"thisweek

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A SOCIALLY-DRIVEN FRAMEWORK

Created for a special purpose, NTUC's Social Enterprises continue to help families through every stage of life and across all daily needs.

NTUC wishes all our Chinese readers a Happy Lunar New Year!

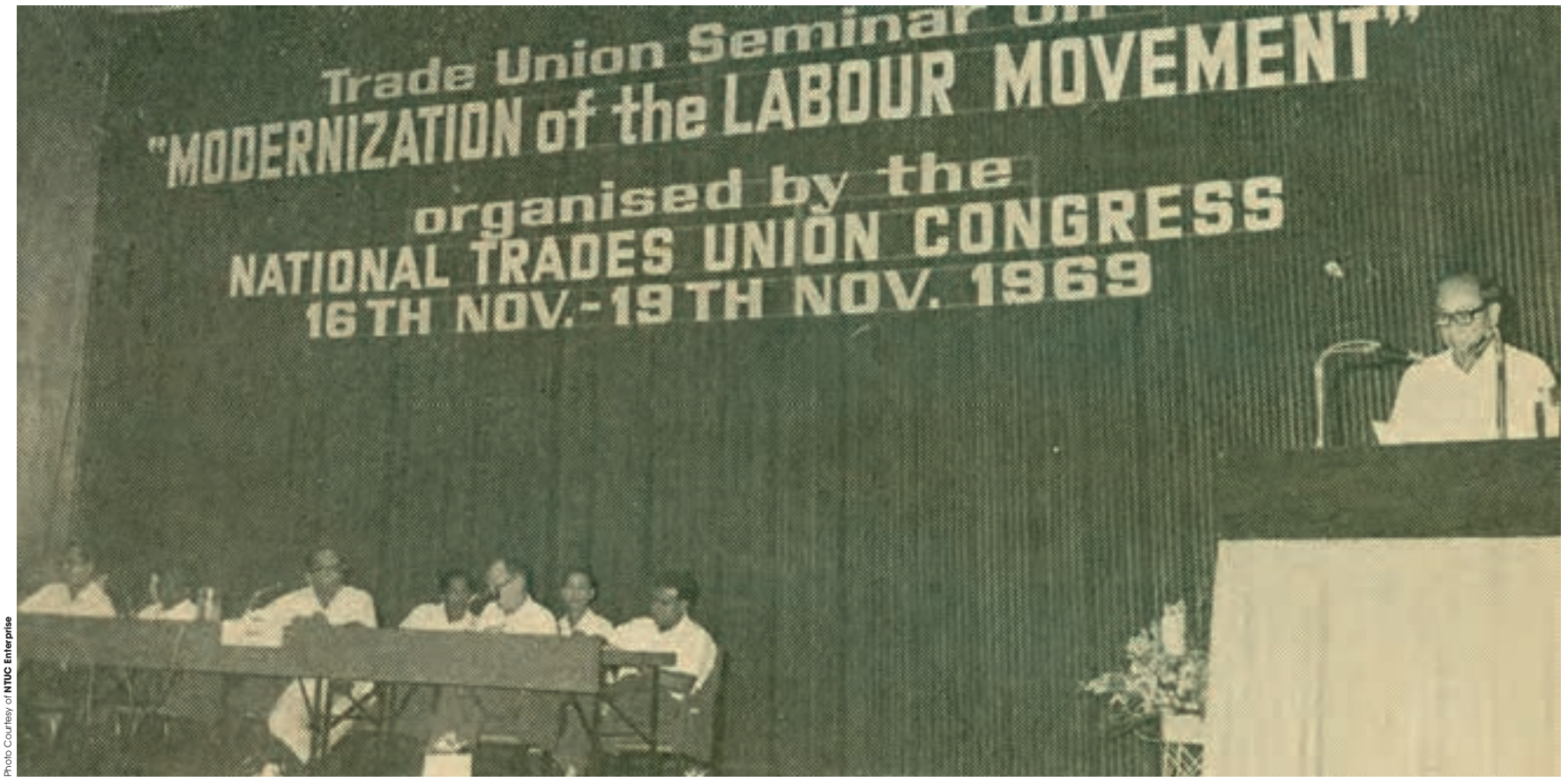

Photo Courtesy of **NTUC Enterprise**

The Modernisation Seminar of 1969: The event that served as the platform for co-operatives to be implemeted into the NTUC framework.

The NTUC Social Enterprises Story

NTUC This Week goes back into history to find out about the roots of the Labour Movement's Social Enterprises.

By **Florina Oo** and **Geraldine Peters**

The beginnings of NTUC co-operatives go back to the Modernisation Seminar held in 1969, an event where delegates from NTUC affiliated unions gathered to discuss the challenges Singaporean workers were facing. It was then that one of the founding leaders of NTUC, Mr Devan Nair articulated the need for the Labour Movement to turn into a social institution to serve Singaporean workers in various ways.

Then Finance Minister Dr Goh Keng Swee supported this call by urging NTUC to set up co-operatives involved in meeting the needs of working Singaporeans in areas such as life insurance and everyday consumer needs. This push for co-operatives laid the foundation for the eventual establishment of NTUC co-operatives or Social Enterprises. Today, there are 11 Social Enterprises that continue to serve the everyday needs of Singaporeans.

HISTORY OF 3 SOCIAL ENTERPRISES

One of the earliest co-operatives set up was NTUC Income in 1970. It answered the call made by Dr Goh Keng Swee to provide life insurance to the working masses, something only the higher income group could afford. On the day of its inception – 21 November 1970 – a Salary Savings Scheme was launched which allowed policyholders to pay premiums through monthly deductions from their salary.

Another co-operative that was established in the early days was NTUC Welcome, the predecessor to NTUC FairPrice. Founded in 1973 to help moderate the cost of living of Singaporeans, it grew from just a single supermarket establishment in Toa Payoh to Singapore's largest grocery retailer, with around 120

Shoppers selecting quality produce at moderated pricing with FairPrice.

An iCare Officer taking care of an elderly woman.

The team of Orange Force providing accident-scene assistance.

From left to right: Photos Courtesy of **NTUC FairPrice, NTUC Health, NTUC Income Insurance and NTUC First Campus.**

❮ *continued from page 2*

outlets and over 160 convenience stores to its name.

Also meeting an unserved need was NTUC Childcare which has evolved today to NTUC First Campus. Incorporated in 1977 to provide day care services to encourage more women to participate in the labour force, it started off by taking over a crèche at Kallang Bahru, and proceeded to take over nine more in the following two years.

NTUC ENTERPRISE – ALL IN ONE

In light of the newly transformed Singapore economy whose population is better educated and more affluent, NTUC Enterprise was established in 2012 as the holding entity of the NTUC Social Enterprises (not including NTUC Club) in order to align and unite all the co-operatives to find new ways to meet the growing needs of workers today.

It strives to provide quality initiatives and services spanning from areas like health to child and elder care to even grocery needs and lifestyle.

