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NEW KID ON THE BLOCK

Good things do come in big packages:
Introducing the FairPrice Hub featuring a High-Tech Distribution Centre and the Warehouse Club serving up a brand new shopping experience!

Serving You With Heart

Against the backdrop of the official opening of a brand new hub, PM Lee hails NTUC FairPrice for keeping prices low.

By **Marcus Lin**

In spite of not getting any special privileges from the Government and having to compete with other players in a free market, "it is remarkable that NTUC FairPrice has become a household name in Singapore while fulfilling its mission as a social enterprise."

Prime Minister (PM) Lee Hsien Loong noted this at the official opening of the $350 million state-of-the-art FairPrice Hub at 1 Joo Koon Circle on 16 September 2015, his first formal function after the recent General Election results. It would also have been the late founding Prime Minister Lee Kuan Yew's 92nd birthday.

Pointing out that the event was a small indication of the very close symbiotic relationship between the Labour Movement and the PAP Government, PM Lee cited NTUC FairPrice's important role in nation building ever since the first NTUC Welcome supermarket was launched in Toa Payoh in 1973.

It was opened by the late Mr Lee who said then: "You will get more value for your money buying here. Further, you should also get a return of 5-10 per cent back every year on your purchase. And the more shares you buy into the co-op the more you will get back."

PM Lee reiterated the mission of NTUC Fairprice: "To help to keep the cost of living low, to give Singaporeans assurance that they can always obtain essential goods at retail outlets at fair prices and to give Singaporeans a stake in this successful enterprise."

As Singapore's largest supermarket chain with almost 300 outlets and stores with different retail formats, PM Lee said: "FairPrice continues to give Singaporeans a fair deal and to keep prices affordable. It does so through `Everyday Low Price' items for a basket of 1,000 items and its own housebrands. They offer special discounts to pioneers to honour their contributions to Singapore.

"It gives rebates and dividends to more than 700,000 members amounting to more than $460 million for the past 10 years. And all this while holding its own against competition from other retail players without compromising service, and keeping up with the changing and wide-ranging needs of customers."

He added that NTUC FairPrice is a good example of a social enterprise model and a successful business with "a social mission sharing the benefits of success and progress widely, able to compete with global players in a free market."

PM Lee also welcomed NTUC FairPrice Chairman Bobby Chin's announcement that FairPrice will pledge another $50 million to the Fairprice Foundation over the next five years to help the needy and promote community bonding.

The FairPrice Hub marks another milestone with its role in nation building.

Moderating The Cost Of Living

In an *NTUC This Week* exclusive, NTUC FairPrice CEO Seah Kian Peng talks about the significance of the new FairPrice Hub and FairPrice's continued focus to keep costs down.

By **Shukry Rashid**

NTUCtw: How did the idea of the FairPrice Hub come about and how does it connect to FairPrice's continued social mission to moderate the cost of living?

Mr Seah Kian Peng: Even as we remain committed to our social mission, we recognised that there was a need for increased efficiency and productivity to serve the growing and changing needs of our customers, and further pass down savings to them. We thus planned for the High-Tech Distribution Centre in the Hub, which is highly automated and leads to productivity gains, such that we are equipped to continue to serve the community for the next 20 years. We also envisioned a building which could serve the needs of our staff by consolidating our various offices previously located separately, and providing a conducive environment that facilitates interaction and development to promote *esprit de corps* and to thrive and grow.

For the community, FairPrice Hub serves as a space for them to gather, shop and eat, with something for everyone.

FairPrice housebrand products are 10 to 20 per cent cheaper than comparable products in the market. How does FairPrice achieve this?

To do this, we scour the globe for multiple sources to get the best deals, import directly to eliminate middlemen costs and engage in contract farm agreements to ensure that prices are kept low while maintaining high quality housebrand products.

To begin with, we select reputable companies who have met international certifications on quality standards as our partners, and source from manufacturers both locally and overseas. We also appoint existing suppliers as exclusive suppliers for housebrands, as having worked with them over a sustained period enables us to evaluate if they are suitable for our housebrand.

In addition we also look for multiple sources to ensure we are not reliant on a single source for products. For example, we apply diversified sourcing for products such as rice, where we import rice from diversified sources that include Thailand, Australia, Vietnam and India. This ensures that we provide reliable supplies and stable prices to customers.

Another strategy we employ is contract farms where agreements are made with farms to ensure stable pricing and consistent supply. We use contract farming for products such as our Pasar vegetables where we currently have contract farms in Australia, Singapore, Malaysia, Thailand and Indonesia.

What are the other measures in place to moderate the cost of living today and into the future?

Apart from our FairPrice housebrands, we maintain a basket of 1,000 Every Day Low Prices (EDLP) essentials which are price-checked weekly to offer affordable products to customers as they stretch their dollar. We also offer a range of about 200 Yellow Dot basic items, which are the lowest priced products in their respective categories to ensure that customers who are more budget sensitive are able to have access to daily necessities. These items are 20 to 25 per cent cheaper than comparable top national brands.
Beyond this, seniors also enjoy 2 per cent discounts on Tuesdays, and the pioneer generation enjoys 3 per cent discount every Monday, to help the elderly save further.

As a co-operative, over 700,000 members are able to save even more on rebates, dividends and LinkPoints.

During times of crises, FairPrice also works to ensure prices and supplies of essentials remain stable, such as when we stabilised prices of vegetables during SARS, curbed profiteering from eggs during the Bird Flu and absorbed the GST increase when it was first introduced.

As we move into the future, we continue to offer these various initiatives to provide customers with cost savings and will continue to look for ways to further our mission to moderate the cost of living. We also monitor existing trends and react to crises and the needs of the community in moderating costs and ensuring availability of essential items.

Prime Minister Lee Hsien Loong getting a tour of FairPrice's new High-Tech Distribution Centre.

On The High-Tech Track

Automated Storage and Retrieval System (ASRS)

Caddy Pick System

Radio Frequency Identification (RFID)

NTUC FairPrice's latest venture brings it into high-tech territory with a state-of-the-art Distribution Centre and a Warehouse Club to serve customers into the future.

By **Shukry Rashid**

NTUC FairPrice can be proud of the many things it has achieved, and will achieve, with the unveiling of the new FairPrice Hub on 16 September 2015.

The 1.2 million square feet hub itself stands 16 storeys tall, comes integrated with Joo Koon MRT station and a new bus interchange, and houses the High-Tech Distribution Centre.

The new Hub now houses the entire 600-strong FairPrice support team who were previously located in five different locations.

