

# NTUC *this* week

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## NTUC CC Members

# Meet PM



The NTUC Central Committee has embarked on a series of intimate dialogue sessions with Cabinet Ministers to foster stronger relations and allow for open exchange of views and concerns. Prime Minister Lee Hsien Loong was the NTUC CC's first guest, on 24 March 2008. He was accompanied by Minister for Manpower Ng Eng Hen and Minister of State for Manpower Gan Kim Yong. The closed door session, attended by more than 30 NTUC CC members and NTUC directors started with PM Lee giving his assessment on the implications of global and regional developments on Singapore. The session was candid as it was interactive, with PM Lee responding to a variety of issues raised by CC members such as the effects of rising cost of living on low-wage workers, feedback on Workfare Income Supplement and efforts to help unemployed and low-skilled workers to improve employability and secure better employment. Other issues pertaining to CPF LIFE and Workplace Safety were also discussed.

**TOA Actively  
Engages LTA To  
Effect Change**

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# TOA Drive Change On CBD Rule



By Naseema Banu Maideen

**THE** legwork of the six Taxi Operators' Associations has brought some relief to taxi drivers in the Central Business District since 17 March 2008. The TOA set to work right after the Land Transport Authority's rule on taxis to pick up and drop off passengers only at designated taxi stands and driveways kicked up a ruckus on the roads.

Two weeks after the rule was implemented, LTA finetuned the rule to allow taxis to pick up and drop off passengers on side roads in the CBD where buses do not ply.

"All our drivers have our Taxi Associations to thank. Their tireless work behind the scene and quick response to our feedback were fundamental to this change," said Mr Ramasamy s/o Kupusamy, 61, a taxi driver with Comfort Transportation Private Limited for 26 years.

The TOA have played an active role in conveying the impact of the initial stringent rule on taxi drivers to LTA. The initial rule brought with it several practical challenges. These concerns came to light in a sharing session among the Executive Committee members of TOA three days after the rule was implemented. They suggested having more taxi stands, relocating some taxi stands, installing more taxi stand signage and increasing efforts to raise public awareness on the rule.

These were the same concerns that surfaced when the TOA were earlier briefed by LTA prior to the implementation of the rule. Besides, NTUC Assistant Secretary-General and Advisor to TOA Seng Han Thong raised the taxi drivers' concerns in Parliament on 6 March 2008. He urged LTA to work closely together with the Associations to address the issues. On the same day, these issues were highlighted to LTA.

Taking these suggestions by TOA into consideration, a Joint Working Group comprising representatives of the Associations, LTA and taxi companies was set up to iron out these issues. All other recommendations given by the TOA were also accepted by the authority.

"These changes should have been introduced with a phased-in approach. We should not take a 'big bang' approach. It is more practical to adopt an experimental basis here. This way, the commuters will be more receptive to these gradual changes," said Mr Seng.

Moving forward, Mr Seng said the Joint Working Group will look into the implications of impending changes in Electronic Road Pricing for taxi drivers. ■



All our drivers have our Taxi Associations to thank. Their tireless work behind the scene and quick response to our feedback were fundamental to this change.

Mr Ramasamy s/o Kupusamy, 61, a taxi driver with Comfort Transportation Private Limited for 26 years.



*Mission Possible... TOA worked relentlessly to convey the impact of the initial rule on taxi drivers to LTA. The rule was eventually finetuned to the relief of taxi drivers and passengers.*

## Positive Change For All



We were very unsettled when the rule was first introduced. For example, at Bencoolen Street, there is only one taxi stand. We cannot expect passengers who wish to go to Bay View Hotel to walk to their destination from the nearest taxi stand which is at Burlington Square. I am glad that LTA has eventually acted on our Association's feedback.

Vincent Yap Boon Chung, 48, a taxi driver with SMRT for nine years.



As we are always striving to achieve a standard of world-class transportation service, this flexibility will help us go the extra mile for passengers with special needs, especially those who are handicapped and during wet weathers. We are glad that the TOA have positively impacted taxi drivers' livelihood through this change.

Haniff Mahbob, 55, a taxi driver with Comfort for 24 years.



Give us more flexibility. That was what we had conveyed to our Associations. They were effective and successful in bringing our sentiments to the authorities. Now, we can deliver quality service without compromising on passengers' safety and convenience.

Poh Siong Hua, 61, a taxi driver with Comfort for 30 years.

## COMMENTARY

# Do The Right Thing In The Right Way



By Seng Han Thong

“YOU are the first person that a visitor to Singapore talks to. You are our ambassadors. What you do and say is very important.”

These are Prime Minister Lee Hsien Loong's words to the first batch of taxi drivers that participated in the Taxi Customer-Centric Initiative programme in February 2008.

What PM means is, that it is through conversations with taxi drivers that visitors can come to know Singapore better. So, taxi drivers play an informal ambassadorial role for Singapore. This makes them important contributors to the country's good image and economy.

Life has been tough for our taxi drivers in the past five years. In 2003, the Severe Acute Respiratory Syndrome that swept the region brought tourism to a standstill. Not only was there a drastic drop of visitors to Singapore that needed to move around in taxis, there was also a desperate want for local passengers. Then came the liberalisation of the taxi industry with the addition of more taxis – and drivers – to the roads, creating keener competition. And more recently, higher diesel prices have severely eroded taxi drivers' income.

