentally stimulating exercises, and we will continue to do so.

"Our third pillar is 'Treat Me'. This not only refers to the seniors' social well-being but also to their physical well-being. Aside from the many events and activities for our Silver ACE members, we are also currently exploring together with various organisations to provide support in basic medical and nursing care and advice to the elderly, especially in the area of chronic disease management."

She also urged more organisations to join in NTUC Eldercare's mission of "enabling seniors to lead happy, meaningful and dignified lives."

Help For Elderly With Diabetes

At the new Silver ACE centre, low-income diabetes sufferers will be able to gain access to NTUC Unity Healthcare Co-operative Limited's helpful diabetic management programme known as `Sweet Spot'. A booth was set up at the event to share the details of the programme.

Under the 12-month `Sweet Spot' programme, patients will get a monthly checkup by Unity's pharmacists at a nearby pharmacy which comprises counselling on medications and lifestyle changes, monitoring of blood pressure, blood cholesterol and blood glucose levels as well as setting and achieving of goals to manage their condition. The programme will also be available at the Silver ACE centre at Lengkok Bahru.

Commenting on the initiative, NTUC Unity Healthcare Group CEO and NTUC Eldercare Executive Director Chua Song Khim said: "The joint effort between NTUC Unity and NTUC Eldercare in the 'Sweet Spot' programme is one of the initiatives arising from our commitment to support seniors to lead active, healthy and meaningful lives. We will work towards doing more especially as the population ages."

$1 Million To Support More Members

At the event, the Labour Movement's U Care Fund made a generous donation of $1 million to NTUC Eldercare Trust. Kind donors included NTUC FairPrice Foundation, NTUC Choice Homes Co-operative Limited and the Singapore Labour Foundation.

Commenting on the donation, NTUC Care and Share Director Zainal Sapari said: "One of the focus areas of the Fund is to provide assistance to the elderly in a meaningful way. The U Care Fund donated $1 million to the NTUC Eldercare Trust in 2011, which went to support and promote the emotional and physical welfare of elderly through NTUC Eldercare's community-based facilities and services as well as in capability building, which includes skills enhancement for caregiving staff. The Fund helped to subsidise part of the day care fees, making it affordable for lower to middle-income families who enrol their elderly parents in the day care programme. With this donation, NTUC Eldercare can further enhance its day care and Care@Home services to benefit more elderly so that they can lead more active lives."

Delivering The Disney Service Excellence To Union Members

By **Fiona Lau** Admin Secretariat, Employment & Employability Committee & Head, Union Benefits Team, e2i (Employment and Employability Institute) *and* **Christine Neo** Senior Specialist, Marcomms & Partnerships, e2i (Employment and Employability Institute)

> "Unions should engage companies with e2i and NTUC LearningHub to promote more of Disney's programmes and core values as it can improve productivity through happiness and enjoyment, which we can see every day in Disneyland's practice."
>
> Rajendran Govindarajoo, Employment & Employability Committee Advisor and Chemical Industries Employees' Union President

> "The experience of the Labour Movement in Hon Kong reinforces the relevance of NTUC's move to integrate the services of e2i, NTUC LearningHub and the union clusters."
>
> Freddy Lim, Singapore Urban Redevelopment Authority Workers' Union President

What does Mickey Mouse have to do with service excellence? 55 union leaders found out the answer for themselves when they attended a one-day workshop in Hong Kong Disney Institute on 18 October 2012. Part of the programme under the Employment & Employability Committee (EEC) Learning Journey to Hong Kong from 16 to 19 October, the delegates learnt about the Disney culture and got tips on how it can be applied back to our work and our members.

EEC Chairman Terry Lee led the delegation from 36 unions to Hong Kong to observe how Hong Kong enhances the employment of workers as well as to identify the excellent service quality or productivity which leads to shareholders' value.

The delegates of the learning journey, organised by the Employment and Employability Institute (e2i), also visited the Hong Kong Employees Retraining Board, The Hong Kong Federation of Trade Unions, Hong Kong Hotels Association, and one of their member hotels, The Langham Hong Kong. The host organisations were open in sharing their experiences and many delegates enjoyed the frank and candid exchanges with their Hong Kong counterparts.

Another learning point the delegates felt was significant is the importance of building the Singapore core in the workforce so that the Singapore brand of service excellence will not be diluted. To this end, organisations need to constantly reinvent themselves and everyone has to be aligned with the organisation's objectives and goals in order to move together towards desired outcomes. Emphasis on workers training and re-training cannot be understated.