With 150,000 square feet of commercial space, visitors can look forward to eateries and the new Warehouse Club.

HIGH-TECH DISTRIBUTION CENTRE

The High-Tech Distribution Centre has six floors that spans over 650,000 square feet. It started operations at end-2014 and boasts many measures in a bid to increase productivity.

It features the **Automated Storage and Retrieval System (ASRS) and the Caddy Pick System** – the first of its kind in the Asia Pacific Region. It uses robotic technology and autonomous vehicles mounted on a monorail system for warehousing operations, enabling it to achieve high productivity of 200 cartons per man hour – twice the rate of a conventional distribution centre that uses manual pallet movers.

The ASRS is 40 metres high and is one of the largest facilities in Singapore. The system consists of high-bay racking and intelligent-controlled stacker cranes that enable automatic transportation of pallets of goods in and out of the high-density storage rack comprising 19 levels. The compactness and height of the system enables the Distribution Centre to fully utilise its space, doubling its storage space to over 52,000 pallets.

The ASRS can also receive up to 380 pallets of goods per hour, compared to a conventional warehouse that can only receive up to 120 pallets per hour.

Integrated into the ASRS is the Caddy Pick System that uses 'within-the-aisle picking', a concept unseen so far in Singapore. It enables the elimination of the multi-return process, hence increasing efficiency and allowing the system to pick up to 120,000 cartons per day. All pallets and rollcages carrying goods are also equipped with **Radio Frequency Identification (RFID)** and monitored by RFID readers that can be controlled automatically. This precise RFID tracking ensures the timely consolidation of orders, ensuring right orders are delivered to FairPrice stores on time.

These technological innovations in the High-Tech Distribution Centre will help FairPrice to manage increasing consumer demands for the next 20 years.

WAREHOUSE CLUB

The Warehouse Club follows a membership-based retail format, a concept widely established in the United States, Japan and Australia.

Located on the second and third floor of the FairPrice Hub, the Warehouse Club spans over 80,000 square feet and is the seventh retail format by FairPrice.

Although items can be bought individually, they also come pre-packed in bulk – the bigger, the more savings customers get. Customers can expects savings of up to 20 per cent for bulk buys, value packs and multipacks.

The club also offers popular housebrand products sourced from around the world like Costco, Tesco and Carrefour. About 30 per cent of products available in the Club are imported from overseas.

GOOD TO KNOW

Warehouse Club membership is available at $35 (NTUC union members) and $50 (non-NTUC union members) for two years.

Visit www.warehouseclub.com.sg for more information.

Constantly Evolving

Taking advantage of technology to enhance business operations and improve customers' shopping experience is nothing new for NTUC FairPrice. Here's a trip down memory lane on the productivity improvements since its rebranding in 1983.

By **Fawwaz Baktee**

1983:

FairPrice started using an integrated system with Point-of-Sale (POS) for capturing members' rebates.

1991:

FairPrice became Singapore's first retailer to implement the barcoding system for its products.

1994:

The supermarket implemented handheld terminals for stock-taking and stock-ordering.

2002:

The year saw the launch of the online website called FairPrice Online (FPOL).

2009:

The co-operative became the first retailer in Singapore to go on social media with the launch of 'That's My FairPrice' Facebook page.

2011:

The supermarket implemented the Self-Checkout Counters (SCO), allowing customers to check out their purchases on their own.

With the new Electronic Shelf Label (ESL) that replaced manual paper shelf labels, outlets saw improved pricing accuracy and timeliness of updates that led to higher customer satisfaction.

SCAN2GO (Personal Self Scanning)

Self-Checkout Counters (SCO)

FairPrice Online (FPOL)

Self-tap credit card terminal

Click & Collect

Integrated Cash Management System (iCash)

2013:

FairPrice launched the use of contactless payment:

• Credit card terminals were upgraded to enable payment to be finalised with a tap of the credit card for purchases below $100.

SCAN2GO (Personal Self Scanning) was implemented at Bukit Timah Plaza's FairPrice Finest where registered customers are provided with a handset to scan the items they wish to purchase, reducing the waiting time at the checkout stations.

2014:

With the introduction of Click & Collect, customers are now able to order groceries at FairPrice Online and collect them from selected locations at a chosen date and time.

2015:

FairPrice launched its own Mobile Application. The supermarket implemented the Integrated Cash Management System (iCash) where automated front-end cash machines are integrated to the Point-of-Sale (POS) system which accepts and dispense cash without cashier intervention.

Snapshots

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

By ***NTUC This Week*** **Team**

Top Shots

On 15 September 2015, some 15 U Live members who had completed the Photography Ambassador Programme (Phase 1) continued their learning journey with Phase 2 to further develop their capabilities. Co-developed with partner EMO Studios, the 10-session programme aims to not only improve their skills but also troubleshoot techniques they can apply as event photographers.

One person who has benefited from the programme so far is 64-year-old Arshad Suradi. A budding photographer since his younger days, Mr Arshad always carries a camera around to capture memorable moments.

"The programme not only livens up my days, but has widened my perspective, exposing me to new experiences. It gives me a sense of belonging, keeping me active and living a purposeful life doing what I love after retirement."

Singapore Sports School contract staff receive the same appreciation as permanent employees during its Staff Day celebrations.

Appreciating Unsung Heroes

Contributed by **Singapore Sports School**

Cleaners, gardeners, kitchen hands, laundry maids and security officers contracted by Singapore Sports School are regarded the same as its permanent staff. At their recent Staff Day celebrations, these outsourced workers enjoyed a concert and buffet lunch just like every other staff. The only difference was a special video tribute for these unsung heroes put together by a group of student-athletes.

The School also roped in its corporate sponsor, Nestle Singapore, which gave each of the contract workers a MILO Care Bag – all this on top of the Appreciating U NTUC FairPrice vouchers provided by Singapore Labour Foundation. Staff also chipped in with a cash collection to purchase additional NTUC FairPrice vouchers for these low-wage workers in appreciation of their work done day in, day out.

This initiative is part of the ongoing Appreciating U movement by the NTUC U Care Centre which provides opportunities for the public, government and private sectors, and educational institutions to appreciate and show gratitude to low-wage workers for a more inclusive society.

MEMBERS' CORNER

Holiday Inn Singapore Orchard City Centre
1-FOR-1 Lunch or Dinner buffet @ Windows on the Park.
Valid till 30 November 2015. Present NTUC Card to enjoy the privileges. Not valid in conjunction with other discounts, promotions or loyalty programmes. Other terms and conditions apply.
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- FREE registration and 50% off monthly subscription for Caller Number Display and Roaming.