"Why do we do what we do? Because our cause is right and our purpose clear. When we know that our cause is right, we are clear in our purpose, and that drives us. **We will continue to help the Singapore worker by keeping prices of goods and services we provide affordable. We will support Singapore families in caring for their young and elderly by improving our childcare and eldercare services. We will help the Singapore worker prepare himself or herself for life's uncertainties through honest insurance. We will equip workers with better skills to enable them to remain relevant in this knowledge-based, innovation-driven economy."**

Mr Lim Boon Heng – Chairman of NTUC Enterprise. Extracted from NTUC Enterprise Annual Report 2013

An educator interacting with her students at My First Skool.

Missions of Current Social Enterprises

NTUC Enterprise: Aims to create a greater social force to do good by harnessing the capabilities of the social enterprises to meet pressing social needs.

NTUC FairPrice: To moderate the cost of living in Singapore.

NTUC First Campus: To provide quality and affordable early childhood care and education services to working parents.

NTUC Foodfare: To provide quality cooked food in Singapore with a pricing benchmark for the industry to follow.

NTUC Health: To empower families to care for their health and wellness through a comprehensive range of quality and affordable services that meet the needs at different stages of their lives.

NTUC Income Insurance: To make insurance accessible, affordable and sustainable for all.

NTUC LearningHub: To be the leader in Continuing Education and Training by providing learning that transforms employability and creates a better life for working people of all collars, ages and nationalities.

NTUC Link: To stretch the dollar of working families by maximising LinkPoints and discounts to members.

NTUC Club: To provide affordable lifestyle options for union members and the public.

NTUC Choice Homes: To build caring communities and deliver affordable quality homes.

Mercatus: To own and manage strategically located shopping malls in the heartlands of Singapore to provide NTUC social enterprises with the retail space to serve the daily needs of working families.

Social Enterprises At Work

FairPrice	More than **500,000** customers served daily **$2.8 million** in Senior Rebates given out in 2013
FoodFare	**150,000** meals served daily
LearningHub	Trained **1.6 million** people in the workforce since its inception in 2004
Health	Unity – **10,000** customers served daily Eldercare – more than **2,000** elderly cared for in 2013
First Campus	Educating more than **13,000** children in 125 centres in 2013
Income	Insurance Plans trusted by more than **2 million** policyholders Orange force assists **10,000** motorists every year
Link	**$45 million** in LinkPoints and Discounts given in 2013

Making A Difference

In the first of a series to highlight the social good done by the NTUC Social Enterprises, we focus on the Health and Finance cluster.

NTUC Health

NTUC Health was formed on 1 July 2014 – after bringing together NTUC Unity Healthcare and NTUC Eldercare under one umbrella. Reason for the intergration: both co-operatives were closely aligned in terms of their community outreach to Singapore's elderly community and working families as well as to have a greater social impact in serving the community.

NTUC Health now provides an array of healthcare and eldercare services boasting 18 dental clinics, 10 senior day care centres, seven senior activity centres and 61 retail pharmacies taking care of over 300,000 community members on a monthly basis.

NTUC Health strives in delivering quality service to the ever-evolving needs of the Singaporean family. It also empowers families to care for their health and wellness through a comprehensive range of quality and affordable services that meet needs at different stages of their lives.

Photo Courtesy of **NTUC Health.**

An NTUC Health Unity Pharmacist guides a patient.

KEY INITIATIVES

- In 2007, **Care@home began as a pilot project to assist elderly citizens through their day in the comfort of their own homes.** It now offers a wide range of services that involves iCare Officers assisting in areas such as grooming, offering companionship and medical help by qualified medical personnel.

- In 2011, the **first SilverACE Senior Activity Centre (SAC)** was opened. Currently seven island-wide, the drop-in centres **help promote an active and healthy lifestyle among senior citizens** and their interaction with the community, especially targeting those living in rental flats with weak family support.

- Since 2012, **Unity Healthcare has, with its own house brand of vitamin supplements, helped moderate the healthcare costs for the general public.** It charges around 20% lower than national brands, on average.

NTUC Income

NTUC Income was established in 1970 to provide affordable insurance for workers in Singapore. Today, 2 million people in Singapore look to NTUC Income for trusted advice and solutions when making their insurance-related decisions.

Photo Courtesy of **NTUC Income Insurance**

Orange Force readily provides accident-scene assistance to customers.

KEY INITIATIVES

- In 2010, NTUC Income launched **OrangeAid**, its flagship vehicle, **to help disadvantage children and youth in Singapore.** Under OrangeAid, NTUC Income commits 1% of its annual insurance operating profits to its 10 beneficiaries.

- In 2011, **Orange Force** was launched to **provide accident-scene assistance to customers** as well as protect them against inflated or fraudulent claims.

- In 2012, **Value Pack** was introduced to **provide uninsured and underinsured Singaporeans and Permanent Residents** with essential life and health insurance that would otherwise be less accessible to them.

- In 2013, NTUC Income became the first insurer in Singapore to provide insurance coverage specially designed for children and young people with autism. **SpecialCare (Autism) Insurance provides coverage to a segment that was previously uninsured.**

Membership-only retail Warehouse Club opened its doors in December last year.

Staying On Track

Supermarket chain NTUC FairPrice looks back at 2014, and lines up more ways to improve business and productivity going into 2015.

By **Ramesh Subbaraman**

Speaking at a media appreciation lunch in conjunction with Chinese New Year on 12 February 2015, NTUC Fairprice Co-operative Limited's Chairman Bobby Chin said the supermarket chain will continue to look at better ways to do business and improve productivity.

Earlier last year, NTUC FairPrice launched a device called Scan2Go to reduce waiting time at the checkout.

A FABULOUS YEAR

Mr Chin added that 2014 was a fabulous and significant year for FairPrice for many reasons.

The Co-operative launched the first membership-only retail warehouse in Singapore called Warehouse Club in December last year. The 80,000 square feet mega retail store is located at the new FairPrice Hub at 1, Joo Koon Circle.

On the business front, six new supermarkets were opened, bringing the total number of outlets to 126 island-wide.

FAIRPRICE COMMUNITY ROLE

Mr Chin added that giving back to the community will always be a top priority for FairPrice.

"We continue to help the poor through the Breadwinners-We Care U Care Campaign, the NTUC FairPrice Food Voucher Scheme and provide additional discounts for our seniors. You may be interested to know that over $100,000 has been given each week in the form of seniors and pioneers discounts. And to date, FairPrice Foundation has donated $60 million to the community since it was launched in 2008," said Mr Chin.

STRATEGIC REVIEW

FairPrice did a review of its mission and business strategy in 2014 and this has resulted in a five-year plan called FP 2020.

According to a FairPrice spokesperson, FP 2020 reaffirms the enterprise's social objective to help moderate the cost of living by sharpening its prices and helping the community stretch their dollar.

The Scan2Go initiative aims to provide a faster and more convenient shopping experience.