Mr Lee urged all delegates to translate all these into union services for members as well as think about how to collectively move the unions forward so as to boost retention and achieve the one million membership target in 2015. "Unions should actively engage e2i and NTUC LearningHub to customise and deliver the programmes that members need. If we can do that, I think the union's role will be more relevant to members," he said.

Echoing these sentiments was Mr Zee Yoong Kang, Chief Executive Officer of NTUC LearningHub Private Limited, which organised and supported the workshop at Disney Institute: "As part of the Labour Movement family, NTUC LearningHub is well placed in understanding the needs of our workers. We endeavour to deliver quality training and customising programmes such as Disney experience to suit the needs and learning objectives of our participants."

Joint SPWU-POU Effort Brings Joy To Disadvantaged

Union members learning to fix up the metal guards onto the motorised wheelchair.

By **Nicholas Lee**

Two sister unions came together on 21 November 2012 to bring cheer and fun to a group of beneficiaries from the Muscular Dystrophy Association (Singapore)(MDAS). Twenty members from the MDAS had a chance to have a ball of a time when they joined 25 members from the Singapore Port Workers' Union (SPWU) and the Port Officers' Union (POU) in a Bowling Tournament at Safra Mount Faber.

PSA Singapore also joined in the fun by sending 30 representatives to compete in the tournament. The event was fully funded by the management of PSA Singapore. It was an engaging learning experience for many in the two unions as they learnt how it is for the wheelchair-bound to play bowling. Before the tournament, union members had a chance to try their hands at fixing up metal guards that were attached to the wheelchairs for the use of pushing the bowling ball.

POU President Benjamin Tang noted that the event not only brings joy to the beneficiaries from MDAS, it also "fosters closer bonding between PSA and its two unions." SPWU President Lam Yuen Shin said: "The joint union event is really good for us to come together and do good for the under-privileged and to also bring the two unions together."

Indeed, as the two unions came together to play their part for a good cause, they too had a good time to get to know each other and to bond. "Besides funding and volunteering, unions can also lobby the employers to adopt a more workplace-friendly environment for the disabled," said Mr Tang. Mr Lam noted that contributing to society by taking care of the under-privileged is also part and parcel of union work, besides taking care of union members' needs.

Evidently, this joint union effort shows that the Labour Movement does more than just being a voice for the workers but also giving back to society by showing active concern to the under-privileged.

Youth Activists Walk To Raise Funds

By **Nicholas Lee**

A total of 30 volunteers and 74 representatives from the Youth Chapters of the Amalgamated Union of Statutory Board Employees (Young AUSBE), the Singapore Industrial and Services Employees' Union (Young SISEU) and Young NTUC joined 2,500 participants for this year's Project Happy Feet Slipper Race at the East Coast Park on 4 November 2012.

Youth activists participated in a 4 km non-competitive walk in slippers to raise $250,000 for Compassion Fund (Singapore), SPED Financial Assistance Fund of Community Chest (Singapore) and This Life Cambodia (Cambodia).

Guest-of-Honour Senior Parliamentary Secretary, Ministry of National Development & Ministry of Defence Dr Maliki Osman was present at the event to not only flag off but also to take part in the race. Young NTUC rallied a group of 30 volunteers to give of their time and expertise to make the race a success.

"It's my first time attending and joining an event like this. I felt a strong self-motivation and understanding towards the true importance and meaning of volunteerism; something you willingly give without awaiting any rewards in return," shared Cecilia Monis, who was part of the 30 volunteers from Young NTUC.

All funds that were raised were directed to the beneficiaries as the costs of the event were fully defrayed by sponsors. More than 10 sponsors including Ben & Jerry's and Crocs provided items for the goodie bags that were distributed.

Dr Maliki Osman (middle, khaki pants) with participants and volunteers of the Project Happy Feet Slipper Race 2012.

This is the second year that Young NTUC participated as the Youth Activist Partner of the walk which was organised by Project Happy Feet. Edwin He, a member from Young AUSBE who gathered his members for the walk, said: "Knowing that the money donated and also the efforts put in by everyone is going to make a difference for those under-privileged children makes me feel good as a young unionist."

Young NTUC as the youth arm of the Labour Movement is one of the key partners of Project Happy Feet, providing support for its ground-up initiatives.

HDBSU Reaches Out To Non-Union Members

By **Florina Oo**
Photos courtesy of **HDBSU**

Maintaining a strong labour-management relationship is beneficial and further strengthens the bonds of the union and management staff. For the past four years, HDBSU (Housing Development Board Staff Union) and HDB have jointly hosted its Membership Awareness Day to provide relevant information to non-union members on the benefits and merits of becoming a union member.