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- FREE 6 months' Fixed Voice VAS Package* (worth $25.68) with sign-up on any M1 Fibre Broadband plans.

**Fixed Voice VAS Package includes caller number display, call waiting, call divert and 3-party conference call.*

Valid till 30 November 2015. Not valid in conjunction with other discounts, promotions or loyalty programmes. Other terms and conditions apply.

Available at M1 Shops and Exclusive Distributors.
Website: **http://www.m1.com.sg/ntuc**.

Remembering Lee Kuan Yew

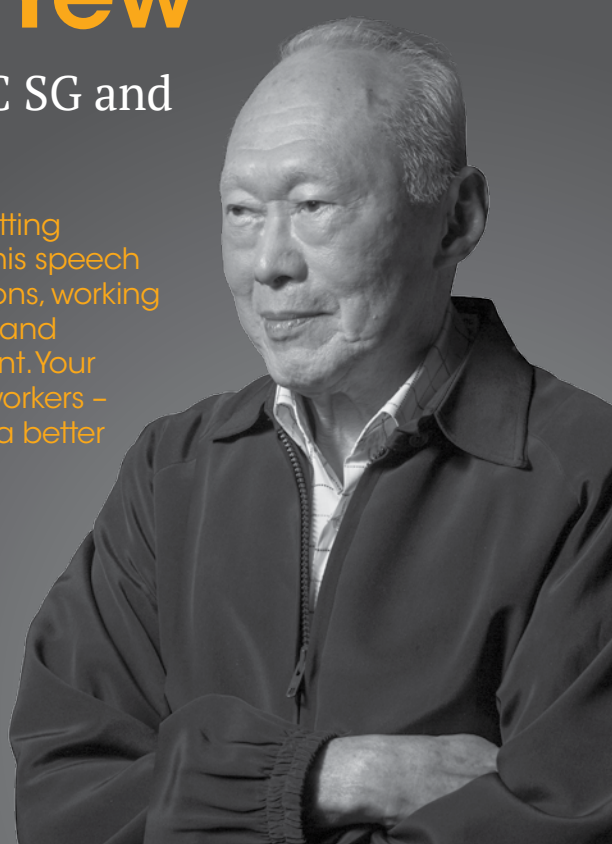
Mr Lee would have turned 92 on 16 September 2015. NTUC SG and DSG pay tribute to him on Facebook.

"Today we're fighting a different battle, and yet our purpose to create new jobs by getting investments remains. On NTUC's 50th Anniversary dinner in May 2011, Mr Lee closed his speech with these words: 'I wish you many more years of active work for the workers and their unions, working with the Government and the employers on equal terms. You have helped to create jobs and upgrade skills for our workers to live a better life in the first 50 years of the Labour Movement. Your challenge now is keep up with the fast pace of economic transformation, and help our workers – young and old, professionals and rank-and-file to secure better jobs, better pays and live a better life for many more years to come.' We will strive on, Mr Lee."

NTUC Secretary-General (SG) Chan Chun Sing

"Remembering Mr Lee Kuan Yew on this special day. He would have been 92 today. Thank you, Mr Lee. We will do our best to take Singapore forward for the sake of all Singaporeans."

NTUC Deputy-Secretary General (DSG) Heng Chee How



Meet The Power Profiles

PMEs can now learn from the most powerful profiles on LinkedIn, following NTUC's new partnership with the online professional networking platform.

By **Ryan Chan**

As the saying goes, to become the best, you have to learn from the best.

NTUC's partnership with LinkedIn will now give Professionals, Managers and Executives (PMEs) the chance to get up close and personal with some of the most influential LinkedIn profiles in Singapore.

A series of mentorship sessions – Meet LinkedIn Power Profiles – will be held over a few weeks in October and November, with each session featuring a different name from the list of 2015 Power Profiles. This list consists of the most viewed leaders on the online professional networking platform from industries such as human resources, finance and marketing.

"Today, an online professional brand is just as vital for the business that the individual represents. LinkedIn Power Profiles are experts in their domains, who have invested in building their professional identities by sharing their knowledge and inspiring professionals around them, making them the most viewed profiles in Singapore," said Sandeep Suvarna, Head of Consumer Marketing, Asia Pacific for LinkedIn.

EMPOWERING PMES

The sessions will be part of NTUC's Future Leaders Programme, which has helped connect more than 17,000 PMEs in Singapore to industry leaders.

The upcoming mentorship sessions will be held in an intimate environment, with only 10 participants per session to allow each one to maximise their time spent with each Power Profile.

NTUC U Associate and Future Leaders Programme Director Vivek Kumar said: "These sessions offer participants a rare chance to gather insights and learn from the best as they work towards becoming future leaders."

Lazada Singapore CEO Martell von Hardenberg will kick off the series as the first Power Profile on 20 October 2015. See photo for the rest of the Power Profiles attending the upcoming sessions.

The workshops are open to all Singapore professionals with a complete LinkedIn profile. To apply for slots, visit **http://bit.ly/linkedinpowerprofile**. For more information, visit **http://bit.ly/mentorshipsession**.

Future Leaders Programmes For PMEs

Following the success of the Future Leaders Summit on 24 July this year, the Future Leaders Programme is back with a slew of events. Here is what you can look forward to in October this year.

20, 22, 29 October

What: LinkedIn-NTUC Mentorship Session
Where: LinkedIn Singapore, AXA Tower
Price: Free

Meet the 2015 Power Profiles on LinkedIn and connect with them at these intimate seminars. Selected participants will get to pick their brains on how to run a successful business with the necessary connections in this digital age. Slots are limited to only 10 participants, so apply now to avoid disappointment. Check article to the left on how to apply.

21 October

What: Future Leaders Summit: Innovation DeepDive!
Where: NTUC Auditorium, 9am to 5.30pm
Price: $150 (NTUC member), $275 (public)

The Future Leaders Summit earlier this year featured three tracks: Innovation, Technology and Inspiration. This summit focuses on the Innovation track, with speakers like Professor Neo Kok Beng, former NASA scientist Dr Bidushi and Ms Lim Qing Ru, who became a millionaire overnight after her tech company Zopim was bought over by an American software company. For more information, visit **www.futureleadersummit.sg**.