NTUC THIS WEEK

MANAGING EDITOR
SHONA TAN-JAMES shonatan@ntuc.org.sg

EDITOR-AT-LARGE
MARCUS LIN marcus_lin@ntuc.org.sg

EDITORIAL CONSULTANTS
LIM LI YIN liyin@ntuc.org.sg
RAMESH SUBBARAMAN rameshr@ntuc.org.sg

EDITOR
NICOLETTE YEO nicolette_yeo@ntuc.org.sg

SUB EDITOR
GURMEET SINGH gurmeet_singh@ntuc.org.sg

SENIOR WRITER
GERALDINE PETERS geraldinep@ntuc.org.sg

WRITERS
FLORINA OO florina_oo@ntuc.org.sg
SHUKRY RASHID shukryr@ntuc.org.sg
FAWWAZ BAKTEE fawwazf@ntuc.org.sg

ART DIRECTOR
DANIEL GOH daniel_goh@ntuc.org.sg

SENIOR DESIGNERS
MOHAMED NASUHAR SOEYOETI nasuhar@ntuc.org.sg
RYANNE NG ryanne_ng@ntuc.org.sg

DESIGNER
TAY EE WEE eewee.tay@ntuc.org.sg

SUBSCRIPTION
JENNY LIAU jennyliau@majoritymedia.com.sg

ADVERTISING BOOKINGS/QUERIES
Phone 6622 7009
Email sales@majoritymedia.com.sg

PUBLISHER
MAJORITY MEDIA PTE LTD

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Phone +65 6622 7098 Fax +65 6327 5640
Email LMNewsroom@ntuc.org.sg

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ANDROID

Post-Accident Help

NTUC Income's latest one-stop Motor Service Centre aims to make the experience in the aftermath of an accident less painful.

By **Florina Oo**
Photos Courtesy of **NTUC Income**

NTUC Income policyholders can enjoy seamless services at the new Motor Service Centre.

A first-of-its-kind in Singapore, NTUC Income unveiled its Motor Service Centre (MSC) on 2 February 2015 to offer assistance and services to policyholders in the unfortunate event of an accident. It will also render assistance to non-policyholders if they are involved in accidents with NTUC Income policyholders.

"They (policyholders) no longer need to file their accident reports at other authorised reporting centres, or liaise with multiple parties such as insurers and workshops. All these will be done at the MSC in one place, turning the aftermath of an accident into a hassle-free, stress-free and time-saving process," said NTUC Income Chief Executive Officer Ken Ng.

STREAMLINE SERVICES

MSC will also serve as an Accident Reporting and Damage Assessment Centre, staffed by Customer Care Executives who are experienced surveyors in damage assessment and accident reporting procedures.

The MSC seeks to complement the service provided by NTUC Income's Orange Force – a team of dedicated riders established in 2011 who provide accident-scene assistance to policyholders.

QUICK LOOK

Address: UB. One, 81 Ubi Avenue 4, #01-18/19, S (408830)
Operating Hours: Mon to Fri 9am to 6pm, Sat 9am to 1pm, closed on Sunday and Public Holiday
Filing a claim? Call NTUC Income at **6788 6616**.

Pre-schoolers learning the proper way to brush teeth.

Helping You Smile

Unity Denticare launches outreach programme to help pre-schoolers brush up on their dental care.

By **Shukry Rashid**

It was excursion time with a difference for 20 pre-schoolers from Little Skool House on 11 February 2015 – they trooped down to AMK Hub's Unity Denticare for a fun-filled educational session on basic dental care.

This was all part of NTUC Health's Unity Denticare outreach programme which aims to partner with various pre-schools and reach out to more than 2,000 pre-schoolers to educate them on proper dental care.

ENJOYABLE SESSION

NTUC Health Head of Clinical Services and Wellness Mr Leon Luai said: "To connect with the children, we worked closely with our dentist to share the importance of oral health through story-telling and included a practical hands-on session for them to practice tooth-brushing with an actual toddler's toothbrush."

Three-year-old participant Ng Xuan Yi said: "Today, I learnt to brush teeth and will practice brushing teeth every day. I enjoy the story-telling session most."

Her mother, Ms Chew Sze Hwee, meanwhile felt that the session motivated her daughter to brush her teeth regularly.

Besides the outreach programme, NTUC Health also plans to reach out to 2,000 elderly this year with its new mobile dental clinic as part of its continual efforts to promote dental health among the public.

Sharing The Festive Joy

In the spirit of the Lunar New Year, NTUC Deputy Secretary-General Chan Chun Sing together with the National Taxi Association visit the homes of disadvantaged workers.

By **Florina Oo**

NTUC Deputy Secretary-General and Chairman of Advisors to National Taxi Association Chan Chun Sing at Changi Airport to flag off the event.

A total of 200 taxis revved up from Changi Airport on 13 February 2015 for a drive to 52 homes to pay a festive visit to workers from Bizlink Centre (Bizlink), a non-profit organisation that employs disadvantaged people, especially those with disabilities.

The event, flagged off by NTUC Deputy Secretary-General (DSG) and Chairman of Advisors to National Taxi Association (NTA) Chan Chun Sing, was a joint collaboration between NTA and Bizlink.

TIMELY DELIVERY

At the workers' homes, DSG Chan and union leaders presented the workers and their families with Lunar New Year goodie bags worth $500 each, and assisted the families to put up decorations for the upcoming festive occasion.

One of the beneficiaries was 55-year-old Madam Gan Piak Lay, a cleaner at Bizlink's Cleaning Social Enterprise.

Madam Gan expressed her gratitude after receiving the warm greetings and presents from NTA.

NTA Executive Advisor Ang Hin Kee said the idea to celebrate Lunar New Year with workers of Bizlink was suggested by NTA taxi leaders, as they admire these workers' traits of working hard to make a living despite the challenges they face.

NTA Executive Advisor Ang Hin Kee (second from right) and DSG Chan Chun Sing visited the home of Madam Gan Piak Lay (center).

The taxis loaded with Lunar New Year goodies woth $500 for distribution to some 50 underprivileged families.

Budget Wish List

Leading up to the Singapore Budget 2015, NTUC submits a list of recommendations for the Government's consideration.

By **Shukry Rashid**

Prior to the Singapore Budget 2015 slated for release on 23 February 2015, the Labour Movement submitted to the Ministry of Finance its Budget recommendations focussing on productivity, skills upgrading, assisting specific groups of workers and helping families.