Fortunately, our taxi drivers have not been left in dire straits. This is because our six Taxi Operators' Associations have enjoyed cooperation and the support of our tripartite partners.

Taxi drivers are self-employed. Their relationship with their respective taxi companies is not like that of employer-employee. Hence, proactive consultation is an effective process for taxi management, taxi drivers and the government authorities to discuss and solve industrial issues.

Over the past years, we have built a strong tripartite relationship of trust and through the consultation process. We have been able to work together to achieve our common goals. The 2003 SARS outbreak is a good example of the government, taxi companies and Taxi Operators' Associations standing united and together, overcoming the crisis. We should continue to build on the strength of this tripartism spirit for the betterment of our taxi industry and service to our visitors and local passengers.

At the beginning of this year, the Ministry of Transport unveiled a series of changes it will be making to the land transport system. Taxis, as an important part of transport serving the public, are again affected by the proposed changes. It is at times like this that “effective consultation” becomes all the more important.



*It Takes Three To Clap... The Tripartism spirit has helped to overcome many challenges to taxi drivers' livelihood.*

But let's ask ourselves, what is “effective consultation”? According to the Public Consultation guidelines spelt out by the Remaking Singapore Committee, effective public consultation could be done via stating clearly the objective, scope and process of each public consultation exercise; providing sufficient time for the consultation exercise before finalising the policy; providing timely and accessible information on policies under consultation, in a simple and concise manner; facilitating a diversity of views and then closing the loop with the public.

With all the changes coming up for the land transport industry, it is important for all arms of our tripartite partnership to work together so that we are able to face the challenges together. The government

has introduced many policies that have been well-received because it had practised consultation. Going forward, we hope to see more effective consultations being conducted with the players concerned – be they taxi drivers, bus drivers or train drivers – so that the implementation process of policies can be smoothed.

Let's not forget that with every policy change, many people will be affected. Besides the people doing the jobs who are affected directly, there are family members, users, who will also be affected indirectly. Therefore, policymakers need to take feedback seriously in making and fine-tuning policies before implementation.

In short, we need to do the right thing in the right way. ■

Taxis, as an important part of transport serving the public, are again affected by the proposed changes. It is at times like this that ‘effective consultation’ becomes all the more important.



#### The NTUC This Week Team

MANAGING EDITOR Shirley Tan-Oehler shirleyo@ntucmedia.org.sg  
 DEPUTY EDITOR Luis Low lowwp@ntucmedia.org.sg  
 SENIOR JOURNALIST Marcus Lin marcuslin@ntucmedia.org.sg  
 JOURNALISTS Naseema Banu Maideen naseema@ntucmedia.org.sg  
 Jansen Yeo jansenyao@ntucmedia.org.sg  
 EXECUTIVE EDITOR (Chinese) Ho Seo Teck host@ntucmedia.org.sg  
 JOURNALIST (Chinese) Wong Teck Tian wongtt@ntucmedia.org.sg  
 ART DIRECTOR Kelvin Teo kelvinteo@ntucmedia.org.sg  
 EXECUTIVE DESIGNERS Mohamed Nasuhar Soeyoeti soeyoeti@ntucmedia.org.sg  
 Charles Chong charleschong@ntucmedia.org.sg  
 DESIGN CONSULTANT Edmund Seah

SALES Joseph Loh josephloh@ntucmedia.org.sg  
 PHONE 6236 5790  
 SUBSCRIPTION Jenny Liu liaumn@ntucmedia.org.sg  
 PUBLISHER NTUC Media Co-operative Limited  
 ADDRESS 1 Marina Boulevard #14-01 NTUC Centre Singapore 018989  
 PHONE 6236 0555  
 FAX 6538 1068  
 PRINTER Times Printers, Singapore.

#### The NTUC Family Directory

NTUC SWITCHBOARD 6213 8000  
 CUSTOMER CENTRE 6213 8008  
 (ONE-STOP CENTRE FOR ENQUIRIES)  
 BUSINESS CENTRE 6213 8811 bizcentre@ntuc.org.sg  
 COMMUNITY DEVELOPMENT 6213 8201  
 NTUC Club  
 CHALET RESERVATION 6582 9876  
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# LearningHub Puts Premium On Safety



By Marcus Lin

WHAT better travelling companion for Continuing Education and Training than Workplace Safety and Health? Who better to put good WSH practices in place? NTUC LearningHub at the e2i campus in Redhill is doing just that by fulfilling its potential of being the number one WSH provider in support of the Government's goal to halve the workplace fatality rate by 2015 and generally keep workplace related mishaps as low as possible.

According to e2i Chief Executive Officer Zee Yoong Kang: "NTUC LearningHub entered the WSH training business when the Ministry of Manpower decided to close down its Occupational Safety and Health Training Centre in 2005 to allow space for strong private sector providers to grow. At that time, our goal was to become the major anchor provider for WSH training in a competitive, free market environment. As anchor provider, we can help MOM establish clear standards in price, quality as well as availability of safety training.

"Since 2005, LearningHub has achieved that goal. We are the dominant provider of safety training for workers and supervisors, and have established a market position as a player that can produce both volume and quality."

Mr Zee added that the next phase is the development of the WSH Institute: "The goal of WSH Institute is to improve safety standards in Singapore by first improving general awareness amongst business and labour leaders in WSH matters and second, by raising the professional standards of our WSH professionals.