27 October

What: Opportunities in the Financial Technology World
Where: NTUC Centre, Room 801, 6.30pm to 9pm
Price: $29 (NTUC member), $59 (public)

DBS Bank Managing Director Ng Peng Khim and SMU Academic Director of the Financial IT Academy Amelia Ching bring a wealth of knowledge and experience to this seminar. Both will respectively share how PMEs can integrate the digital world into the financial and IT sectors. Both will touch on the vast potential digitalisation brings and share how to tap on it. For more information, visit **www.futureleadersummit.sg**.

30 October

What: Lead the Sales Force of the 21st Century
Where: NTUC Centre, Room 801, 9am to 5pm
Price: $150 (NTUC member), $275 (public)

Targeting PMEs in the sales sector, this programme will allow participants to learn how to be remembered for the right reasons. Speakers like Eric Fong and Jerome Joseph will teach you how to get your sales pitch right and be charismatic to command the attention of potential clients. For more information, visit **www.futureleadersummit.sg**.

Fighting The Haze

Various parties get into action by issuing advisories and handing out masks to keep workers safe and minimise the effects of the haze.

ntuc

14 September 2015

MEDIA STATEMENT

WORK SAFETY AMIDST HAZE SITUATION

1 The National Trades Union Congress (NTUC) urges all employers to take special care of their workers as the haze situation in Singapore reaches unhealthy levels.

2 While good workplace safety and health practices should be an everyday affair, employers should step-up vigilance amid the current haze situation and ensure that the welfare of their workers is not compromised for any reasons. Employers are reminded to continually assess haze-related risks and adopt appropriate measures to safeguard the safety and health of their workers, especially those whose work requires them to be outdoors for a majority of the time.

3 NTUC takes this opportunity to remind employers that it is their duty to ensure all necessary precautions are taken to minimise risks posed by haze exposure during this period. Discretion should be exercised when deploying workers outdoors, such as ensuring that the appropriate protective gears are issued for outdoor work.

4 On the part of workers, we urge everyone to exercise self-care, which includes making sure that the protective gears issued to them are used, and used correctly.

5 Both employers and workers are encouraged to monitor the situation closely and be alert for any advisories issued by the relevant authorities.

Yeo Guat Kwang
Director, Workplace Safety and Health Secretariat, NTUC
Chairman, Migrant Workers' Centre

Tripartite Advisory

The Ministry of Manpower (MOM), the Singapore National Employers Federation (SNEF) and the National Trades Union Congress (NTUC) jointly issued an advisory on 15 September 2015 to help employers in preparing and implementing haze-related measures at the workplace.

The advisory addresses issues such as mitigating the effects of haze on employees, flexible work and leave arrangements during this period, suspension of business operations during haze, and minimising disruption to work.

To read the full advisory, an FAQ, and the guidelines for employers on protecting employees from the effects of haze, log on to ***www.mom.gov.sg/haze***.

Taking Precautions

National Taxi Association hands out N95 masks and antiseptic hand wipes as Singapore's haze condition worsens.

By **Fawwaz Baktee**

The National Taxi Association did their part to combat the haze on 14 September 2015 by distributing N95 masks and antiseptic hand wipes to an estimated 2,500 taxi drivers at Changi Airport.

NTUC Assistant Secretary-General Ang Hin Kee said: "Over the last few days, we monitored the haze condition in Singapore and realised that it has hovered over the unhealthy range. It is timely for us to restart the initiative of giving out masks and antiseptic hand wipes to our fellow taxi drivers. It is important that they take precautions against the impact of the haze."

"Other than using the N95 and the antiseptic hand wipes, it is important that taxi drivers monitor the visibility level and turn on their headlights regardless of the time of day should visibility drop."

HANDY TO HAVE

Taxi driver John Chan, 54, said that the facial masks will come in handy for himself and his taxi driving counterparts.

"Wearing the mask is better than nothing. For us, we will use the masks whenever we step out of the taxi. If we have extra masks we will give them to our passengers, especially to the young children of our passengers," said Mr Chan.

Measures In Place

As smog looms over the city, several NTUC-affiliated entities have come up with measures to protect members and customers.

By **Fawwaz Baktee**

Building Construction And Timber Industries Employees' Union (BATU)

- The union has actively gone to the ground, especially to areas with outdoor cleaners to distribute N95 masks.
- Unionised companies in the cleaning, construction and landscape sectors will be provided with N95 masks on request. BATU has given out around 3,000 masks to date, with 1,000 masks distributed on site to cleaners in the conservancy and public cleansing sectors.
- BATU has also issued the Haze Health Advisory to unionised branches and branch officials.

Union of Security Employees (USE)

- USE has sent out an advisory to its management partners seeking their cooperation to give more attention to security officers who are stationed outdoors and staff with pre-existing heart or respiratory illnesses.
- The union has reminded security agencies to issue N95 masks to security officers as per SOP.

Keppel FELS Employees' Union (KFEU)

- The union together with management have identified employees who have respiratory and heart issues, and informed the respective department and section heads to provide them with N95 respirators.
- The company has issued the SOP of deploying indoors the employees with issues working outdoors, even with the masks.

Creative Media and Publishing Union (CMPU)

- The union is sending out advisory notices to members informing them about the various channels available should they require assistance.
- CMPU is planning to distribute pamphlets and the haze survivor kit at internal engagement events for members.

NTUC Health's Unity Pharmacy

- Unity Pharmacy has progressively stocked 800,000 N95 masks at its 59 outlets.
- The price of masks are kept low at less than $1.50 to ensure affordability for customers, despite the increasing demand for N95 masks.

NTUC LearningHub (LHUB)

- LHUB is issuing masks to their staff and arranging alternate work arrangements for those who may be affected.
- Trainers are briefed to look out and assist trainees should they require assistance.
- Most of the outdoor activities for staff and customers have been restricted.
- LHUB will monitor advisories regarding the haze closely.

Singapore Industrial and Services Employees' Union (SISEU)

- The union is currently working with branches to ensure there is an adequate stock of N95 masks.
- The union has advised branches to follow the Ministry of Health Advisory closely.

NTUC First Campus

Similar to 2014, if the 24-hour Pollutant Standards Index (PSI) is less than 100:

- Outdoor activities will still take place but children with respiratory problems will be closely monitored and tracked.
- The centres may use portable air conditioners and air purifiers.

If the index is above 100:

- The centres will monitor the health situation of the children closely. They will inform the parents and seek medical attention immediately should any child fall ill.
- Physical exercises and strenuous outdoor activities will be reduced, and children with respiratory ailments will not take part in physical exertion and outdoor activity.
- First Campus will disseminate to parents appropriate circulars regarding health measures.