Now in its fifth year, the HDBSU Membership Awareness Day continues to draw strong support from non-union and union members to learn about the labour relations at HDB. Guest-of-Honour Minister of State, Ministry of Social and Family Development, Halimah Yacob, who is also Advisor to HDBSU, graced the occasion and reiterated the importance of a healthy labour-management collaboration. Addressing some 380 staff at the Toa Payoh HDB Hub Auditorium on 23 November 2012, she emphasised the union's role is to continue providing assistance to HDB staff on industrial relations matters.

HDB's Group Director of Estate Administration and Property Group Tan Chew Ling receives her membership card from Minister of State, Ministry of Social and Family Development, and Advisor to HDBSU Halimah Yacob and HDBSU President Michael Koh.

Mdm Halimah also took the opportunity to announce two new initiatives that will further promote labour-management relations. The initiatives include a subsidy of six months of union membership fee for each new HDBSU member and 100 copies of the weekly `NTUC This Week' newsletter to be distributed to all senior and middle HDB management staff.

Moving forward, HDBSU will continue to highlight that a strong bipartite relationship is a platform for union and management to seek consensus and solution when problems arise. HDBSU will also host similar activities to share the benefits of being a union member and take one step closer to achieving 100 per cent union membership in HDB.

Non-union members were quick to head to the union membership booth to find out more.

My First Skool Introduces First Pre-Fabricated Childcare Facility

By **Florina Oo**
Photo courtesy of **Punggol Coris RC**

A new My First Skool childcare centre will be ready by June next year for the residents of Punggol South. Member of Parliament (MP) for Pasir Ris-Punggol GRC Gan Thiam Poh announced this at a welcome party for new residents in Punggol South on 18 November 2012.

Speaking at the sidelines of the event, Mr Gan shared that the neighbourhood has many families with young children. He also revealed parents have expressed concerns, as they faced difficulty enrolling their children in existing childcare centres around the area.

NTUC First Campus Co-operative Limited will build the new centre using pre-fabricated methods, which will shorten the construction time. The two-storey standalone facility will be located at Block 269D, Compassvale Bow. It is positioned next to an existing My First Skool childcare centre, which has already reached its maximum capacity since last year.

The new childcare centre is expected to ease the long waiting list and will provide around 170 spaces for children aged 18 months to six years old. On this note, Mr Gan added that residents have welcomed the announcement warmly and are looking forward to the new neighbourhood addition.

Member of Parliament for Pasir Ris-Punggol GRC Gan Thiam Poh (in white) learns more about the new childcare facility from My First Skool.

> "I am thankful to all the staff who worked hard on this project. I am confident My First Skool will continue to offer quality and affordable programmes for children."
>
> **Member of Parliament for Pasir Ris-Punggol GRC Gan Thiam Poh**

Artist impression of the new two-storey My First Skool childcare centre at Punggol South.

From The Stores, Into The Gardens

By **Naseema Banu Maideen**

The pharmacist's day started out at a day care centre for the elderly on 7 November 2012. Mr Ivan Ng, 27, who works at a NTUC Unity Healthcare Co-operative Limited outlet in HarbourFront 'reported' at NTUC Eldercare Co-operative Limited's Day Care Centre in Taman Jurong that morning.

It was the annual Pharmacists' Day at NTUC Unity Healthcare; his colleagues and he joined seniors who were anxiously awaiting their arrival at the centre for a day of cheer and celebrations. The young ones served the seniors breakfast, along with dining and interacting with them.

"Almost every day, we have senior citizens walking into our stores to purchase medical items. Over the shelf, we do not always get a chance to get to know them better. Today, as we mingle and chat with them, we spent a lot more time with them, knowing them a little better," said Ivan. The three-generational entourage then headed out to the gardens in the vicinity for a walk and workout session to spend the rest of the morning.

Added NTUC Unity Healthcare General Manager (Retail) Chan Yiam Moi: "As pharmacists serve at the community level, we believe this will be a meaningful activity for them as they spend time with the people from the group that they serve regularly."

The elderly folks too were all dressed up for the occasion, to meet their guests and welcome them into their centre. "The young ones were really friendly and talked a lot with me. I always enjoy walking out in the park and today, I was even happier because these 'children' have come," said Madam Fong Mei Hoh, 88.

Echoing her sentiments was Madam Chio Boob Lin, 78, who added: "I hope they come by often to spend more time with us."

Seniors and young pharmacists enjoyed the morning activities lined up for them.