"WSHI seeks to put Singapore in the regional WSH map by creating a strong programme of high-end WSH courses, seminars and conferences where WSH

professionals from Singapore and from the region can tap into the global WSH knowledge network and learn from and share with the best in the business."

LearningHub have got their plans all mapped out which includes market education, higher standards of training and a new WSH framework. Their vision is to provide all aspects of training under the Workforce Skills Qualification WSH framework with a training target of at least 200,000 workers for 2008. Special emphasis will be given to trainers with professional qualifications with a single point centre at e2i for WSH professionals development. ■



"We are the dominant provider of safety training for workers and supervisors, and have established a market position as a player that can produce both volume and quality."

Zee Yoong Kang

## 2008 Training Target: More Than 200,000 workers

### 1 WSH TRADES

WSH Training: Fork Lift, Signalman, Rigging, Scaffolding

Offer training for another 15 trades in 2008

**Training target for 2008:**  
**3,000 workers**

### 2 WSH GENERAL (Mandatory & Non-Mandatory)

16 courses for workers/supervisors

Roll out generic WSH courses for Managers, fire safety, food safety and environmental safety courses in 2008

**Training target for 2008:**  
**200,000 workers**

### 3 WSH PROFESSIONAL (WSH Institute)

WSQ Framework

Roll out Level A & B (WSH Rep & WSH Coordinator course respectively). By June 2008

Roll out Level C (WSH Officer course). By end 2008

Roll out seminars in mid-2008

Roll out conferences in 2009

Roll out local/overseas Bachelor Degree from June 2009

**Training target for 2008:**  
**250 WSH professionals**

## Progress In Workplace Safety Rate



Working Safe... 2007 saw an improvement in the overall workplace safety rate.

FALLING from heights and getting struck by falling objects remain the top killers in fatal workplace injuries. And more than half of all workplace deaths involved employees who were on their current job for less than a year. These facts were revealed in the report "Workplace Safety and Health, 2007" compiled by the Occupational Safety and Health Division of the Ministry of Manpower released this month. The report is based on incidents reported under the Workplace Safety and Health (Incident Reporting Regulations).

Workplace fatality rate stood at 2.9 deaths per 100,000 employed persons, showing good progress towards achieving the Ministry's target to halve workplace fatality rate from 4.9 in

2004 to 2.5 by 2015. 10,018 workplace injuries were reported to MOM in 2007, an 8.2 per cent rise over the previous year. This was primarily due to a jump in temporary disablements. Permanent disablements recorded a 3 per cent drop as compared to last year.

The wide-ranging report focusing on fatal and non-fatal workplace injuries, as well as occupational injuries in various industries, concluded that construction and manufacturing were the main contributors to workplace fatalities in 2007. These two sectors should keep a close watch on their safety performance so that workplace injuries, especially the more severe ones, do not increase as the level of economic activity intensifies. ■

# Many Hands To Bring Back Women



Good Things Are Worth Queuing For... Flexible work arrangements helps to lure women back into the workforce.

By Naseema Banu Maideen

THE NTUC Women's Development Secretariat helped to place more than 70 women in jobs at the Flexi-Work Recruitment Drive held at the e2i (Employment and Employability

Institute) on 24 March 2008.

Close to 1,000 women showed up at the job bazaar which showcased over 300 flexible job offers by eight employers across a wide spectrum of industries. They are: Accor Group Hotels, Comfort Transportation Private

Limited and CityCab Private Limited, McDonald's Restaurants Private Limited, National Council of Social Services, National Healthcare Group, Old Chang Kee, Prosec Services Private Limited and Wing Tai Retail Private Limited.

A partnered venture with the five Community Development Councils, the 3-in-1 initiative aimed to reach out to residents island-wide and create opportunities for women jobseekers to return to the workforce with greater ease. ■

## Brief, Prepare And Place

The NTUC Women's Development Secretariat has been working tirelessly to get more companies to offer flexible work options so that more women can be lured back into the workplace. WDS has targeted to get 2,000 women back this year.

The Flexi-Work Recruitment Drive at e2i was its latest initiative after its pre-employment briefing on 17 March 2008. The briefing helped to provide an understanding of the expectations of the job market. This was followed by a 2-day job preparation workshop at the respective Community Development Councils. The workshops helped to further shore up the confidence of the job seekers with basic interview skills, grooming tips and specific work skills that may be required by various employers.

National Healthcare Group is very pleased to partner WDS in this Flexi-Work Recruitment Drive. Response to our 100 flexi-job vacancies suitable for this group of jobseekers was overwhelming. We were prepared to offer full-time positions if the jobseekers were keen. Singapore is very resource tight. If we can optimise our resources by attracting non-working females back into the workforce, it will be very beneficial for us as a viable source of labour. At the same time, we can create avenues for these women to contribute to our nation's economy.

Esther Tan, Deputy Director (Special Project), Human Resource, National Healthcare Group

## Readily Employed, On The Spot

They came to e2i without a job and two hours later, they left with a satisfied smile and job.

### Broken But Not Out



With over 20 years of experience in the service sector, Madam Janet Lee, 56, was forced to stay home and take a two-month rest to recover from a nasty fall.

Soon after her recovery, the mother of a 35-year old son was raring to join the workforce again. The part-time sales position at Wing Tai Retail Private Limited was just the right fit for her.

