

# "thisweek

26 JUNE 2016  
60 CENTS  
MCI (P) 028/12/2015

## All For Good



NTUC social enterprises have been serving you from the heart for many years. Look inside for more details on how we will be making your lives even better with a renewed direction.

## TOP STORIES



**7** **A Day in the Life of a... Waiter**  
 Journalist Shukry Rashid heads down to Lighthouse Bistro, not for a meal but to experience a day as a waiter.



**8** **Tripartite Guidelines for Term Contract Workers**  
 Tripartite partners develop a set of guidelines for employers to make employment terms better for contract workers.



**10** **UWEEI Wins Secret Ballot**  
 The United Workers of Electronics & Electrical Industries (UWEEI) achieves recognition to represent workers in a secret ballot.



**12** **Moulding the Future**  
 Singapore Teachers' Union President Mike Thiruman tells us about his union journey and the importance of teachers' role in shaping the future.

# Serving You Better



NTUC social enterprises are reinventing themselves by coming together as an even stronger network to take care of your needs today and into the future.

By **Jonathan Tan**

“Singapore has progressed (from Third World to First) over the last 50 years and our social enterprises are going to transform to meet the needs of our time,” said NTUC Enterprise Group Chief Executive Officer Tan Suee Chieh in a press conference on 23 June 2016 at the NTUC Income Centre.

NTUC Enterprise is the holding entity and single largest shareholder of the NTUC social enterprises (SEs).

Mr Tan highlighted that the strategic shift for the group was motivated by the quadrupling of concerns faced by working Singaporeans beyond cost of living. These new areas include ageing, healthcare and social mobility.

These needs were identified based on research and survey findings conducted by Nielsen and commissioned by NTUC Enterprise. Of the 1,600 respondents polled (representative of the Singapore population in terms of age, race, gender and household income), 61 per cent were concerned about the cost of living, 37 per cent worried about their health and the cost of healthcare, 25 per cent worried about social mobility for their children and themselves and 23 per cent stated ageing concerns as worries.

### TECHNOLOGICAL METAMORPHOSIS

NTUC Enterprise shared its intentions to look into pioneering new concepts and experimenting with new ideas within the group’s network of social enterprises, which boasts household names such as NTUC FairPrice and NTUC Income, among others.

“The world is full of change. And the most important change that is happening is the technological disruption to our business models. We are transforming ourselves by investing significantly in new areas to cater to the new needs of our time.

“Instead of serving our people SE by SE at a time, we are going to harness the power of the group to help each Singaporean holistically. An example of that is our healthy eating and living initiative,” he said.

NTUC social enterprises have identified specific areas for development: e-commerce; logistics, distribution and facilities; automation, robotics and medical technology; risk and data analytics; and talent and people.

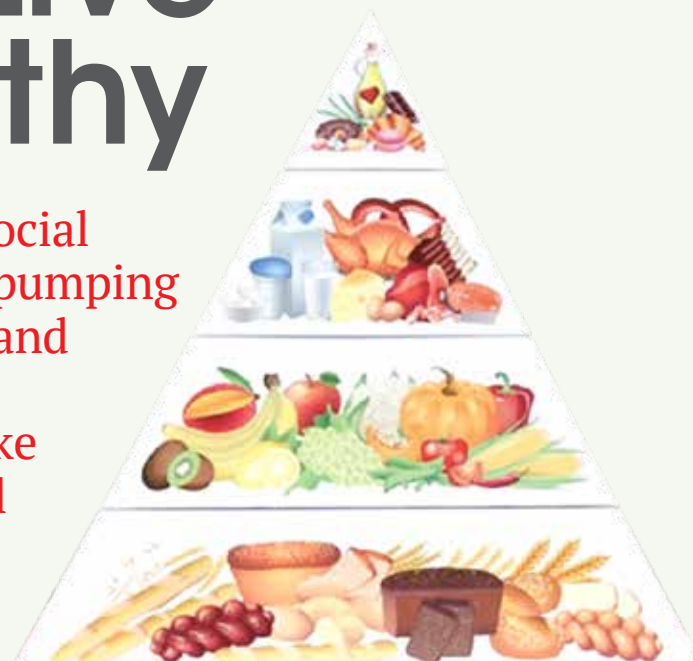
These competencies will complement the group’s efforts to come together to deliver an integrated suite of services to meet the needs of Singaporeans at every life stage.

**See story on the facing page (right) for an example of a collaboration in action.**

# Eat, Live Healthy

Several NTUC social enterprises are pumping their resources and assets into one initiative to make life better for all Singaporeans.