Celebrating With The Family

> "We had set aside this day for our pharmacists for the good work that they have been doing, looking after our customers' needs and helping the community with their knowled ge of pharmaceutical science. This day is also set for them to bond with one another and with senior management. Being part of NTUC, we are glad to do together and do good with NTUC Eldercare. We are on the lookout for more partnerships with our Social Enterprises to do more for our community."
>
> **NTUC Unity Healthcare Co-operative Limited Group Chief Executive Officer and NTUC Eldercare Co-operative Limited Executive Director Chua Song Khim**

The Diary Of Jaye - On Her Job And Her Joy

By **Naseema Banu Maideen**

This is a "day in the life of a worker" kind of story, but a little different. Jaye Teng, 33, is employed by SP Services Private Limited and works from the converted study room in her four-room flat in Sengkang four out of five work days.

Jaye is a Process Improvement Officer. She has two children - five-year-old Xavier and two-and-a-half-year-old Rachael. She is expecting her third child next January. If she keeps a diary of her daily work-and-family life since working from home in April 2010, this is how a typical day's entry would look like…

Dear Diary,

It is another day; I am sharing a snapshot of my day at work with you.

7.15 am
It's breakfast. I am dressed in comfortable pants and simple top with no make-up.. Xavier and Rachel are up too. We have toast, cornflakes and warm milk.

7.50am
The kids hug me goodbye. While Xavier heads to kindergarten, Rachel goes to playschool. Mum-in-law also bids goodbye and sends both to their activities.
I retreat to my "work station". Not an hour's train ride to my workplace at Lorong Chuan, but a few seconds to my study room.

8am to 10am
I am logged on to the company's intranet server to man the customer service hotline, and the calls start coming in. Individuals and corporate clients enquire about their bill statements.

11.20am
Rachel has returned home and appears at the room door. She runs in and cuddles up on my lap. Mum-in-law reminds her that I am working, and she strolls into the living room.
Oh dear, today there was a technical fault. Thankfully, I located my colleague on our internal chat room to resolve it. I am also working on some process enhancements.

12.30pm
I hear Xavier in the living room, back from school. We are ready for the most awaited time of the day.

1-2pm
Lunchtime! TV time! Games time!
Our domestic helper has prepared lunch over fish soup and rice, we have a "catch up" session. Xavier and Rachel tell me what they did at school. I enjoy that. After lunch, we spend some cosy time in the sofa area. Rachel got bored by her cartoons and insisted on playing Jenga' today. We all laughed when the bricks came down putting them up.

2.30pm to 5pm
It's work time again. More calls come in. Close to 4:45pm, I have attended to about 65 calls.

5pm
Knock off time! No rush for the train with the crazy peak hour crowd. A few steps and I reach "home". I spent some time with the children and their books. Xavier's Math has improved and he makes simple calculations better.
Husband is about to get home. And the kids and I look forward to another heartwarming dinner with him.

Happy Work-From-Home Mum,
Jaye

Jaye's Boss Says…

"We are happy to provide a conducive environment for Jaye to excel at work and at the same time give her the flexibility to meet her family commitments and enjoy the fulfilling role of a mother. Our flexible work arrangements include a Work-From-Home (WFH) scheme, staggered working hours and part-time scheme for working mothers with young children and mothers who are keen to rejoin the workforce. On the WFH scheme, there are currently about 20 frontline staff and 130 field staff on it.

SP Services Limited Customer Relationship Management Director Shirley Tan

An Amazing MFS Concert!

Kindergarten 2 girls looking beautiful in the cheongsams and proudly doing the Chinese dance!

Aren't we beautiful owls?

Children saying their lines confidently in their drama sketch.

MP Gan Thiam Poh (back row, centre) with the graduands, teachers, principal and cluster manager.

On 2 November 2012, a graduation concert was held for the Kindergarten 2 students of My First Skool (MFS) at Block 269 Compassvale Link. Gracing the occasion was Member of Parliament for Pasir Ris-Punggol Gan Thiam Poh. He recalled attending the centre's concert last year and felt that the children were amazing.

In his speech, Mr Gan noted that MFS has played an important role in educating young ones who may be Singapore's future leaders. He also outlined the various achievements and childcare awards that MFS has received over the years, pointing out that it is a trusted pre-school. Adding that teachers play an important role in educating young ones and preparing them to be competent in primary schools, he wished the centre continued success.

Affordable Festive Treats At Downtown East

Ring in the festivities without breaking the bank! Your home for the holidays is Downtown East. From entertaining international performances to exciting Christmas-themed activities, there's something for every member of the family.