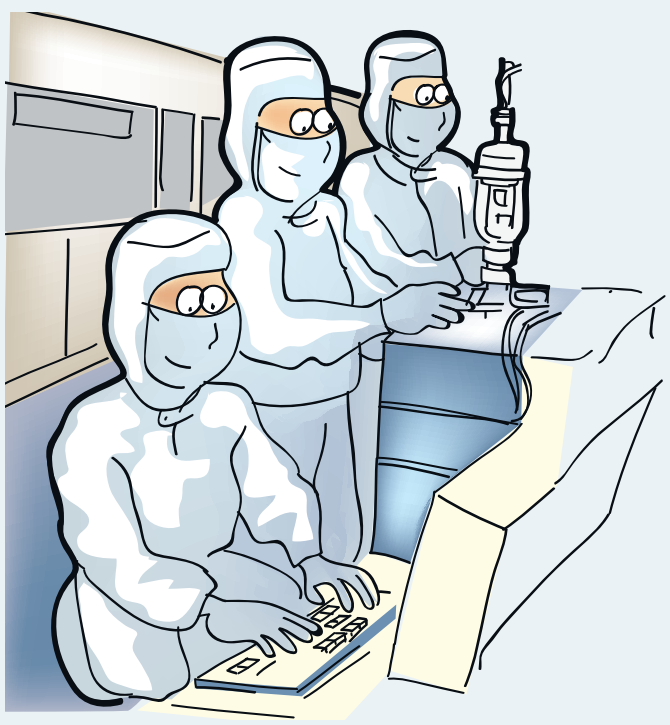
Here's A Quick Look At The Recommendations

Enhancing Productivity

FIRST-MOVER ADVANTAGE: Enhanced incentives should be given to companies that pilot emerging technology and business concepts that have the potential to transform businesses in the respective clusters.

CONSULTANCY SUPPORT: More resources and funding support for companies to access consultancy expertise on job redesign, skills structure and competency building.

SHARED SERVICES FOR SMALL AND MEDIUM ENTERPRISES (SMEs): Promote and scale-up strategies and avenues for SMEs to tap on shared infrastructure and services to reduce fixed overheads.



Assisting Specific Groups of Workers

ENCOURAGE EMPLOYMENT OF OLDER WORKERS: For workers above 65, the Labour Movement recommends –

- ✔ Enhancing the Special Employment Credit.
- ✔ Enhancing incentives for job redesign initiatives towards age universality of jobs, including incentives for engaging consultants.
- ✔ Enhancing incentives for workplace health initiatives targetted at older workers, as health is integral to the continued employment and employability of older workers.

ENHANCEMENTS TO WORKFARE INCOME SUPPLEMENT (WIS) SCHEME: Beneficial to low-wage workers –

- ✔ Calculate entitlements based on basic wages instead of gross wages.
- ✔ Maximum WIS payout should be adjusted from $1,000 to $1,200.

Skills Upgrading

EXPEDITE CONTINUING EDUCATION AND TRAINING (CET) 2020 MASTERPLAN

- ✔ Development process of the Masterplan has to be expedited and at a faster rate as Singapore's productivity gain remains negative.
- ✔ Ensure more upgrading pathways for workers' upskilling, with more support given to first-movers who adopt the sectorial-endorsed career progression pathways and training competency frameworks.

PROFESSIONAL CONVERSION PROGRAMMES: Enhanced incentives and funding support to encourage more workers to take on these programmes.

ENHANCED FUNDING FOR SKILLS UPGRADING to attract and retain local talent.

- ✔ Strengthening the Singaporean core: More funding to help employers better invest in their staff and reduce reliance on foreign manpower.
- ✔ Building a skilled workforce for the future: Additional funding to incentivise and encourage employers to actively identify and sponsor employees for higher skills upgrading to undertake higher job roles. The courses could include nationally-recognised courses or in-house courses which are accredited by relevant bodies. The funding could be in the form of absentee payroll.

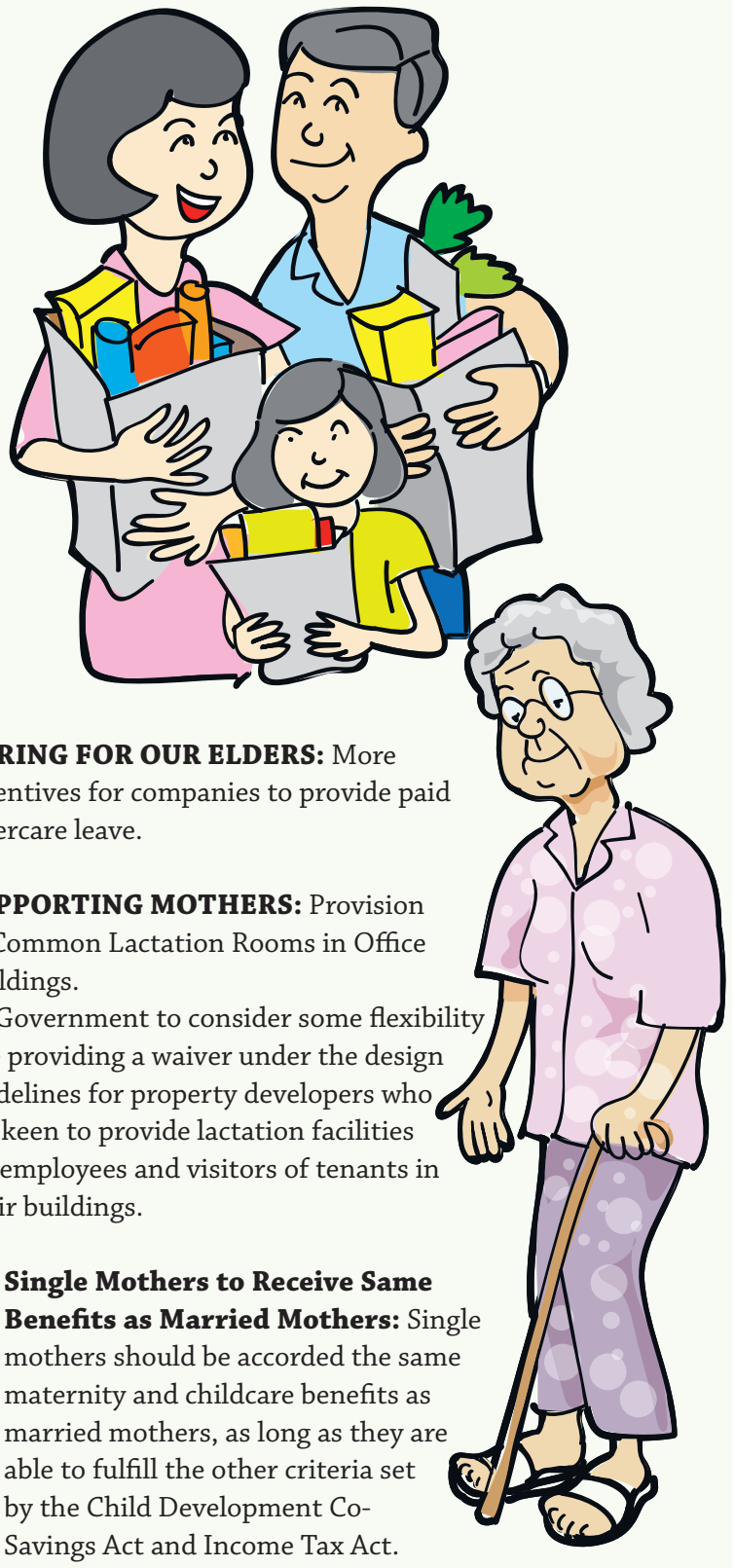
GREATER FUNDING FLEXIBILITY FOR IN-HOUSE TRAINING PROGRAMME: More funding and greater flexibility with funding programmes could be provided for in-house skills conversions, as companies undergo restructuring and more value-added jobs are created.

