



HAPPY NATIONAL DAY 2018



UNION OF SECURITY EMPLOYEES 40TH ANNIVERSARY

Integrity | Professionalism | Care for officers

NEWSLETTER

USE Celebrates National Day!

This year, USE celebrated National Day with our Security Officers, management and Government partners. On 16th August 2018, USE organised a National Day Observance Ceremony in conjunction with our Quarterly Union-Management Dialogue.



Our Stars leading the participants reciting the Singapore Pledge!

From Left: Mr. Kubaren Algasamy (USE), Ms. Minah Binte Abdul Wahab (APRO Asian Protection Pte Ltd), Mr. Zahari Bin Abdul Rahman (Aero Asia Security Systems Ptd Ltd) and Mr. Leslie Loo (Reachfield Security & Safety Management Pte Ltd)



Scan to see video

At the session, the Security Industry Council distributed a decal discouraging abuse against our security officers to mark the kick-off of the #hortmatsecurity campaign. #hortmatsecurity is about respecting our security officers, and is aimed at encouraging the stakeholders in the industry – the building management, the security agencies and the public, to treat our officers better.



(From Right) NTUC Assistant Secretary-General Mr. Zainal Sapari with USE General Secretary, Mr. Raymond Chin, ACSA President, Mr. Robert Wiener and SAS President, Mr. Joshua Raj, at the launch of #hortmatsecurity campaign.

Download the #hortmatsecurity Decal at USE website at www.use.org.sg and display them at your worksites now!

NOTICE

Our Security Officers perform functions under the Private Security Industry Act.

They are here to protect you and your property. Please treat them as professionals.

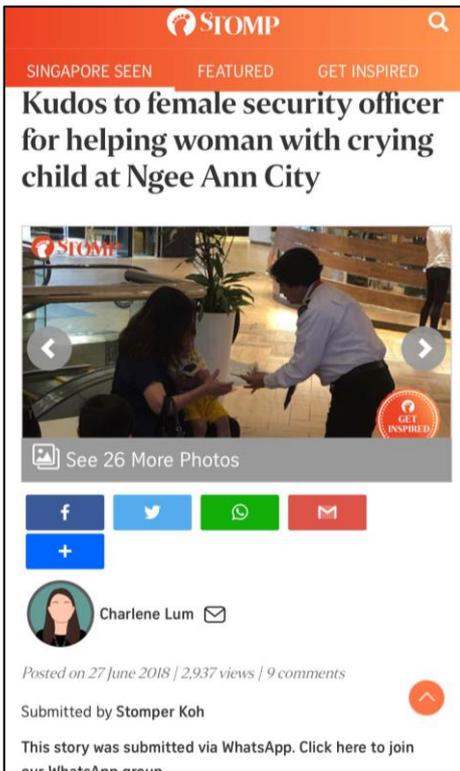
Abuse of our Security Officers may result in prosecution.



Branch Official Mr. Kishore Kumar distributing the #hortmatsecurity Decal to members from Schempp Protection Branch

When Instincts Kick in at Work

Story by: **By Fawwaz Baktee**



A nice act being stomped! Check out the story at <https://bit.ly/2Ayxpj>

It started off as an ordinary shift for security officer Florence Peters, 63. She was doing her rounds like any other day in Ngee Ann City, her workplace for the past three years.

That Tuesday when she was patrolling B2 of the shopping mall, Florence saw a woman trying to console a crying child.

"At first I thought they were mother and child. I told her, 'If your child needs to use the toilet, there is one over there,' pointing to the restroom. But she told me that the boy wasn't hers and that he was lost," she recalled.

Florence called the command centre to report the lost child, who was by then already crying hysterically.

Other passers-by tried to help as well. There was one woman who offered the child a drink of water.

"I told the lady, no, don't give the child water. He is already crying very badly. If he drinks he will vomit," said Florence, who is a grandmother of five.

“ This lady really deserves commendation. – Stomper Koh ”

But the passer-by insisted and gave the boy the drink. And as Florence suspected, the boy threw up on himself.

"I told the lady, 'Alamak, you see, I told you he would vomit,'" she said.

Her motherly instincts kicked in. Florence took some napkins and cleaned up the boy as he sat on another lady's lap.