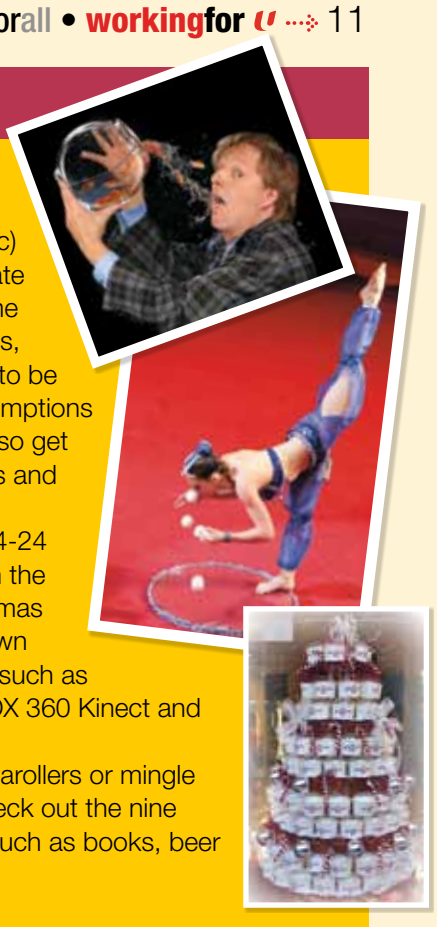
The Mac King Comedy Magic Show

Las Vegas' favourite comedy magician Mac King, who has welcomed more than a million audience members in his 12-year career, will finally be providing laughter and magic to audiences in Singapore. He captivates audiences as he performs amazing sleights-of-hand, makes his head completely disappear in a paper bag and catches live goldfish in mid-air, all while remaining unbelievably funny. Mac King is the show to catch with extensive audience interaction and guaranteed laughs even for teens and tweens.

Date: 18-23 December 2012, Tuesday-Sunday
Time: 6.30pm, 7pm & 8.30pm (show times vary on different dates)
Ticket Price: $50 (NTUC/nEbO members), $60 (Public)

For enquiries, contact TicketBooth at 6296 2929 or www.ticketbooth com.sg.

Xmas Specials



- From 1-25 December 2012, NTUC Plus! members who spend above $40 ($50 for public) at Downtown East can participate in a sure-win lucky dip with game consoles, board games, bicycles, toys and gifts of up to $50,000 to be won! Limited to the first 50 redemptions per day. 20 lucky children will also get the chance to meet Santa Claus and receive a special gift from him
- Win An XBOX and more! From 4-24 December 2012, spot and scan the QR codes on the special Christmas trees scattered around Downtown East and redeem instant prizes such as Costa Sands Resort stays, XBOX 360 Kinect and many more
- Sing along with the Christmas carollers or mingle with Santa and friends. Also check out the nine unique trees made from items such as books, beer cans and instant cup noodles

For more information, visit www.downtowneast.com.sg.

nEbO Advocates Healthy Reading Habits

By **Florina Oo**
Photos courtesy of **nEbO**

nEbO, the junior membership arm of the Labour Movement, has always been a platform for youths to develop and realise their potential as they engage in various communities and projects. To encourage children from under-privileged and low-income families to read more and improve their English, nEbO embarked on a Reading Literacy Programme with Hai Sing Catholic School from June to August this year.

Over six sessions, the students planned various activities such as games, worksheets and read-along sessions to have children at the Tampines Family Service Centre read more, learn about grammar, and expand their vocabulary knowledge.

With the start of the year-end holidays, 19 youth volunteers surprised 22 children from the centre and brought them to the Marina Barrage for an outing on 21 November 2012. The children were given a guided tour of the facility and learnt about the purpose of the barrage. The visit also proved to be an excellent opportunity for them to understand more about Singapore's future developments and water resources.

Volunteers and children from the Tampines Family Service Centre enjoyed a day out at the Marina Barrage!

At the end of the event, the children were asked to draw their vision of what Singapore would be like in 20 years time. The outing was made possible after two students from Hai Sing Catholic School expressed a keen interest in extending their help to the children. 14-year-old Danial Ayub Mansul was of the initiators and confessed that he enjoyed working with children. "I get a sense of happiness and accomplishment when I see their smiles and know that they enjoy what we had planned for them," said Danial with a beam.