ENHANCED FUNDING FOR PME-RELATED PROGRAMMES

- ✔ Enhance the level of funding for the Skills Development Fund and CET for PME-related programmes.
- ✔ Better support for PMEs for non-WSQ (Singapore Workforce Skills Qualifications) industry-recognised programmes or in-house training, and to support PMEs in gaining international work exposure.
- ✔ Current percentage or training hour claims cap for funding programmes should be increased to encourage employers to support CET programmes for PMEs.

Helping Families

SANDWICHED CLASS: Provide a Personal Income Tax Rebate as it will mean some extra cash flow for them and their families. Government to review the qualifying income ceiling to relieve more working families of increasing financial burdens.



CARING FOR OUR ELDERS: More incentives for companies to provide paid eldercare leave.

SUPPORTING MOTHERS: Provision of Common Lactation Rooms in Office Buildings.

Government to consider some flexibility like providing a waiver under the design guidelines for property developers who are keen to provide lactation facilities for employees and visitors of tenants in their buildings.

- ✔ **Single Mothers to Receive Same Benefits as Married Mothers:** Single mothers should be accorded the same maternity and childcare benefits as married mothers, as long as they are able to fulfill the other criteria set by the Child Development Co-Savings Act and Income Tax Act.
- ✔ **Protection of Stay At Home Mothers or Work At Home Mothers (WAHM):** More support could be given to help them save up for family contingencies as they are not earning a regular income.
- ✔ **Change WIS scheme's eligibility criteria to include WAHM:** NTUC recommends lowering the qualifying age from 35 to 30 years old, the median age of mothers giving birth for the first time.

Priorities in Life

Former security officer finds her way back into the workforce through Flexible Work Arrangement.

By **Fawwaz Baktee**

Back in 1994, Ms Masturah Abdul Samad had to end her 13-year career as a security officer with Certis Cisco in order to raise her children.

Explaining that she did not want to miss watching her two children grow up, 52-year-old Ms Masturah said: "My first-born was in kindergarten then. I stopped working because taking care of my children was my priority."

Ms Masturah moved back into the workforce with a part-time job in the fast food industry in 2006.

Her 26-year-old son now works as a Teaching Assistant at the National University of Singapore and her 20-year-old daughter is a nursing student in a local polytechnic.

Ms Masturah goes behind the lens with the tool of her trade in hand.

Although Ms Masturah was happy to be back at work, she was unhappy with her job in the fast-food industry and decided to look for better opportunities elsewhere.

A WIN-WIN SITUATION

In November 2014, Ms Masturah became one of the candidates who joined Digiphoto Entertainment Imaging (DEI) as part of the Flexible Work Arrangement (FWA) scheme the company implemented for mature workers.

"This flexi-work arrangement gives me more time to do what I want and it also gives me a chance to fulfill the obligations I have at home. It's a win-win situation," said Ms Masturah.

PLACE AND TRAIN

Ms Masturah went through a two-and-a-half day place-and-train programme through the collaboration of her employer, the Women's Development Secretariat (WDS) and Devan Nair e2i (Employment and Employability Institute). The training allowed her to acquire valuable skills such as how to operate a camera and how to use a computer. She also went through training that taught her soft-skills like how to project a professional image and the etiquettes of retail service.

Ms Masturah currently works a 25-hour week from Monday to Wednesday. Her job requires her to take photos, print and sell them as souvenirs to tourists at Sentosa's Tiger Sky Tower. She said that the most enjoyable thing about her work is the opportunity to interact with people from all walks of life and nationalities.

BEING SELF-EMPOWERED

Since both her children are now adults and are seldom home, Ms Masturah feels that her current job also allows her to keep herself busy.

"Besides the usual housework, I would have nothing else to do other than watch television. Working here keeps me occupied and be more productive. Also, the feeling of being independent and being empowered with my own life is what I enjoy most about working," she said.

QUICK LOOK

Launched in March 2014, the **U Flex movement** encourages employers and employees alike to exercise flexibility at the workplace. An initiative by **NTUC's Women's Development Secretariat**, the movement advocates for employers to offer **flexible work arrangements** to help employees to strike a work-life balance.

For more information, please visit **www.ntucwds.org.sg**

Ms Masturah and her family pose for a selfie.

"Guts, grit, determination…"

Yuki Teo showing some of the work she has been assigned to do.

Yuki Teo and her son spending quality time together at a recent family holiday.

And patience… which pays off for a single mother, with a little help from the NTUC Women's Development Secretariat.

By **Fawwaz Baktee**

Pointing to laminated safety signs put up all around the walls of her workplace, 33-year-old Yuki Teo said: "These were all done by me. I had to learn from scratch on how things around here worked, but I'm happy with my contributions so far."

Yuki then went to her work station to show other assignments she was working on at the time. One cannot help but to notice the sense of pride she has for her job as a part-time Training Support Coordinator at the Textile and Fashion Industry Training Centre (TaF.tc).

"No matter how small these contributions are, at least I know that my son's life is improving with every task I accomplish, with every small achievement I make," said Yuki.

With a secondary two education and a 12-year-old son to raise on her own, Yuki said: "Guts, grit, determination and most importantly, patience; these are the traits needed to handle being a single mother."

DIFFICULT DAYS

"Being a single mother is never easy. I have to play many roles. I have to be both the mother and the father; the one who disciplines and the one who comforts; the one who provides financially and the one who takes care of the household," said Yuki.

When her son was a toddler, Yuki had to place him in a childcare centre when she went to work. She used to be a healthcare worker at a local rehabilitation hospital.

To and fro, Yuki used to cycle from her rented flat in Chinatown to the childcare centre situated in Tiong Bahru every day after work.

"Times were difficult. I didn't earn much and we had to spend wisely whatever little we had," recounted Yuki.

Yuki was unable to continue working full-time as healthcare worker after a car accident left her with a slipped disc in 2013. That was when NTUC Women's Development Secretariat (WDS) stepped in to support Yuki in her job search.

Yuki had also always wanted to take on part-time admin work in order to spend more time with her son.

SUPPORT FROM WDS

WDS helped by looking out for jobs suitable for Yuki and by sending out her resume to employers, highlighting Yuki's positive work attitude.

A breakthrough came for Yuki when TaF.tc viewed Yuki's resume and offered her a post.

As a union member, Yuki also benefits from receiving yearly Back to School and U Stretch vouchers under the NTUC-U Care Fund that help defray her son's school expenses.

Now with a steady income and welfare benefits, Yuki's hope for the future is simple. "I want a happy and bright future for my son. I'll take nothing less than that," she said.