"I want to keep working and meet new people everyday. This way, I can stay and look young always," said Madam Lee.

### Game For Challenge

A home-maker with two children, aged 21 and 19, Madam Annie Chia, 46, came in search for a job in a childcare centre. She wanted a more meaningful job than that of one in the production line that she was retrenched from. At the recruitment drive, she was offered a job as an i-Care Officer with NTUC ElderCare Co-operative Limited.

"This is a new challenge for me. I now have the chance to work with the elderly."



### Active Mind And Extra Income



Madam Low Poh Lan, 48, was a cashier in a coffee shop for the past three years. Now, she will make good use of her experience at the McDonald's outlet in West Coast. With children who are now pursuing their tertiary education, she sees no reason to spend a whole day at home.

"Part-time work is the best way to keep my mind active. I have some extra income and can do something for the society."

## More Will Be Done

Halimah Jacob, NTUC Deputy Secretary-General and Alignment Director, NTUC Women's Development Secretariat explains what can be done to get more women to work.

### WDS To The Rescue

"The significance of this job fair is that all the employers have offered flexible work options. The response from the women is very heartening. The labour movement will do its best to prepare these women to get back into the workforce. If they lack skills, we will help with training. If they lack confidence, we will work with employers to guide them to overcome this challenge."

### Adaptability For Women

"For a start, it is critical that these women possess a strong desire to return to the workforce. From



there, secondly, they must have a willingness to adapt and learn. One lady I met correctly told me this: She has been out of the workforce for many years. She was in the clerical line previously. She understands that there are very few clerical jobs now. So, she is readily prepared to try other jobs."

### Adaptability For Employers

"Some of the jobs are less popular with women looking for flexible arrangements. Some sectors have many vacancies but very few women takers. This is largely due to the long working hours. There is a need to do a lot more in such sectors which are now prepared to modify. The security industry is one example. The long 12-hour shifts are now split into two 6-hour shifts which are very practical for women who have to tend to family commitments between these shifts."

### The Right Match

"From the job recruitment exercises that we have conducted, WDS now has a comprehensive database of these women. At the same time, we also have a database of the employers. From there, we will manage the bigger challenge of matching women to the suitable jobs to match their needs."

# Doing Good And Doing More



By Jansen Yeo

The NTUC FairPrice Foundation, a registered charity funded entirely by NTUC Fairprice Co-operative Limited, handed out \$500,000 in grants to bolster the funds of its fellow cooperatives. The NTUC Childcare Bright Horizons Fund and the ElderCare Trust received \$100,000 and \$400,000 respectively. These amounts go a long way in helping to fund activities to benefit the young and the elderly.

At its launch on 24 March 2008, the Foundation presented a total of \$1 million in grants to four beneficiaries. Besides the NTUC Childcare Bright Horizons Fund and the ElderCare Trust, the Foundation donated \$300,000 to Community Chest and \$200,000 to Food from the Heart, a voluntary food distribution programme.

NTUC FairPrice Chairman Ng Ser Miang announced that the cooperative will pledge \$50 million in donations to the Foundation over the next 10 years. ■



A Round Of Applause Please... NTUC FairPrice Foundation shows that it has a big cheque to go with a big heart.



The launch of NTUC FairPrice Foundation underscores our support to one of the core priorities of the LM2011 vision to Do Good. We are heartened that we are able to do more good because we have been doing well.

Ng Ser Miang, NTUC FairPrice Chairman



The NTUC FairPrice Foundation reflects the kind of commitment we have in the labour movement. As a labour movement, no matter how competitive the landscape is going to be, we are going to challenge ourselves to always do well, do good, work together with suppliers, customers and the labour movement so that together, we can do more for the community.

Lim Swee Say, NTUC Secretary-General



Today 95 per cent of elderly users in the daycare programme are enjoying the ElderCare Trust subsidies. This generous donation by the foundation allows ElderCare to continue to Do Good and Do Well and together we can Do More! Our goal is to reach out to more working families and offer the value added services at level that is affordable and continue to make a difference. With the help of donations from supporters such as FairPrice Foundation, we will continue to see improvements in promoting the wellness and care services to the elderly.

Lim Sia Hoe, Senior Manager, NTUC ElderCare Co-operative Limited



NTUC Childcare is grateful for NTUC FairPrice Foundation's commitment to contribute \$100,000 annually for three years. This will go a long way in supporting our efforts to make quality pre-school education available to children of all working parents and helping these children to level up with their peers.

Ho Yin Fong, Deputy Chief Executive Officer, NTUC Childcare Co-operative.

## Well Grounded Foundations

NTUC FairPrice Foundation was launched with the mission to provide a better life for the community. It will focus on three strategic thrusts:

- Helping the poor and needy.
- Helping in nation-building and community bonding.
- Advancing the welfare of workers.

## No Frills, Same Thrills

Don't blink because before you know it, NTUC FairPrice may have come out with a no-frills store stocking essential items and value-for-money products, catering specially to the needs of the lower-income and budget conscious. The cooperative is studying the feasibility of such a format.

"The no-frills store that we are looking into came about from requests that we have received. Accordingly, we want to see whether there is a more effective way for us to better serve and reach out to low-wage workers," said NTUC FairPrice Managing Director (Singapore) Seah Kian Peng.



The no-frills store format is in line with the labour movement's

plans to provide for and cover workers of all collars, all ages and all nationalities.