> "This is my first time volunteering at a nEbO event and I am very happy to be part of it. I look forward to similar nEbO events in the future."
>
> **First-time nEbO volunteer Low Li Xuan**

The children learnt about the purpose of the Marina Barrage through a demonstration

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海港工联与港务集团
签署新协议 员工获加薪

2012年11月19日，关系密切的新加坡海港工友联合会与新加坡港务集团签署集体协议，规定从2013年1月起，港务集团的员工加薪7%，但绩效奖金（可变动花红）将从3个月调整至2.5个月。

按新条例，员工的固定月薪配套总额及总年薪配套的数额有所提高。而港务集团属下初级职员的最高薪金层级也将提高5%。

国际港务集团总裁陈聪敏表示："看到工会和管理层关系密切，令我感到很欣慰。双方顺利签署集体协议突出了这一点。由于劳资双方互相信赖，彼此尊重和合作，加强了企业的竞争力，对员工也有益。"

他补充说："对于双方取得一致的意见，最终签署了集体协议，令我感到鼓舞。在集体协议中，港务集团本着一贯的理念，确保薪金配套保持竞争力，员工的职业前景宽阔。"

因应职总提出的渐进式薪金模式，集体协议中也纳入拓宽堆场起重机操作员职业前程的条文，以便激励有关员工争取机会自我提升和提高生产力。在这之前，港务集团已成功实施了类似的职业发展规划。

职称改为高级堆场起重机操作员的员工，在过去职称还是为堆场起重机操作员的时候，底薪介于1350元至2050元之间，但现在已调高到1550元至2450元之间了。

海港工联秘书长阿米尔解释说："这批员工在担任自己的工作之余也必须负责培训工作。换言之，他们承担额外的责任……这是公司给予他们的奖励和肯定方式。"

海港工联执行秘书王振安赞扬促成集体协议的团队"干得好"。他们秉着双赢的思维模式，说服资方给工友调整薪金。"为此，我要感谢他们。我非常有信心，港务集团和海港工联在一群值得信赖的好人领导下，一定能照顾好工友的福利。"

海港工联与港务集团签署新协议，不但员工的薪金因此提高，职业前景也更宽广。

齐来欢度圣诞佳节

圣诞佳节的脚步近了，职总消闲中心Downtown East将与您一起庆祝这个大节日！不论是国际娱乐表演或是激动人心的圣诞主题活动，Downtown East都必定能为您及家人带来无限欢乐。

Mac King喜剧魔术表演

拉斯维加斯著名搞笑魔术师Mac King，在他12年的魔术生涯中曾为上百万名观众带来欢乐。他即将来到新加坡，以令人叹为观止手法，使他的头消失在纸袋中、在空中捉活金鱼等，还有其他令人难以置信的有趣把戏。Mac King以丰富的互动和有趣爆笑的表演，俘获观众的心，即使是青少年和青年人都深深被他的表演所吸引。

日期： 2012年12月18日至23日（星期二至星期日）
时间： 下午6时30分、7时及8时30分（不同日期不同时间）
票价： 50元（职总/nEbO会员）；
60元（公众）
欲知详情请拨打售票处电话： 6296 2929
或浏览网站www.ticketbooth.com.sg查询

圣诞特别活动

★ 从2012年12月1日至25日，凡是职总联卡会员在Downtown East消费40元（公众为50元），就能参加"包赢"幸运摸彩，可赢取的奖品包括游戏机、棋类游戏、脚踏车、玩具和礼物，总值高达5万元！每日只限首50名参加者。此外，将有20名幸运儿童有机会与圣诞老人见面，并获得特别礼物。

★ 赢取XBOX及更多的奖品！从2012年12月4日至24日，只要在分散于Downtown East各处的特别的圣诞树，发现及扫描QR码，就能即时换取礼物，奖品包括白沙乐怡度假村住宿、XBOX 360 Kinect及更多好礼。

★ 你可以一起去报佳音或是与圣诞老人和朋友共度时光。此外，你也可以找出九棵由书本、啤酒和即食杯面做成的特别树。

更多详情，欢迎浏览网站：www.downtowneast.com.sg

星展职联
签署谅解备忘录 加强员工福利

2012年11月16日，60名工运领袖、星展银行职员及管理层伙伴聚集在滨海湾金融中心的星展银行总部，见证星展银行与星展银行职员联合会签署谅解备忘录。

职总秘书长林瑞生在签署仪式前，参观了银行的新分行和新总部为提高工作效率而购置的器材和设备。他在致辞时强调："新办公室的设备确实令人耳目一新，但更重要的是要关注职员的福利。"