QUICK LOOK

In March 2009, the **WeCare for U Project** was launched to strengthen the social net of single mothers and their children to achieve resilience and independence through various interactive intervention programmes. Also through the **Back2Work with U Programme**, WDS assists single mothers to look for employment and helps to equip them with the necessary employability skills.
For more information, please visit **www.ntucwds.org.sg** or call **6213 8383** for assistance.

Snapshots

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

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

Ball Of A Time

Last month, the Chemical Industries Employees' Union (CIEU) held their annual Inter-branch Futsal Competition which saw nine teams from various chemical companies taking part. Donned in their respective company's sports tees, each player put their best foot forward on the pitch. The nearly 100 participants and onlookers alike had a blast rooting for their teams. Sanofi Aventis eventually scored the first placing, coming in slightly ahead of Panasonic (second place) and Teijin (third place).

Around The Globe

A new study by the International Labour Organization Bureau for Employers' Activities revealed that the number of women in senior and middle management roles has increased over the last 20 years.

Other key highlights of "Women in Business and Management: Gaining Momentum":

- A few countries have women accounting for 20% or more of all board seats. According to the global survey quoted in the study, Norway leads the way with the highest global proportion of companies (13.3%) with a woman as company board chairperson, followed by Turkey (11.1%).
- The country with the highest proportion of female managers is Jamaica with 59.3%. In Asia, the Philippines tops the list at 47.6% (fourth place), followed by Mongolia with 41.9% (17th place).

The report also suggested that flexible solutions for work and family were needed to help close the remaining gender gap.

New FairPrice Hub

NTUC Fairprice has relocated to the FairPrice Hub in Joo Koon comprising an office tower which houses FairPrice departments, a retail complex including the Warehouse Club, a Distribution Centre and a bus interchange.

e2i Update

In the article "Fair Chances" in the 18 January 2015 issue, it was stated that e2i has a job vacancy bank of 12,000 and assists more than 60,000 jobseekers in finding new and better jobs yearly. These figures have been updated. In 2014, e2i assisted close to 82,000 workers in the areas of placements, skills upgrading and higher wage.

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The Soup Spoon

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Valid for online ordering at **www.thesoupspoon.com/cny** with promo code "**TSSNTUC15**". All orders have to be placed by 27 Feb 2015. Please allow 4 working days (Mondays to Saturdays) for order processing, excluding the day of order and public holidays. No Souperholic points will be awarded or redeemed for online orders.
Self-Collection/Delivery: Self-collection period will be from 3 Feb to 5 Mar 2015 from 5 to 7pm. Delivery charge of $30 applies per destination. No collections and deliveries will be available on 19 Feb 2015 (first day of Lunar New Year). For collections on 18 Feb (Eve of LNY), collection timing will be from 12-2pm.

No Regrets

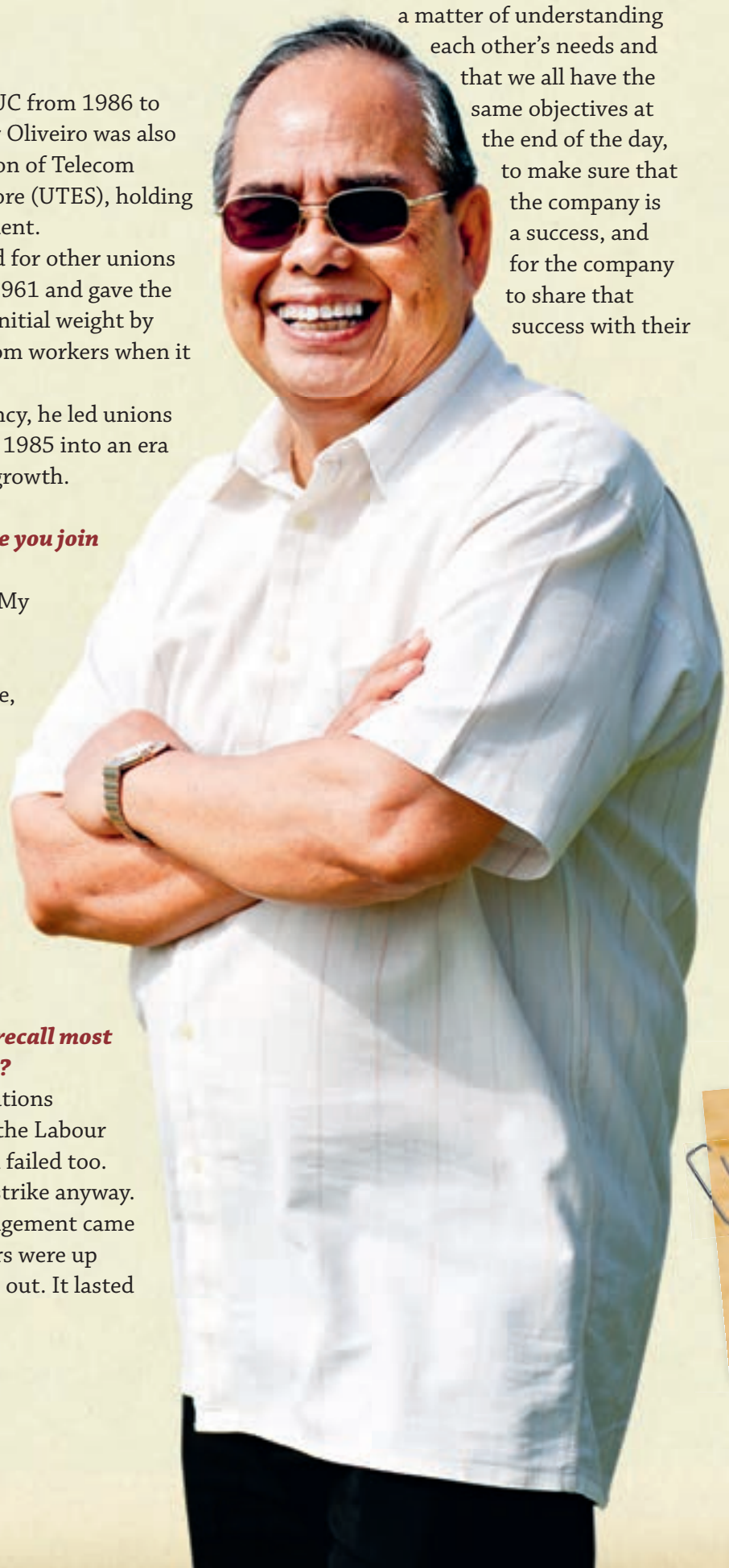
As the Labour Movement celebrates SG50, NTUC This Week steps back in time to catch up with pioneer unionists to listen in on their journey.

By **Geraldine Peters**

President of NTUC from 1986 to 1997, Mr Oscar Oliveiro was also part of the Union of Telecom Employees of Singapore (UTES), holding the position of President.

He actively lobbied for other unions to join the NTUC in 1961 and gave the Employment Act its initial weight by garnering support from workers when it was passed in 1968.