Education Services Union (ESU)

- ESU will be distributing herbal lozenges and herbal tea at workplaces during their September Appreciation Month roadshows. These will also be distributed to outdoor workers such as campus security officers, hall attendants and general workers of their respective branches.

Sports Coaches Association of Singapore

- The association and NTUC Freelancers and Self Employed Unit have distributed about 200 N95 masks and herbal tea to fellow sports coaches.

Tribute To A Friend

"Dr Moh Chong Tau will always be remembered for being a true friend to the Labour Movement." – MIWU Executive Secretary Jessie Yeo.

By **Fawwaz Baktee**

In his 13 years as the President and CEO of Makino Asia, the late Dr Moh Chong Tau earned the respect and love of his employees. He exemplified what it meant to be a leader with foresight, he took on challenges in his stride and steered the company out of the recession in 2009, and his compassion towards his employees was second to none.

Dr Moh Chong Tau succumbed to cancer on 18 August 2015. He was 64.

A STRONG LEADER

When he took over Makino Asia in 2002, the late Dr Moh became a pioneer in building a Singaporean core. He was also a strong advocator for productivity improvements through technology.

Instead of taking the easy route of retrenching workers when the economy took a downturn in 2009, Dr Moh chose to upgrade company processes, train and re-skill his Singaporean employees in order for them to retain their jobs.

One employee who benefited from the late Dr Moh's initiative was Master Craftsman Ang Kian Hua, who has been with the company for nine years.

"I am very thankful to Dr Moh for giving me the opportunity to upgrade myself back then. If it wasn't for him, I wouldn't be here today," said Mr Ang.

During the economic recession, the late Dr Moh decided that the top management should take a larger percentage of pay cuts as compared to the ground employees. He himself took a pay cut of 30 per cent.

"He told me that as long as he is in charge, he would make sure that the workers will not suffer. I remember him saying, 'Why should we let the ground employees get the most of the pay cut? We can't do that to them. It will cut them to the bone if we do that,'" recounted Metal Industries Workers' Union (MIWU) Executive Secretary Jessie Yeo.

When the economy recovered, Dr Moh back paid all the company's employees the amount that was cut during the recession.

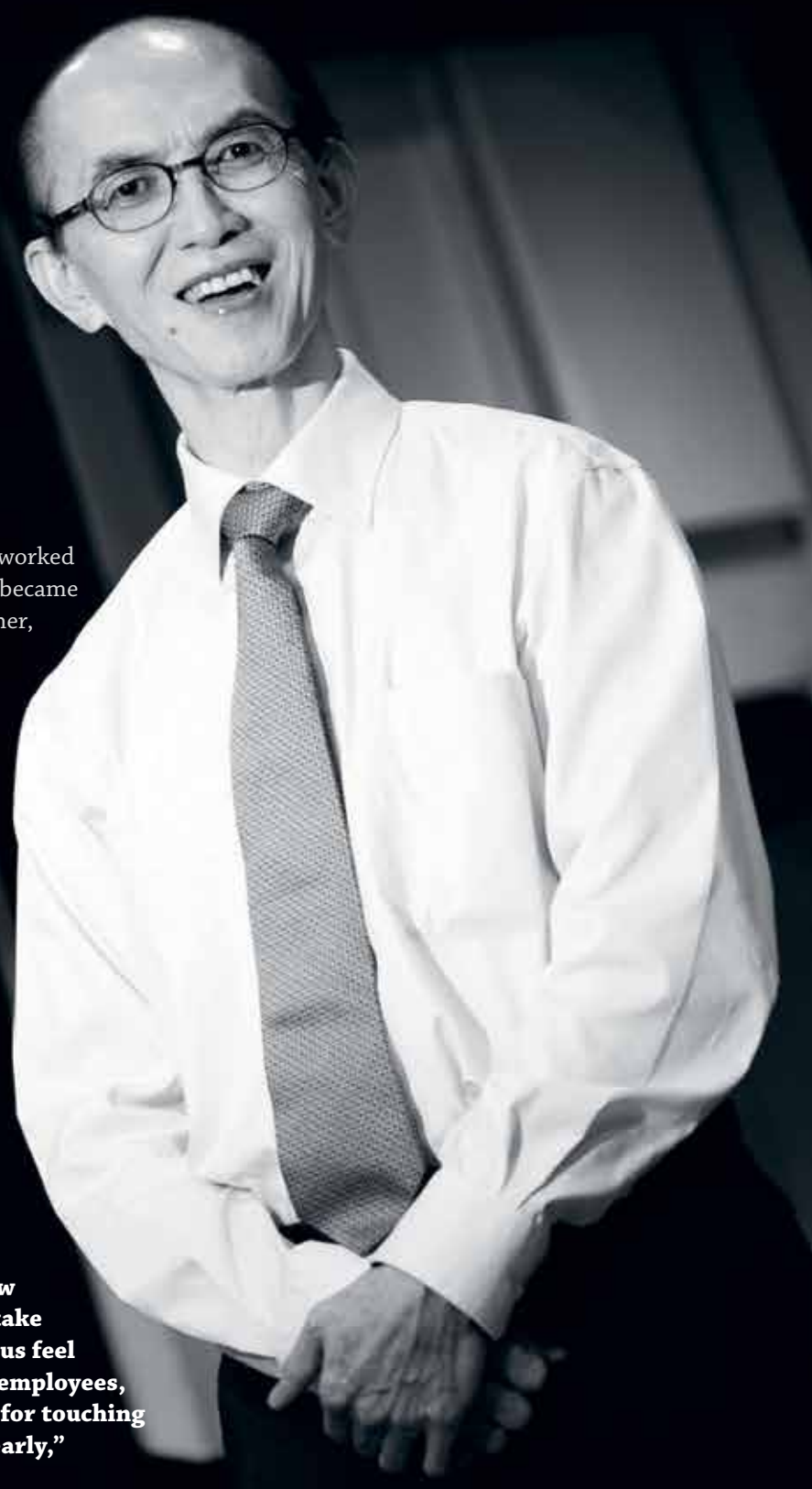
Ms Yeo also said that having worked with Dr Moh for many years, he became not only a strong tripartite partner, but also a friend.

"Whenever the union approached him for help, he used to say, 'As long as it is good for company, workers and MIWU, take it as done.' Despite being a busy CEO, Dr Moh had always been just a phone call or email away … something you can only ask from a friend," said Ms Yeo.

NOT ONLY AN EMPLOYER

Makino Asia Branch Chairman Lee Meng Tek said that he could not have asked for a better employer.