Seah Kian Peng

# A Health Site For All



By Naseema Banu Maideen

**GOOD** and affordable healthcare service at the doorstep is what NTUC Healthcare Co-operative Limited hopes to provide with the launch of its first PhysioCare outlet at Bukit Merah. Managed by NHC Health Resources Limited, a subsidiary of NTUC Healthcare, the outlet was officially opened by Mr Teo Ser Luck, Parliamentary Secretary (Youth, Community Development and Sports) and Mr Sam Tan Chin Siong, Member of Parliament for Tanjong Pagar GRC on 22 March 2008.

PhysioCare aims to provide a package of information, services and products to the elderly as well as their family members all under one roof. According to Mr Bernard Lee, NTUC Healthcare Chief Executive Officer, this will become more necessary as Singapore has one of the world's fastest ageing population. Today, one in 12 Singaporeans is above 65 years old. By 2030, it is one in five Singaporeans.

"It is imperative we do our small part to help Singaporeans manage and prepare for ageing issues such as illnesses, disabilities and threats from chronic diseases. PhysioCare hopes to educate people on ageing using a new format. These include ways to achieve and maintain a healthy lifestyle and practise early detection on possible illnesses," said Mr Lee.

NTUC Healthcare plans to set up another four PhysioCare outlets at strategic locations to reach out to more elderly and their carers in the next two years. ■



"I have breakfast with my 70-year-old mother every morning. I make new discoveries about ageing from talking to her."

Teo Ser Luck, Parliamentary Secretary (Youth, Community Development and Sports), on the importance of family involvement in active ageing of the elderly.



"The staff taught me simple exercises to help with my arthritis. I will visit this place more often."

Tan Ah Boey, 73, a customer at the first PhysioCare outlet.

"We want to help the elderly live a better and more active life. At the same time, we want to reach out to their children and caregivers."

We started operating in Bukit Merah in February this year. We already have a pool of regular customers. Bukit Merah is a mature estate and we hope to serve many more customers in the long run.

Joanna Koh, General Manager, NHC Health Resources Limited

"We want to promote these PhysioCare services to all NTUC ElderCare centres. In the long term, we would like to work with NTUC Healthcare to make their services more affordable and at the same time, reach out to more seniors in the heartlands."

Lim Sia Hoe, Senior Manager, NTUC ElderCare Co-operative Limited



## Healthy Perks

### PhysioCare offers...

- Trained health personnel to provide free rehabilitative therapy advice, counselling advice and physical therapy to customers.
- Trained health personnel to assist customers with pain management, back problems and similar conditions.
- Useful tips on workplace and home safety.
- Safety and emergency products such as "anti-slip paint" for bathroom floors, home emergency contact systems and oxygen therapy.
- Screening of educational videos on preventive measures for common health problems.
- A foot scanning station for customers suffering from sports injuries. The station also diagnoses foot problems such as flat feet, heel spurs, and bunions.
- Health products and health equipment such as exercise balls, stretch bands and pedometers and calorie counters, body fat analysers and organic health food.

# Game For Better Ties

Union leaders from the Singapore Port Workers Union and Port Officers' Union and the management of PSA take part in union-management games regularly. Started in 1988, this is the 15th year that they have these games when the three parties come together to cement their close working relationship. Spreading over two weeks, the games include table tennis, badminton, basketball, soccer, track relay and darts.



PSA CEO for Southeast Asia and Singapore Terminals Kuah Boon Wee flags off the latest games.



PSA Group Chairman Fock Siew Wah (right), PSA CEO for Southeast Asia and Singapore Terminals Kuah Boon Wee (second from left), SPWU Executive Secretary Ong Chin Ang (left) and POU President Tan Hoon Kiang lending their support to their relay teams.



The track stars from SPWU.



Soccer game in action.



SPWU is the overall champion but nobody loses in the games.

# Smiles Moments

## Fruity Pleasure

**Plum . Guava . Kiwi...** NTUC-ARU cares for its staff's wellbeing by having a quarterly Healthy Fruits/Food Day. They have decided on this initiative after conducting a lifestyle survey.



## A Sharing Session

**Building a Closer Leadership Community...** NTUC Assistant Secretary-General Josephine Teo visited Port Officers' Union on 24 March 2008. POU shared their experiences on good labour-management relations and how they attract more youths and women into the labour movement.

## Potting Black

**Team Young NTUC-Black 8...** Young NTUC's Pool Team held the Grand Finals of their Annual Pool Selection Competition on Saturday, 22 March 2008. 45 participants battled it out for two days to be part of Team Young NTUC-Black 8. Maybe one day, they can rise up to represent our nation.



## Movie Mania

**A Magical Adventure Awaits...** Watch twins, Simon and Jared and their sister, Mallory on a roller-coaster fantasy adventure while battling goblins and other magical creatures to save themselves and the humankind in *The Spiderwick Chronicles*. Many SISEU members and their families did at the big-screen outing at LIDO on Sunday, 16 March 2007. With special effects galore and lovely creatures, it was a fitting treat for the young and young at heart.