Under his presidency, he led unions from the recession of 1985 into an era of development and growth.



NTUCtw: What made you join the union?

Mr Oscar Oliveiro: My Company (Cable and Wireless) was not unionised at that time, so a group of us thought it is best that we push for the company to be unionised... I used to help out for the old NTUC newspaper when it was then called Perjuangan.

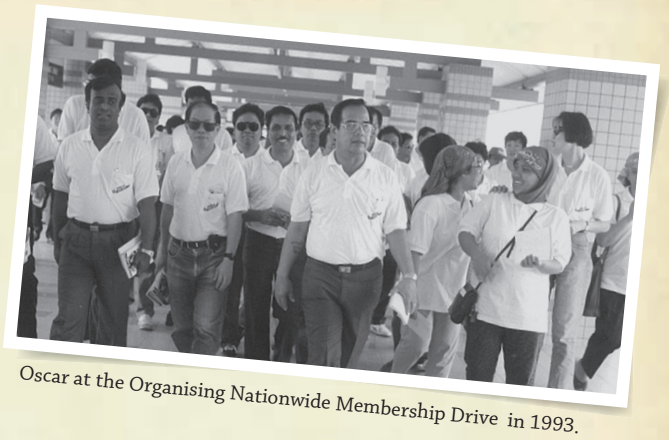
Which event do you recall most of your union career?

Our salary negotiations failed, so we went to the Labour Ministry, but the talk failed too. We decided to go on strike anyway. By the time the management came on site, all the banners were up and the workers were out. It lasted only six hours as we handled Singapore's communications (Cable and Wireless), so they felt the pressure.

I was the Organising Secretary then and it was wonderful to see that every member played their role.

What do you think of the Tripartite framework that has since been established?

I support Tripartism wholly, because it's a matter of understanding each other's needs and that we all have the same objectives at the end of the day, to make sure that the company is a success, and for the company to share that success with their workers. But during my time, both unions and management took the adversary stance, this was because management had a wrong view of unions altogether. We are all stakeholders in a company and want to share its success with our families. So why not work together and make it happen? I think Singapore is really unique in the world arena in terms of our strong Tripartism efforts.



Oscar at the Organising Nationwide Membership Drive in 1993.

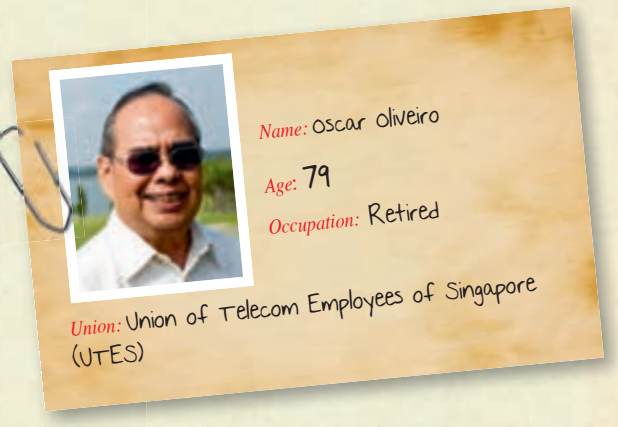
Oscar at the NTUC Women Programme secretariat High Tea cum fashion Show in 1989.

What is the main difference between trade unionism of then and now?

Expectations of workers have changed. If you compare it to the early days of the strikes, they were just struggling to make ends meet as the salaries were low... that was the main issue back then. Now it is maintaining the strong framework put in place.

What would you say to your younger self?

I would tell him what I tell myself now, and that is I have no regrets. It has been a very interesting journey that I have had with the NTUC.



What's Happening, Where

Hands-on Orchid Workshop & Nursery Tour

Explore the wonderful world of orchids and learn the basics of growing them in this hands-on, three-hour workshop and guided nursery tour. At the end of the event, bring home your own orchid pot to continue the learning journey in the comfort of your home!

7 Mar 15, 9am–12.30pm, Toh Orchids (Pickup Venue: Choa Chu Kang Mrt), $25 (U Live Member) $35 (NTUC Member) $45 (Public). Visit **www.ulive.sg/index** *for more information. To register, email* **<Your Full Name>, <NRIC>, <Date Of Birth>, <Contact No.>, <Union you belong to, if any>** *to* **syafiqah@ntucclub.com.sg** *or call* **6582 3605.** *Registration closes on 2 Mar 2015.*

Walking Through The Years

This March, join FairPrice in a walk down memory lane. Witness FairPrice's journey through the past decades with interactive exhibits and displays along the way. Be engaged by the entertaining carnival activities at the Singapore Sports Hub. You will also be participating in this event for a good cause as FairPrice Foundation pledges $150 for every registration received to help needy families through the FairPrice Food Voucher Scheme.

29 Mar 2015, 4pm-8pm, Singapore Sports Hub, $10 (NTUC Member) $15 (Non-Member Regular Rate). For more information or to register, visit **www.fairprice.com.sg/walk**

Floorball Frenzy

Calling all Floorball Enthusiasts! Back for its fifth year, NTUC Club's 3-on-3 Floorball Faceoff 2015 will bring out the competitor in you. Hailed as the biggest floorball event in Singapore, the tournament is opened to four categories (under-15, under-18, under-21, and open age groups).

21 & 22 Mar 2015, D'Marquee, DownTown East. Please log on to **www.usports.com.sg** *for full price listings or to register.*

职总创优企业合作社主席林文兴在该社的2013年常年报告中指出：

“我们为什么从事现在的工作？因为我们的宗旨是正确的，而且目的很明确。一旦宗旨正确，目的自然就会明确，也会形成一股动力，推动我们去实现目标。我们依旧会协助我国工友，让物价和服务维持在合宜的水平。我们将改进幼教和护老服务，协助我国家庭照顾年幼和年长的一辈。我们将提供诚实的保险服务，协助我国工友做好准备，渡过生活中的各种难关。我们也将协助工友掌握良好的技术，跟进以知识为基础，以创新为驱动力的经济。”