"He spoke to us more like a friend than a CEO. He would often come down to the production side to see how we were doing and he would take time to speak to us. He made us feel appreciated. On behalf of all employees, I would like to thank Dr Moh for touching our lives. We will miss him dearly," said Mr Lee.



"Dr Moh was pro-Singapore and pro-Singaporeans. He fought hard to bring good investment, good projects and good jobs to Singapore. He also did his best to attract and nurture Singaporeans to take on these good jobs … He was always cheerful, positive and full of passion. With his passing, we have lost a good management partner, a close friend and a caring business leader."

Former NTUC Secretary-General Lim Swee Say who worked with Dr Moh from 2007–2015

Developments In The Labour Market

MOM says labour demand for 2015 is expected to remain firm, with possible cautious hiring expectations in some sectors.

By **Ramesh Subbaraman**

With the Singapore economy moving into its final quarter and expected to grow by 2.0–2.5 per cent in 2015, the Ministry of Manpower (MOM) said, barring unexpected shocks in the external economy, labour demand for 2015 is expected to remain firm.

However, there could be cautious hiring expectations in some segments of the economy.

Giving a progress report of the labour market in the first half of 2015 and the outlook for the rest of the year, MOM emphasised that strengthening the Singaporean Core and supporting the restructuring towards a manpower-lean economy driven by productivity remain paramount.

FUTURE OUTLOOK

For the rest of this year, local employment growth is expected to moderate significantly.

This follows two years of strong growth, which was due to increases in the working-age population, as well as significant gains in resident Labour Force Participation Rates.

Moving forward, these effects will be much smaller given the slower growth of the local working-age population, and limits to increasing the overall Labour Force Participation Rates, which are already among the highest in the world.

Taking these factors into account, MOM projected a lower local workforce growth, coming down to an average of 20,000 per annum for the last part of this decade.

SUPPORT FOR PMES

Some consolidation and exit of less-productive businesses are expected as the economy restructures.

MOM said the Career Support Programme, to be launched in October 2015, will help displaced mature Professionals, Managers and Executives find quality jobs and careers, in addition to existing Professional Conversion Programmes.

MOM and the Singapore Workforce Development Agency (WDA) stand ready to help displaced local workers re-skill and upgrade so that they are well-positioned to take on the new quality jobs created.

The Ministry also added that it will continue with efforts to strengthen the Singaporean Core and reduce reliance on foreign manpower by following through with the implementation of previously-announced foreign workforce tightening measures.

The recent enhancements to the Fair Consideration Framework and Jobs Bank will also ensure that Singaporeans have fair opportunities for quality jobs in the market.

QUICK LOOK

Here are the highlights of the key labour market indicators between January and June 2015.

- **Local employment:** Declined by 8,900 in first half 2015, largely reflecting the exit of young casual workers from the workforce.
- **Older local workers:** Continued growth in their employment.
- **Foreign employment:** Registered the lowest half-yearly growth since 2009, with 8,000 employed in first half of 2015.
- **Productivity:** Labour productivity remained weak for first half 2015, falling by 0.5 per cent year-on-year.
- **Construction sector:** Total employment growth slowed significantly, registering the slowest growth since first half of 2011.
- **Manufacturing:** Total employment fell, with a decline in both local and foreign employment. A significant decline was observed in the Petroleum, Chemical & Pharmaceutical Products, and Transport Equipment industries.
- **Services:** Total employment growth in the Services sector moderated significantly, largely due to a decline in local employment.
- **Unemployment:** The rate remained low, with seasonally-adjusted citizen unemployment rate at 2.9 per cent in June 2015.

NTUC THIS WEEK

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ANDROID

NTUC Secretary-General Chan Chun Sing (right) and NTUC Deputy Secretary-General Heng Chee How engaging delegates at the pre-NDC dinner.

Gearing Up For LM2019

Key NTUC delegates gather to discuss the direction the Labour Movement will take for the future.

Look out for our full coverage next week.

By **Ryan Chan**

Ahead of the NTUC National Delegates' Conference (NDC), NTUC Secretary-General Chan Chun Sing lauded the unity of the Labour Movement that has helped them achieve what they have so far.

"If we can strengthen our bonds and camaraderie as one solid team as the core of the Labour Movement, I think we will go on to do great things in time to come," he said.

He was speaking at a pre-NDC opening dinner as delegates from the Labour Movement gathered over 17 to 19 September 2015 to discuss how they can continue to help workers into the future.

CARE, FAIR, GROW

Under the theme of Care, Fair and Grow, the gathering discussed how workers can be better taken care of and be future-ready.

Besides continuing to do more for the rank-and-file workers, PMEs and workers across all ages, delegates also discussed how to ensure fair re-employment and further strengthen the Singaporean Core.

A special message from Manpower Minister and NTUC Immediate Past Secretary-General Lim Swee Say to the gathering at the pre-National Delegates' Conference.

> "This year's NDC is not just important for the Labour Movement, but also for the workers of Singapore. As we strive for better jobs, better careers and better lives for our people under the leadership of Brother Chun Sing and Sister Diana, I want to assure you that you always have my full support."

Giving Back

The soul of a country is best defined by how the better-off take care of the less fortunate –SG Chan.

By **Ramesh Subbaraman**

Corporate Social Responsibility (CSR) improves the lives of workers, said NTUC Secretary-General (SG) Chan Chun Sing. He was speaking at a dinner recently to celebrate 10 years of CSR with Global Compact Network Singapore.

Why CSR

Beyond pity, fear or benefit, SG Chan said CSR is all about doing the right thing for society.

"It is the right thing to do because you have the moral compass within yourself to say that as a corporation surviving in a community or country, it is the responsibility for those who have done well to do what is right for the community.

"The community that we survive in and depend upon for our sustenance and business is also the very community that we are working so hard to benefit from," said SG Chan.

GOOD TO KNOW

ABOUT GLOBAL COMPACT NETWORK SINGAPORE

Network Singapore

Global Compact Network Singapore (the Compact) is the new name for the former Singapore Compact for Corporate Social Responsibility (CSR).

Formed in 2005 by the National Tripartite Initiative for CSR, with NTUC and the Singapore National Employers Federation (SNEF) as founding members, the Compact is also the focal point and network body for the United Nations Global Compact (UNGC).

This is a voluntary policy initiative for companies that are committed to align their businesses and operations to 10 universally acceptable principles in the areas of human rights, labour, environmental protection and anti-corruption.

NTUC's International Affairs Department Deputy Director Frederick Ho is the Compact's Treasurer while NTUC Assistant Secretary-General Ang Hin Kee and Amalgamated Union of Public Employees Deputy General Secretary Katherine Loh are members on the management committee.