# 做对的事 把事做对

撰文：成汉通

今年二月，李显龙总理在就业与职业学院访问了第一批“以客为尊”课程的德士师傅们。他说：“你们是我们的亲善大使。”

总理的意思是说，德士师傅们应该扮演好桥梁的角色，通过好服务，让外国朋友对我国留下美好的第一印象。

我们知道，德士师傅们在过去五年来，面对了重重的挑战。2003年沙斯在本区域爆发，旅游业受到重创。旅客人数急剧减少，连本地乘客也少了很多。他们好不容易挨过那段苦日子，接着又面临德士行业管制放松，多家德士公司加入竞争，车队多，德士师傅也多。最近，柴油价格高涨，更加重了他们的负担。

德士师傅是自雇人士，德士公司和他们的关系并不像一般的雇主和工人，因此，德士行业发生什么问题，德士公司管理层、政府和德士师傅协会须要共同磋商，才能有效地解决问题。

多年以来，劳资政三方是通过磋商和讨论的方式建立了牢固的关系。正因为有了这层关系做基础，三方才能并肩合作，解决问题。以2003年的那场沙斯来说，要不是政府、德士公司和德士师傅协会三方团结一致，我们不可能克服那场深重的危机。有鉴于此，我们应该像过去那



李显龙总理(右一)对德士师傅说：“你们是我们的亲善大使。”

“德士师傅是自雇人士，德士公司和他们的关系并不像一般的雇主和工人，因此，德士行业发生什么问题，德士公司管理层、政府和德士师傅协会须要共同磋商，才能有效地解决问题。”

样，秉承三方协作的精神，改善我国德士的服务品质，让旅客和我国乘客享受到一流的服务。

不久前，交通部公布将推行一系列的改革。德士作为公共交通的一部分，自然也受到影响。这正是进行“有效磋商”的时刻。

“重造新加坡委员会”的公众磋商指导原则讲得很清楚，“有效磋商”要做到事先阐明目标，以及它的范围和过程，并在制定政策之前充分征询意见，也须及时提供简易明了的相关信息，同时激发不同的观点，然后进行总结。

现在陆路交通进行改革，劳资政伙伴的每一方都有必要联手迎接这项挑战。过去政府推出的很多政策，能得到人民的支持，原因是政府在事前做了充分的磋商工作。

我们希望接下来陆路交通管理局会更加重视有效磋商，多多和德士师傅、巴士车长和地铁驾驶员对话，听取他们的意见，这样，政策推行起来才会顺畅得多。

我们必须谨记，任何一项政策都可能影响千家万户的生活，不只是影响直接相关者，也间接影响到他们的家属和使用者。因此，决策者必须认真听取多方意见，完善政策的细节之后才把政策付诸实施。■



## 到奎笼钓鱼去!

你有没有到过诗巫的奎笼钓鱼? 在那里除了能够听到海浪声和呼吸新鲜的空气, 还可以自由自在地钓鱼, 远离城市的喧闹。请记得携带钓鱼用具, 一起来尽情欢乐!

日期:	2008年5月3日至4日 (星期六至日)	费用含:	巴士接收到码头 2天1夜住宿
地点:	丹绒乐曼, 哥打丁宜		三餐(伊斯兰清真认证)
集合地点:	纽顿熟食中心停车场		所有的海上交通服务
时间:	早上6时		无限冰块供应(免费)
收费:	99元(职总会员/成人) 70元(职总会员子女) 115元(非会员/成人) 85元(儿童)		无限鱿鱼饵供应(免费)
			无限咖啡和茶水供应 (免费)
			*租用钓鱼用具的费用自费
			*12岁以下儿童收费优惠

### 参加方法

有兴趣报名的人士, 请向职总俱乐部的 Sports & Wellness 索取报名表格, 并在2008年4月18日之前将填妥的表格连同支票一起邮寄至 Downtown East, 1 Pasir Ris Close, Singapore 519599 或通过网站 [www.snw.com.sg](http://www.snw.com.sg) 以信用卡付款。

支票抬头: NTUC Club

若有疑问, 敬请联络 Sharlene Chen。电话号码: 65823457 电子邮箱: [sharlene\\_chen@ntucclub.com.sg](mailto:sharlene_chen@ntucclub.com.sg)

特写

# 新科宇航请她继续泡咖啡

玛德琳工作了34年，同事们夸赞她的表现出色，并于2006年时获得模范工友奖，而她也觉得同事们好相处，所以打算继续工作下去。

“我在公司里为上司和同事准备咖啡和糕点。他们都赞我泡的咖啡好喝。听到这样的赞语让我感到很开心。”

—— 玛德琳



王得天报道 骆辉煌摄影

玛德琳(76岁)在新科宇航飞机系统私人有限公司(ST Aerospace Systems Pte Ltd)担任茶水服务员的工作达34年，日常的职务是给公司的同事泡茶水，并在会议结束后负责清理会议室和清洗茶杯，工作时间是从早上8点到下午5点半，一个星期工作五天。

她在1974年那年加入公司服务，一开始就负责准备茶水和清洁的工作，那时候才39岁。当时的公司位于实里达，后来才搬迁到巴耶利巴。她在55岁时退休，目前是以年约方式继续工作。

“我在公司里为上司和同事准备咖啡和糕点。他们都赞我泡的咖啡好喝。听到这样的赞语让我感到很开心。这里的同事乐于助人，对我很客气。每当有会议时，他们会帮忙我清理会议室，减轻我的工作负担。”玛德琳兴致勃勃跟记者分享她在工作上的快乐。