By **Fawwaz Baktee**



**N**TUC social enterprises NTUC FairPrice, NTUC Foodfare, NTUC First Campus and NTUC Income have come together to make healthy food options accessible and affordable for Singaporeans, and also to incentivise healthy living.

This will be done under the NTUC social enterprises' Healthy Eating and Living Initiative, which was launched by Health Minister Gan Kim Yong on 23 June 2016.

The initiative was developed in partnership with the Health Promotion Board (HPB) and supports the Health Ministry's fight against diabetes through the use of healthy ingredients such as wholegrains and healthier cooking oils to cook meals.

"I would like to encourage more corporate entities and other stakeholders to similarly join in our national effort towards healthy living. In combining efforts to raise awareness of the importance of adopting healthier habits and choices, we can support Singaporeans in preventing the onset of chronic diseases ... and to lead full and healthy lives," said Minister Gan.

Here's a look at the contributions of each NTUC social enterprise to this initiative:

## **NTUC FAIRPRICE**

- ▶ FairPrice will continue to provide 5 per cent discount on all FairPrice housebrand wholegrain rice for another two and a half months. The discount was first announced on 8 June 2016 to promote healthy eating and raise awareness on diabetes.
- ▶ FairPrice housebrand cooking oils with Healthier Choice Symbols (HCS) are now offered at discounts of up to 15 per cent and will continue until the end of the year.
- ▶ All FairPrice stores will have a dedicated section that displays HCS products until August 2016.

## **NTUC FOODFARE**

- ▶ Committed to having all its food stalls use healthier cooking oil in the next two to three years, Foodfare aims to make it a contractual obligation in new tenancy contracts at all its food courts and hawker centres.
- ▶ Currently, all 25 Foodfare Rice Garden stalls are using healthier cooking oil.
- ▶ Foodfare is also making 500 calorie meal options available at its food stalls as part of HPB's Healthier Dining Programme.
- ▶ Customers will continue to be given the option of having beverages with no sugar at a cheaper price than ordinary beverages.

## **NTUC FIRST CAMPUS**

- ▶ NTUC First Campus' My First Skool pre-school centres are progressively being certified under HPB's Healthy Meals in Childcare Centre Programme (HMCCP).
- ▶ Children who consume their share of fruits and vegetables during meal-time will be given a sticker booklet as an incentive.

## **NTUC INCOME**

- ▶ A \$50 shopping voucher will be given to IncomeShield policyholders who pass all four health screening tests under the Orange Health Screening programme. The same incentive will be given to the policyholders should they pass the test a year later.
- ▶ Those who are not insured will receive a \$50 discount on their first-year premiums if they sign up for Enhanced IncomeShield.

## The Origins of NTUC's Social Enterprises

NTUC's social enterprises today – such as FairPrice supermarkets, Income insurance, and First Campus pre-schools – are ubiquitous for affordable, good quality daily essentials, insurance and childcare. But this would not have been the case if not for the Modernization Seminar organised back in 1969.

It was during the seminar, which took place from 16 to 19 November 1969, that then Finance Minister Dr Goh Keng Swee urged the Labour Movement to look into setting up social enterprises to help address the needs of a majority low-income blue-collar working population.

As a fledgling nation with few resources, jobs, housing, food, inflation and social security were some of the major concerns facing Singaporeans.

### **ANSWERING THE CALL**

The earliest of NTUC's social enterprises was NTUC Income. Incorporated on 21 November 1970, Income answered Dr Goh Keng Swee's call to provide affordable life insurance to the working masses with the launch of a Salary Savings Scheme.

Subsequently, NTUC Welcome, later renamed NTUC FairPrice, was established in 1973 to mitigate the effects of inflation and keep the prices of daily essentials such as rice affordable.

Some three years later in 1977, NTUC Childcare (now NTUC First Campus) commenced operations as a day-care service provider so that women could participate in the workforce.

With the needs of working Singaporeans evolving over time, other social enterprises were later incorporated to serve unmet or under-served needs. Today, there are a total of 11 social enterprises in the Labour Movement network.

**See the Labour Movement's network of social enterprises on page 4.**



# LM's Social Footprint

NTUC This Week highlights the key Labour Movement social enterprises that have been and will continue serving the needs of working Singaporeans at every life stage.

By Jonathan Tan



Serving more than 600,000 customers each day, FairPrice outlets have been moderating the cost of daily essentials in Singapore since 1973.