Visit **www.csrsingapore.org** to find out more.

FACE 2 FACE WITH SUSEELA A SINGARAM

By **Marcus Lin**

Being a woman in a male-dominated environment has not hampered the work of Union of Power and Gas Employees (UPAGE) Vice-President Suseela A Singaram, 57. Not even a recent 10-month battle with breast cancer. On the contrary, it has made her even stronger and more determined.

NTUC This Week: Has the fact that you are a woman been a disadvantage in the male-dominated world of union work?

Ms Suseela A Singaram: That has never been the case because the respect that the members have given me as a union leader is because of my output. I am able to represent them regardless of gender or issue and I have managed to win their confidence since the day I took up a union position.

The male members confide in me all the issues they face and have never questioned my ability to perform. My track record shows that anything and everything under the sun can be tackled. When you have done that and the members are satisfied, they place their entire trust in you.

So, being disadvantaged as a female never existed, be it with management, be it with my own branch, be it with union members. It never existed.

> "My track record shows that anything and everything under the sun can be tackled."

How does union work give you satisfaction?

It is reaching out to members, understanding their issues and being able to help them. For example, before UPAGE was formed in 1995, I was a member of the PUB Staff Union's Admin and Clerical Branch. At that time, there was an Admin and Clerical examination that an employee had to pass to become a clerical officer from a clerical assistant. The examination could only be taken twice.

I managed to pass the examination and my pay became higher than those who had longer service than me. Some Chinese-educated colleagues had problems passing and so their pay stagnated. When they told me their predicament, I brought this matter up to the union and subsequently these examinations were abolished and there was no stagnation of salaries.

Another example is in my work with the NTUC Women's Committee where I have been involved since the 1980s. One of my pet projects is helping single mothers because it is quite astonishing to see the kinds of problems they are facing.

Can you share a little about your bout with cancer?

Surprisingly, when I was diagnosed with breast cancer last year in May, I took it quite well. It is probably because my involvement in the Labour Movement made me a strong woman too. If all along I could fight for my members, fighting for myself was not an issue. My union training made me decisive about the course of treatment and I also received strong support from the Labour Movement, family, relatives, colleagues and friends. After 10 months battling the cancer, it is now in remission and I am back at work both in the office and at the union.

Day In The Life Of… A Zookeeper

NTUC This Week's writer Ryan Chan gets down and dirty (literally) behind the scenes to find out what it is like to be a zookeeper.

By **Ryan Chan**

It may be a weekday but the Singapore Zoo gates are seeing throngs of visitors. I arrive, excited to begin my assignment.

Being a zookeeper is not all fun and games. The first lesson that Rubiah Ismail, my mentor for the day, taught me was to always respect the animal.

"Raise out your hand," she explained as I approached a horse's stable to enter. "Let it sniff you and become familiar with you."

I was nervous at first and she basically told me to man up.

"Be confident," she said. "Animals can always sense your nervousness."

With her guidance, I proceeded to clean out the stable, sweeping up the droppings and clearing out the soiled hay. Having to clean the horses' hooves was a further example of respecting the animal. Tapping the forearm or gaskin lets the horse know you are going to lift its hoof, after which it gracefully allows you to clean out any hay stuck in its sole.

EVOLVING OVER TIME

Rubiah, 49, who joined in 1988, was the first female zookeeper in the Singapore Zoo. Back then, it was a male-dominated environment.

"With the zoo being relatively young at that point of time, hiring a female was quite a gamble for them. I had to prove that I could excel in my role as a zookeeper," she shared.

The Zoo was unionised by The Singapore Manual and Mercantile Workers' Union (SMMWU) in 1972. In recent years, SMMWU worked with NTUC's e2i (Employment and Employability Institute) to introduce the Inclusive Growth Programme (IGP) that enhanced workers' productivity levels.

The initiative has also benefitted visitors, allowing them to download an app on their smartphones to learn more about the different animals and to drive home the message of conservation.

BURNING PASSION

Rubiah's expertise and passion shone through as she took me through the different tasks of the daily husbandry routine.

That moment came when we were sifting through eucalyptus leaves to calculate the percentage of each variety the koalas, who are on loan from Australia for six months, eat each day. This information, Rubiah explained, is sent back each day to Down Under for monitoring purposes.

There I sat without the faintest idea of how to tell the leaves apart, while she took mere seconds to identify each.

No horsing around: Zookeeper Rubiah Ismail shows our writer how to clean a horse's stable.

Feeding time for the animals.

FEEDING TIME

We headed next to the kitchens for a behind-the-scenes look at how food is prepared for the different animals.

I was tasked with placing the food out for the animals in the Fragile Forest, one of the few areas of the park where visitors can come up close to the animals.

Like myself, the animals got excited when the food came out. Unfortunately the output for this excitement was not very pleasant.

Parrots and bats fluttered around, leaving droppings on unsuspecting visitors (and myself). There is also no better time to see a sloth moving quickly. I may have left with a slightly soiled shirt, but it was definitely no rain on my parade.

PARTING ADVICE

With the day coming to an end, Rubiah left me with a piece of advice.

"Animals may know you well, and may have been working with you for the longest time, but you should never ever take them for granted – always give them the respect they deserve," she said.

The experience has left me inspired enough to seriously consider a volunteer position there. After all, I do believe I now have the necessary 'koala-fications'.