这时候，坐在一旁的同事突然举起拇指，大赞玛德琳的咖啡是她喝过最好喝的咖啡。

问及工作上的困难时，玛德琳立刻摇摇头说：“我在这里工作很开心，同事之间和睦共处，从来没有感到有什么样的压力。”

玛德琳育有五个孩子，年龄介于42岁

到55岁。孩子都很支持母亲重新受雇，鼓舞她的士气。

玛德琳说：“我是一个很独立的人，目前一个人住在宏茂桥的三房式组屋。每天除了风雨不改的去上班之外，我也在下班后到教堂去祷告，同时做义工。工作让我打发时间，也可以做运动，好极了。我很支持重新雇佣计划，希望能够做多久就做多久，永远都不退休。我也是新加坡工业与服务业雇员联合会的会员，在2006年时获颁模范工友奖，赢取到越南旅行的机票。”



## 年长员工是公司宝贵的资产

新科宇航人事部助理经理符国辉指出：“在公司的335名员工当中，4名是重新受雇的员工。他们当中两人是技术人员，另外两人分别是货舱管理员和茶水服务员。由于这些员工拥有丰富的工作经验，对公司来说是宝贵的资产。只要员工身体健康和工作表现良好，公司很乐意讨论继续工作的课题。大多数同事对于重新受雇的条件感到满意。除此之外，我们也会安排他们接受培训，提升技能。”■





在职总秘书长林瑞生(右三)的见证下,黄思绵(右二)代表职总平价基金会把100万元捐款交给四个团体的代表。

# 职总平价基金成立了

“我们打算援助各个行业的工人。过去我们做了不少,现在进一步成立基金全面承诺这项工作,而且职总平价计划在接下来十年内捐献5000万元给职总平价基金。”

— 职总平价合作社主席黄思绵

王得天报道/摄影

职总平价合作社将会在接下来的十年内拨出5000万元给新成立的职总平价基金会,以资助贫困国人、推动社区凝聚力和照顾工友的生活。

职总合作社在3月24日于丹那美拉乡村俱乐部宣布成立职总平价基金会。职总合作社主席黄思绵在成立仪式上透露,职总平价过去一直承担社会义务,接济贫困的国人,现在成立基金会,更可以多方面尽义务,加强社会凝聚力。

他指出:“我们承诺在接下来十年内捐献5000万元,将来如果业务不错,将继续做下去。”

问及如何才能筹得5000万元巨资,他回答:“我们将竭尽所能努力达成这项目标。我有信心,按照职总平价目前的业务规划,实现计划应该不成问题。”

他所指的业务规划是在现有的超市、霸市、加油站超市的基础上,开拓不同的市场模式,扩大营业规模。

谈到职总平价基金会要资助哪一类的慈善团体时,黄思绵指出:“凡是步入轨道的慈善团体都可以提出申请,平价基金将根据评估,提供适当的资助。至于工人和职总,平价将延续目前的做法给予赞助。总之,只要是有益于社会的事,平价基金会都会考虑,例如这一次资助职总安老合作社、职总托儿合作社和公益金便是很好的例子。”

为了配合职总平价基金的成立,他宣布当天捐献100万元给四个团体:职总安老信托基金、公益金、爱心食品和职总托儿光明前景基金。这些团体分别获得40万元、30万元、20万元和10万元。



## 赚钱不忘回馈社会



职总平价基金会成立仪式嘉宾职总秘书长林瑞生说:“职总平价合作社过去三十年来竭尽所能搞好业务,取得本地零售业翘楚的地位。更加难得的是他们在保持竞争力的同时,坚持不牟取暴利,把生活必需品的价格维持在最低水平,惠及所有的新加坡人。”

他还指出,平价合作社去年的财政盈余是16亿元。虽然他们无法确保在接下来的十年仍然能够取得良好的业绩和拥有足够的资源为社会服务,但他们仍旧承诺将拨款给职总平价基金。我相信,只要合作社的盈利增加,他们一定会为社会、贫困人士和社区作出更多的贡献。■

# 灵活工作展 协助妇女出来工作

骆辉煌报道/摄影

职总妇女发展秘书处处长哈莉玛表示,职总将继续推动“灵活工作制”,欢迎雇主申请加入相关计划,成功者将获得最高10万元的资助,并能在重新设计工作流程方面得到协助。

3月24日职总妇女发展秘书处在就业与职能培训中心(e2i)主办灵活工作展,哈莉玛于上午10时到场为1000多名寻找灵活工作的妇女打气,并向参展的雇主了解劳动市场的最新情况。当天展出的兼职工作约有300多个。

哈莉玛说:“看到这么多妇女前来申请工作,我感到很高兴。妇女可以补充劳动力的不足,但碍于家庭往往无法兼顾工作,因此我们希望通过一系列的活动协助她们重返工作。”

她也表示,职总最大的挑战是同时满足雇主和求职妇女的需求。为此职总妇女发展秘书处将根据调查所得的数据配对工作,以便补充劳动力。

参与这次工作展的8个机构分别是 Accor Group Hotels、康福交通/城市德士、麦当劳、国家福利理事会、国立健保集团、老曾记、Prosec保安服务、永泰零售公司。其中最多人感兴趣的是保健业,保安业与德士业则少人问津。■