当前各家社会企业的社会使命

职总创优企业
通过结合并发挥各家社会企业所长，满足社会需求，从而汇集社会力量，造福大众。

职总平价
制衡我国生活费

职总优儿学府
向工作家长提供优质和费用合宜的护幼服务和学前教育

职总富食客
为国人提供优质的熟食，并制定价格标竿，让业者跟随

职总保健
通过业务涵盖全面，并且品质优良及收费合宜的服务，协助国人的家庭满足各生活阶段的保健和健康需求

职总英康保险
做到投保方便、保费合理并具可持续性

职总恒习
成为持续教育与培训业界的领导者，为各阶层、各年龄层和各国籍的工友提供就业培训，以便他们改善自己的生活

职总联卡
让会员善用宏惠积分并向他们提供购物折扣，从而为工友家庭节省金钱

职总俱乐部
为工会会员和社会大众提供收费合宜的生活时尚选择

职总安居
建立关怀社区，以及建造价格合宜的优质家居

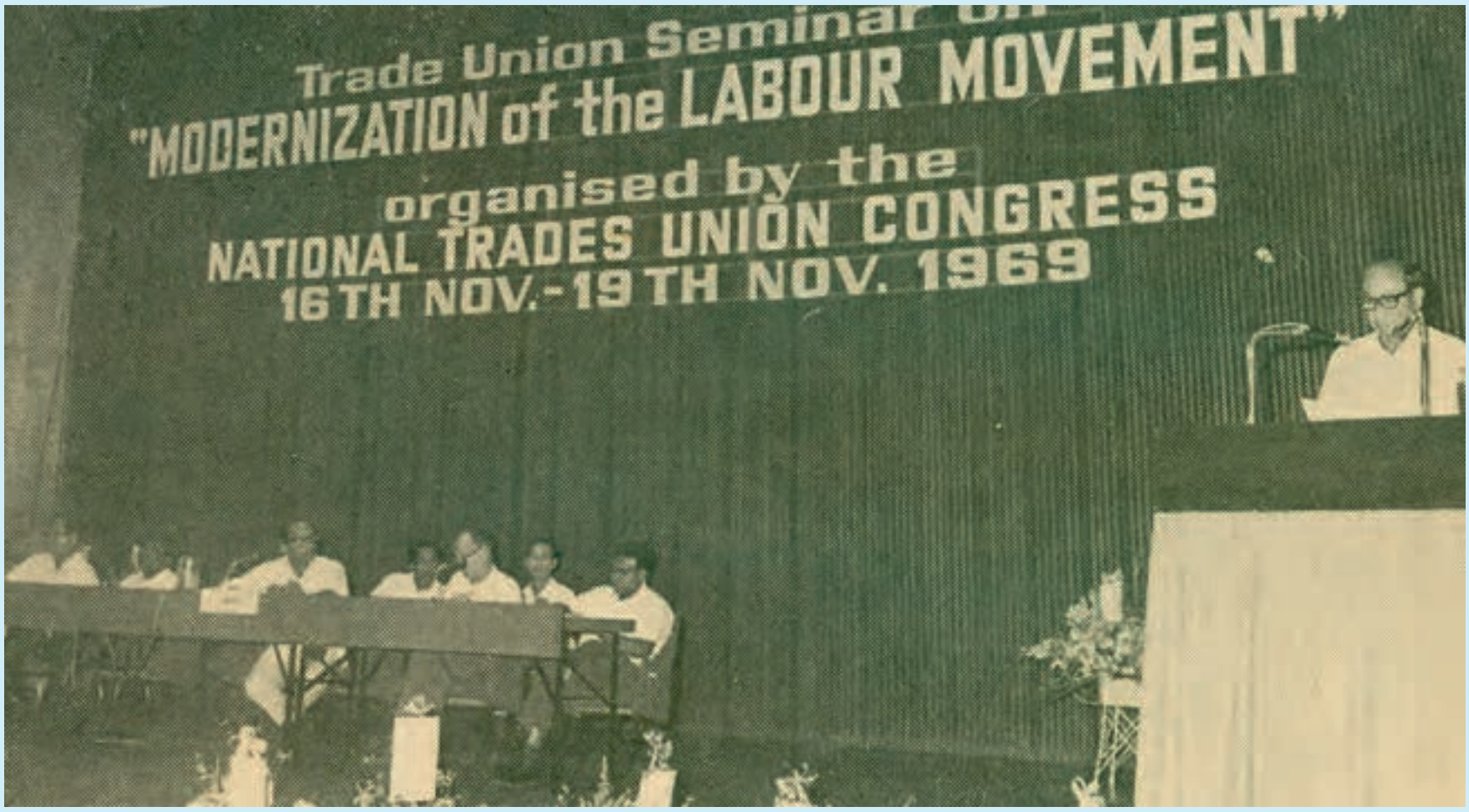
贸惠
拥有并管理分布在适宜地点的邻里购物商场，从而为职总社会企业提供零售处，以便满足工友家庭的日常需求

社会企业工作一览：

职总平价	❯ 每日顾客超过50万名 ❯ 2013年提供了280万元的乐龄回扣
职总富食客	❯ 每日提供15万份餐食
职总恒习	❯ 自2014年成立以来，已经为劳动队伍培训了160万名学员
职总保健	❯ 仁益药房—每日服务的顾客达1万名 ❯ 安老—在2013年照顾的年长人士超过2000名
职总优儿学府	❯ 2013年在125个中心培育的幼儿超过1万3000名
职总英康保险	❯ 保户超过200万名，并获得他们的信任 ❯ 每一年橙色部队协助的开车人士有1万名
职总联卡	❯ 在2013年共给出4500万元的宏惠积分及折扣

“职总周报

2015年2月15日
售价 60c
MCI (P) 044/12/2014



关于职总社会企业

让我们追溯历史，回顾工运社会企业的来源。

说起全国职工总会合作社自然会要提到1969年召开的工运现代化研讨会。当时，职总附属工会的代表们聚集在一起讨论我国工友所面对的挑战。时任职总秘书长兼创会领袖之一的蒂凡那先生，在会上阐明了工运有需要转变为社会服务机构，在多方面为我国工友服务。

时任财政部长的吴庆瑞博士支持蒂凡那的看法，并呼吁职总成立各种合作社，满足工友在保险及日常消费等方面的需求。这就奠定了成立职总合作社或社会企业的基础。今天，职总共有11家社会企业继续运作，满足国人的日常需求。

回顾三家社会企业的历史

职总属下历史最悠久的合作社是成立于1970年的职总英康合作社。该社是回应吴庆瑞博士呼吁成立保险公司照顾工友大众而设立的。在当时，只有高收入的人群才有能力买保险。为此，职总英康合作社于1970年11月21日成立当天，便宣布实施薪金储蓄计划，允许保户从月薪中扣除一部分来支付保费。

另一个早期成立的合作社是职总消费合作社（职总平价的前身）。该社成立于1973年，旨在制衡新加坡的生活费。现在，该社已经从当初设立在大巴窑的一家超市发展成全国规模最大的连锁超级市场，属下共有120个门市，遍布于全国160个方便可达的地点。

此外，职总为了满足当时还欠缺照顾的需求，因而成立了职总托儿合作社。该社后来发展为今天的职总优儿学府。职总托儿合作社的起步是在1977年接手一家位于加冷巴鲁的托儿所，其后便在下来的两年内接连接手另外9家。

职总创优企业合作社

鉴于我国经济转型，人民的教育水平提高了，生活也比较富裕，职总于是顺应发展趋势，在2012年成立了职总创优企业合作社，以作为统领职总各家社会企业（不包括职总俱乐部在内）的控股机构，调整和统一各合作社的步伐，寻找新的途径，满足今天工友的各种需求。

职总创优企业合作社领导之下的职总社会企业致力在保健、护幼、护老，乃至日常生活用品和生活时尚方面提供优质的服务，并展开各项良好的计划。

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