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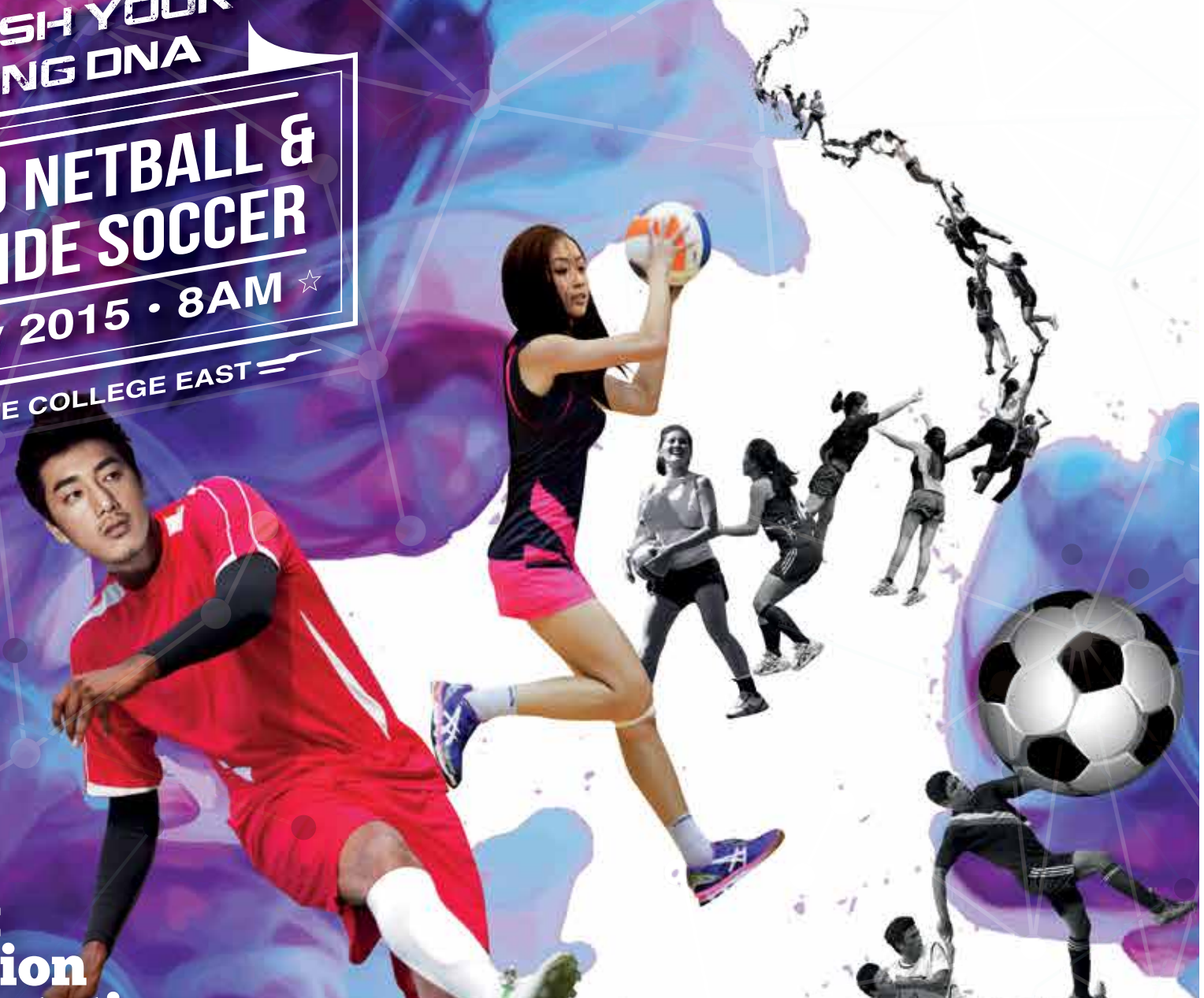

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“职总周报

2015年9月20日
售价 60c
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步入高科技轨道

职总平价最近耗资打造先进的物流中心，也设立仓储会员店，从而使企业步入高端科技领域，确保未来能够持续为顾客提供优良的服务。

随着2015年9月16日职总平价中心的揭幕，职总平价足以为过去所取得的多项成就和未来将实现的计划而感到光荣。

新落成的职总平价中心楼高16层，面积达120万平方英尺，与裕群地铁站、新近使用的巴士转换站和自身的高科技物流中心结合为一个综合体。

职总平价中心也把过去分散在5个地区的600多名平价职员集合在一个屋檐之下。

此外，职总平价中心的商用空间宽敞，面积达15万平方英尺，顾客可以尽情地在新成立的仓储会员中心内购物或在里头的餐饮店消费。

高科技物流中心

高科技物流中心共有6层楼，楼面跨度达65万平方英尺，已于2014年末投入使用。该中心拥有许多藉以提高生产力的设施。其中包括自动仓储系统，以及亚太地区首见的单轨拣货系统。

单轨拣货系统的操作应用了机器人技术，并结合了装置在单轨上运行的自动化器械来拣货，其生产力高，每个工时的拣货量可达200箱，比起依靠手动托盘推车的传统物流中心，工作效率高出一倍之多。

自动仓储系统的设备高度为40公尺，居新加坡同类设备之冠。该系统的组成套件包括高棚货架和智能堆垛起重机，能在19层的密集高棚货架之间自动处理存储和货物出库的工作。由于系统的小型化和高度化设计，使得物流中心的可存储空间加倍至5万2000多个托盘所占的面积。

在工作效率方面，使用自动仓储系统可在一个小时内接收380个托盘的货物，而在传统的物流中心，每小时的储存量只是120个托盘。

与自动仓储系统配套使用的是单轨拣货系统，其特点是可在过道拣货。这种过去从未在新加坡使用的系统，其拣货量惊人，可免除来回运货的程序，从而提高了效率，使得其日拣货量高达120万箱之巨。

此外，高科技物流中心内使用的托盘和待运货物都安装上无线射频识别器，以供阅读卡阅读无线射频，从而实现监控程序的自动化。另一方面，精确的无线射频跟踪系统，也保证了订单能及时并合，出库货物对办无误，并且能准时送往各职总平价分店去。

很显然的，高科技物流中心应用这些创新技术后，完全可以在未来20年协助职总平价满足日益增加的客户需求。

仓储会员店

仓储会员店的运作模式和当今在美国、日本与澳大利亚通行的会员制零售商店相似。

仓储会员店位于职总中心的第二和第三层，楼面共8万平方英尺，是职总平价的第7种零售店模式。在该店购物，可以单件购买，也可以大宗购买预先包装好的货品，购买数量越大节省越多。如果是大宗购买、超值包购买和多包购买，顾客预计最高可节省20%的费用。

仓储会员店也销售流行的自家品牌货品，货源来自世界各地，例如Costco、 Tesco 和 Carrefour等，而在仓储会员店销售的货品当中，有30%是进口货。

“职总平价的使命是压低生活费，确保新加坡人能在零售店以合理的价格买到日常生活必需品，同时成为企业的股东…职总平价并非依靠特权经营，而是在自由市场上与对手竞争完成自己的使命。今天职总平价在履行其社会企业使命的同时，成为新加坡家喻户晓的品牌，这是项非凡的成就。”

—李显龙总理在职总平价中心揭幕仪式上的讲话

“职总平价将一如既往竭力为我们的顾客和社会服务。我们相信，凭借完善的管理、审慎的规划和股东大众们的大力支持，我们将继续是具有新加坡本土特色的零售商，而更为重要的是，我们将继续是一家怀揣着热心服务顾客的零售商。”

—职总平价主席陈育宠

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