哈莉玛(左一)到就业与职能培训中心的灵活工作展为妇女求职者加油打气。



Prosec的保安营运执行员沙林(站立者左一)向哈莉玛(站立者右一)解释他们如何重新设计灵活工作时间表,以配合妇女重返职场。

今天的反应很热烈,我们共展出100个与健保有关的兼职和全职工作。只要是合适的人选,我们一概公平录取。

— 国立健保集团人事部副署长陈美华



今天的反应一般,我们有50多个空缺,但只有18名妇女前来应征。当保安人员需要通过5天的培训与考试,之后交由刑事调查局批准,才能上班。许多妇女无法抽空参与培训,也害怕考试,因此少人问津。其实,我们的工作时间灵活,每天分两班,每一班6小时,一周工作5天。上午班刚好是孩子们在上课的时间,因此很受欢迎,但第二班就没人问津。职总答应和我们紧密合作,想办法一起解决各种难题。

— 沙林, Prosec保安营运执行员



我之前在家意外跌倒休息了2个多月。永泰零售公司负责人看我以前的工作经验,大约10分钟就决定聘请我当兼职服务员,相信两个月后就可能让我做全职。

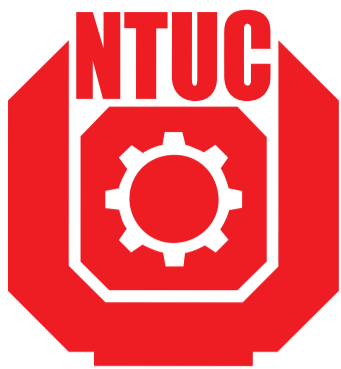
— 李燕金



我以前在咖啡店工作,在家休息了一年多感到很闷,因此出来应征工作。很高兴麦当劳聘请我当服务员,工作时间是8小时,符合我的要求。明天就开始接受培训,太好了!”

— 刘宝兰





# 职总周报

2008年3月28日

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MICA (P)295/10/2007

## 中央商业区德士新条例

# 德士师傅协会 有看法有办法

中央商业区德士管制条例实施前后，德士师傅协会积极提出意见，找出方法，化解乘客的不满，减轻条例对德士师傅的影响。

王得天报道

陆路交通管理局从3月1日起规定德士进入商业区后，只能在德士站或建筑物的私人车道让乘客上下车，引起极大的不便和不满，也影响了德士师傅的生计。有鉴于此，当局从3月17日起放宽限制，允许德士乘客在中央商业区的支路上下车，但乘客想在巴士川行的繁忙路段搭德士仍须到德士站去。

实际上，在新条例实施前八天，德士师傅协会曾向陆交局反映，中央商业区的现有德士站不足，也没有遮盖连接附近的大楼，新政策将造成乘客不便，尤其是对于年长者、残疾人士和旅客，更是如此。

在条例实施后三天，德士师傅协会执委们就条例实施后所造成的反响进行讨论。会上各代表纷纷反映乘客的不满和他

们所面对的问题。紧接着，德士师傅协会顾问成汉通于3月6日在国会上呼吁当局和德士师傅协会共同商讨解决之道，并在当天将协会的意见呈交给陆交局。

德士师傅协会接着与陆交局接洽，并在15日和陆交局、德士公司举行三方会议，设法解决德士停车载客的问题。两天之后，陆交局宣布从即日起允许公众在中央商业区的支路上上下下德士，并接受德士师傅协会提出的所有建议。

德士师傅协会在德士停车管制条例实施的整个过程中一直关注德士师傅的生计，并向当局提出检讨改进之建议。接下来，德士师傅协会将与陆交局、德士公司进一步探讨电子公路收费制改革措施对德士师傅所造成的影响。■



为巩固关系，促进交流，职总中央委员会主办一系列对话会，邀请内阁成员与工运领袖对话。李显龙总理是这一系列对话会的首位嘉宾，陪同总理出席的包括人力部长黄永宏及人力部政务部长颜金勇。首场对话会于2008年3月24日举行，长达一个半小时，出席的职总中委和职总署长共有30多名。总理就

全球与区域发展对新加坡未来的影响发表看法，并回应了中委提出的多个提问，包括低薪工友面对生活费高涨、就业入息补助的收入顶限、外来人才的平衡，以及如何通过提高就业率和保住饭碗等措施协助结构性失业的国人，特别是年长工人。除此之外，此次对话会也谈论公积金终身入息计划和职场安全的问题。■

## 德士师傅有话说...

“乘客不理解为什么要这么做。3月17号之后，情况有所改善。不过我们发觉还是很多人不知道新这项停车的规定，希望当局接下来能尽快加强公众教育，让搭客们都能知道并接受这项新条例。”

— 叶文俊



“陆交局的新条例让我们为难，不能把客人送到他们指定的地点。希望陆交局今后推出新措施之前，能够多方听取意见，否则将会影响大众和德士师傅的生活。”

— 傅祥华

“政府说要建立世界级的交通系统，但如果德士师傅的服务无法满足乘客，试问要怎么样实现这个理想呢？我希望当局今后推出措施之前多方听取意见。”

— 哈尼夫



“只要不阻碍交通，就该让德士乘客下车，但载客还是必须限制在德士站。我相信这回如果没有德士师傅协会代表我们发声，当局是不可能那么快就作出反应的。为此，我要向协会表示谢意。”

— 拉玛沙米



骆辉煌摄影

## 德士师傅协会指出四大问题：

1. 德士站不够
2. 告示牌不够
3. 德士站地点不方便
4. 公众对新条例知道不多