实际上，星展银行除了关注员工福利，也积极与职员和工会沟通。星展银行新加坡总监林森成表示："回顾过去一年来，我们每一个月都推出一些新措施，例如'星展银行关怀您'计划，让员工在生日月份可享有半天的休假陪伴家人。"

针对新设备和工作环境，星展银行职联会长江巧爱认为："工作环境优雅，让会员感觉自在，受到重视。星展银行在这方面不止做得好，而且关心员工，确保他们踏进办公室就如同回到家一样舒适。"

这次签署的备忘录与以往的备忘录有些不同，增添了一些有利于员工的条文，例如重新雇用年长员工至65岁而福利不变等。

职总秘书长林瑞生（后排右二）和星展银行高层见证劳资双方签署备忘录。

星展银行的新设施和器材，有助于提高员工的生活品质

社交中心
- ★ 每一个楼层都开辟社交空间，供员工从贩卖机购买食物和饮料
- ★ 员工可在用餐时欣赏滨海湾美景

工作与生活平衡
- ★ 办公室下班时间一过即熄灯，用意是提醒员工该放下工作了
- ★ 有需要加班的员工可启动灯源开关，一次使用两个小时

资讯科技为工作带来便利
- ★ 在客户服务隔间安装信息科技设备，职员不必离开一步也能有效为客户服务。

电信局雇联30周年庆

"新加坡电信局雇员联合会不是最大的工会，但将会是未来最重要的工会之一。"2012年11月3日，全国职工总会秘书长林瑞生在圣淘沙举办的电信局雇联30年周年庆晚宴上致辞时做出上述推断，并表示资讯科技在过去30年中持续发展，而且将以更快速的步伐前进。

放眼将来，林瑞生强调劳资政伙伴关系必须保持灵活，促使新加坡能在全球资讯科技业维持领先地位。他补充说："我相信只要管理层、工运和政府同心协力，我们将能继续向前迈进，从基础建设到竞争力和创造力都保持领先。"

电信局雇联会长陈成财认为，科技发展日新月异，资讯科技业变化非常快速。他也指出，企业必须更加富有创造力才能在激烈的竞争中获得成功："电子通讯业这五年来蓬勃发展。新产品，例如智能手机和平板电脑大大改变了电子通讯服务供应商的运作模式。"在这样的大环境下，陈成财表示，工会扮演的角色是确保工友能持续跟上各种变化及从中获益，并且不断为会员提供更好的服务。

这项庆祝活动邀请了750名电信局雇联会员、劳资政伙伴及与会嘉宾参与其盛，并在新加坡首屈一指的喜剧演员库玛的充满欢乐的表演中划下句点。

电信局雇联邀请750名会员、劳资伙伴及嘉宾出席该会30周年庆。

工友应通过
正确管道发声

范思蕊报道

171名SMRT中国籍司机于11月26日集体旷工，引起社会关注劳资关系。

不论是本地或外籍工友，一旦有逾越法律的行为都必须严肃对待。如果在工作场所有任何纠纷或不满，工友可通过正确的管道有效表达他们的心声。

全国职工总会在SMRT中国籍司机非法罢工事件后表示支持政府所采取的行动，并指出这将让工友清楚了解到“国有国法”，一旦行为抵触法律将不能被容忍。职总也吁请管理层必须与工友保持良好沟通，这对非工会会员工友尤其重要。而工友也必须认识有哪些管道能让他们正确合理地抒发心中不满。

非法罢工的起因是中国籍司机觉得同工不同酬，加薪比其他国籍的司机少而与雇主发生纠纷，有些则不满工作和住宿环境。

2012年11月26日，171名SMRT中国籍巴士司机旷工，其中88名在隔天仍继续拒绝开工。人力部将司机的行动列为“非法罢工”，不但强烈谴责司机的行为，而且表示政府绝不容忍。

如果外籍工友希望保障自身权益，他们实际上可加入工会。目前，共有12.5万名外籍工友已经是工会的一分子。职总助理秘书长詹惠凤指出：“我们应该从SMRT事件中吸取教训。管理层必须认识到工会从中扮演的正面角色。工会将更加积极地招募外籍员工，而工友也应该了解加入工会的好处，以及工会能给予他们的援助。”

詹惠凤也强调，新加坡能享有和睦的工业关系，是因为我们拥有一套行之有效的系统，处理工作场所发生的各种问题。

劳资政
共商修订雇佣法

70名工运领袖、雇主代表、公众与人力部代部长陈川仁及人力部的高级职员，于2012年11月21日举行了一场闭门会议，讨论雇佣法令的修订建议。这是人力部举行的咨询活动之一。在会上提出的第一阶段修订建议将在明年的国会议程中提出辩论。