Appreciating Those on Duty

The father of the child was frantically looking for him at the nearby food exhibition. When a security officer told him that Florence had found the child, he ran to where they were.

"When he saw his father, the boy became quiet and calm. The father took the boy, thanked the other lady and left.

"To me, even if I didn't receive a 'Thank you,' I knew I did my duty. I can say that I'm glad that I helped. I think even if I weren't on duty I would have still helped the boy," said Florence.

Despite often doing that little bit extra, actions of many officers like Florence often go unappreciated.

So the next time someone renders assistance to us, even though it's their job, let's remember to say, "Thank you." It doesn't cost anything and it might mean the world to that person.



Remember to hashtag when sharing #hormatsecurity



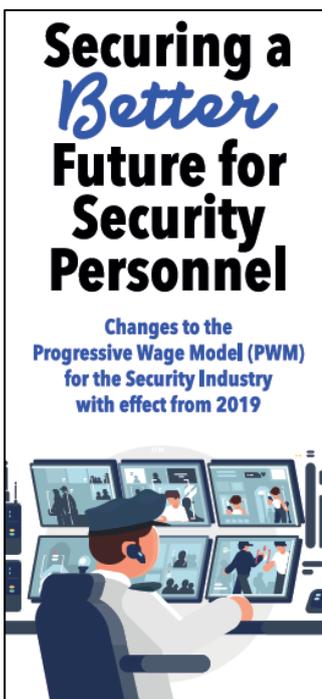
40th Anniversary Gift

USE was set up on 1 November 1978 and we are celebrating our 40th anniversary this year!

We have prepared a 40th birthday gift for our union members. Eligible members* will receive a 400ml special edition USE Thermos Flask each.

**Eligibility Criteria*

Must be a USE member with at least 6 months' paid-up membership with no arrears.



2019

COMING SOON

2019 is coming and there will be changes to the Security Progressive Wage Model salary ranges!

Check out the brochure inserts in this packet for the details of the changes!



Upload photos of yourself holding the gift and hash tag:

#USE40anniversary #hormatsecurity

Collection details

Location: USE Customer Service Centre
200 Jalan Sultan, Textile Centre,
#03-24 Singapore 199018

Operating Hours:
Mon - Fri: 9am - 5pm
Last Tues of the month: 9am - 1pm
Closed on Public Holidays, Saturdays and Sundays

Recent Grievance Case - Breach of Employment Act

USE attended to a recent grievance case.

1. An officer had a dispute with the company regarding work done in the month of June 2018, where he was not deployed nor terminated by his company after 4 days of work. After union intervention, company agreed to pay him for the four days of work done from 1 – 4 June 2018. However, this payment was delayed beyond the 7 days' limit as stipulated under the law. The officer was eventually only paid his June salary on 19th July by the company, 12 days after the legal limit.
2. The officer was also made to work excessive overtime hours by the company, clocking up to 173 hours OT in the month of May 2018 alone.

The issues above are in breach of the Employment Act and the union has brought the company to our partner agencies for action to be taken against them.

In the event of an employment dispute, approach USE without delay!

Mediation Service @ USE

A mediation service for officers and agencies in the Private Security Industry to resolve employment-related disputes and workplace grievances was launched on 16 August 2018 by the Union of Security Employees Singapore (USE) and the Tripartite Alliance for Dispute Management (TADM).



Official launch of Mediation Service @ USE

(From Left) SAS President, Mr. Joshua Raj, ACSA President, Mr. Robert Wiener, USE General Secretary Mr. Raymond Chin, TADM Senior Assistant Director Mr. Chee Sin How, NTUC Assistant Secretary-General Mr. Zainal Sapari and USE Executive Secretary Mr. Steve Tan

“ *...USE takes on a lead role to mediate disputes and work out a resolution that is fair to all parties... It will benefit both employers and employees* - USE Assistant Executive Secretary Mohamad Randy ”

Facing employment issues?



Email or contact us through our website to make an appointment to see our Mediator at the USE Customer Service Centre.

Our mediators will be able to advise you on your employment issue and the next best steps on handling them!



USE CUSTOMER SERVICE CENTRE (CSC)

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Have you recently changed a new agency or your mobile number / email address?

Update us through email at use@ntuc.org.sg or download the Conversion Form from USE website at www.use.org.sg!