陈川仁在致开幕辞时表示，举行这项会议的目的是让有关各方就工会、雇主和公众提出的意见展开讨论；而更重要的是聆听不同的声音和见解。很重要的一点是，各方必须了解与会者都是为了提升新加坡人的生活品质。

陈川仁也指出，工友和雇主都扮演关键角色：工友为经济做出贡献，雇主则提供就业机会；双方有必要互相权衡折衷，以达致目标。

他说：“对新加坡来说，劳资政协作是最重要的一环。今天，各方代表都聚集在这里。而其中，工会扮演的角色特别重要，因为他们对基层非常熟悉，经常能获得会员与非会员的反馈。可以肯定的是，当论及相关工友的问题时，他们的态度相当坦率和直接。”

工运代表于两个星期前提出保护专业人士、经理及执行人员的建议。陈川仁认为：“这很重要，因为我国劳动队伍的结构正在改变，必须及时处理。我认为，这将是修订案的重中之重。”

人力部展开的公共咨询活动从2012年11月19日开始举行，历时八周。在这个时期之内，工会、工友及雇主都可将意见反馈至MOM_EA_Feedback@mom.gov.sg。有关修订建议的细节刊载于REACH网站（www.reach.gov.sg）。

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执行“三接” 领袖更新两成

> “退位让贤的领袖们将生命献给了工会，一心为工友服务。他们对领导的位子毫无私心恋栈，而是为了工会和会员的未来，将领导重担交托给新领袖。工运队伍中能有这样的领袖，我们是幸运的。
>
> — 职总副秘书长王志豪

职总副秘书长王志豪强调，工运领导层更新将有助于维持工运强大的领导力。

范思蕊报道

从2011年至2012年，60%的工会已通过决议或修改章程，执行工运领袖呼吁的“接受、接连、接棒”三接模式，促进领导层更新20%。而在更新后的领导层中，45岁以下的领袖增加了10%，女性领袖则增加了5%。

职总副秘书长王志豪在2012年11月23日举办的“工运领袖之夜”上表示，工运领导层惟有持续更新换代，才能在未来继续为工友谋福利；惟有在强大的工运领导之下，才能不断推行各项有利各阶层工友的计划。

这些计划包括2012年1月实行的年长工友重新雇佣法。工运仍将继续促成公平和有效的雇佣条款，让年长工友进一步在乐龄友善和健康的工作场所工作。工运也提出各项计划，援助低薪工友、扩大接触专业人士、经理及执行人员，以及加强对已婚夫妇的支援等。

表彰七名资深领袖

500名工运领袖参加了这个在胡姬乡村俱乐部举办的晚宴。职总秘书长林瑞生和会长谢秀慧在晚宴上颁发奖章给7名资深工运领袖，表扬他们无私退位让贤，将领导班子“接连”给新生代领袖“接棒”。

王志豪在致辞时对这些卸下职务的领袖表示感谢。他说：“退位让贤的领袖们将生命献给了工会，一心为工友服务。他们对领导的位子毫无私心恋栈，而是为了工会和会员的未来，将领导重担交托给新领袖。这些资深领袖坚持原则，明确知道什么是该做的，并且付诸行动。(能有这样的领袖)我们是幸运的。”

获奖的公用事业局雇员联合会会长翁书潭(63岁)自1978年起便活跃于工运，并在2007年当选为会长，一直秉持着“先人后己”的信念服务工会至今。他分享说，身为一名工运领袖的满足感来自帮助和服务他人，而今日的新领袖不但必须具备奉献精神和热忱，同时还须要拥有各方面的管理能力。他给新领袖的忠言是：“把工友置于自己之上。”

沈崇智(64岁)是另一名得奖的资深领袖，他在食品饮料及同行业工友联合会担任了32年的财务长。他认为好的领袖必须具备诚信等人格特质，同时还要与管理层伙伴建立良好关系，因为工会实际上是工友和管理层之间的桥梁。

七名获颁奖章的工运领袖

翁书潭	公用事业局雇员联合会
阿都拉欣	法定机构公共雇员联合会
沃加那札	新加坡电信局雇员联合会
陈家兆	义安理工学院学术人员联合会
沈崇智	食品饮料及同行业工友联合会
吴秋勇	化学业雇员联合会
江瑞达	新加坡劳商职工联合会

第15页 工友应通过**正确管道发声**

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MyNTUC手机应用程式：内容包括职总最新消息、优惠、参与商家等。
Android →