For more information, visit: [www.fairprice.com.sg](http://www.fairprice.com.sg).

**Brands:**  
FairPrice supermarkets  
FairPrice Finest  
FairPrice Xtra  
FairPrice Xpress  
Cheers



Providing learning, training and upgrading opportunities for working people of all ages, collars and nationalities. Since 2004, more than 1.8 million people have attended its courses.

For more information, visit: [www.ntuclearninghub.com.sg](http://www.ntuclearninghub.com.sg).

**Brands:**  
LearningHub  
Next U



Providing quality early childhood care and education services for working parents at accessible prices. To date, more than 15,000 children have been educated at First Campus' schools.

For more information, visit: [www.ntucfirstcampus.com](http://www.ntucfirstcampus.com).

**Brands:**  
My First Skool  
The Little Skool-House International  
The Caterpillar's Cove Child Development and Study Centre  
afterschool by NTUC First Campus  
SEED Institute



Providing affordable lifestyle options for union members and the public since 1986.

For more information, visit: [www.ntucclub.com](http://www.ntucclub.com).

**Brands:**  
Wild Wild Wet  
Downtown East  
Orchid Bowl  
eXplorerkid  
Marina Bay Golf Course

**Resorts:**  
D'Resort @ Downtown East  
Costa Sands Resort (Sentosa)

**Clubhouses:**  
Union Square, Scarlet City, Happy Days, and Jest D'Place



Helping working people stretch their dollar through LinkPoints and discounts. There are currently more than 1.8 million members in the Plus! programme.

For more information, visit: [plus.com.sg](http://plus.com.sg).

**Brands:**  
Plus! LinkPoints



Moderating the prices of healthier, quality cooked food in Singapore. Some 165,000 meals are served daily.

For more information, visit: [www.foodfare.com.sg](http://www.foodfare.com.sg).

**Brands:**  
Foodfare foodcourts  
Wang Café  
Heavenly Wang  
Vanda Terrace  
Rice Garden



Founded in 1970 to make insurance accessible and affordable for all, Income now serves more than two million customers.

For more information, visit: [www.income.com.sg](http://www.income.com.sg).



Empowering families to care for their health and wellness through a comprehensive range of quality and affordable services to suit needs at various stages of life. An average of 4,700 seniors receive care each year.

For more information, visit: [ntuhealth.sg](http://ntuhealth.sg).

**Brands:**  
Care@Home  
Cluster Support  
Henderson Home  
NTUC Health Nursing Home  
Origins  
SilverACE  
(Senior Activity Centre)  
Silver Circle  
(Day/Senior Care Centre)  
SilverCOVE  
(Senior Wellness Centre)  
Unity Denticare  
Unity Family Medicine Clinic  
Unity Pharmacy



There are three other social enterprises working behind the scenes for the Labour Movement. They are NTUC Enterprise, Mercatus and NTUC Choice Homes.



# NTUC's Social Enterprises All For Good

In his blog post, NTUC Secretary-General Chan Chun Sing shares his perspective on NTUC's social enterprises and what guides them forward.

**A**t a time when times were tough with jobs hard to come by and salaries low, the catalyst for our social enterprises came during the Labour Movement's Modernization Seminar in 1969.

That was when NTUC's social enterprises were created to blunt the excesses of capitalism and avail affordably-priced essential goods and services to all working Singaporeans.

Today, we can count on FairPrice for groceries, Income for insurance, First Campus for childcare and kindergarten, NTUC Health for healthcare products and eldercare services, Foodfare for cooked food, NTUC Club for a range of lifestyle activities and a few more.

## NEVER REST ON OUR LAURELS

While broadly successful, we must never rest on our laurels. Instead, we should be asking ourselves the following questions:

- ▶ What new services should we provide to meet the emerging needs of our increasingly diverse and sophisticated population? On that same note, how can we ensure that the 'old' services can be made relevant for today's needs?
- ▶ How can we do better to integrate our social enterprises to provide a comprehensive suite of services to meet the life cycle needs of our population?
- ▶ If we decide that we need to provide new services, how big a market share must we have to be effective in moderating prices while maintaining quality?
- ▶ How are we coping with disruptions to our businesses?

## THE GUIDING PRINCIPLES

While there are many different areas we can go into, the type and scale of those operations have to be taken into consideration. The key guidelines steering the approach by NTUC's social enterprises are these:

- ▶ Are the services essential to the well-being of our workers?
- ▶ How timely, relevant, accessible and affordable are these services to our working people?
- ▶ Is there market failure, under-served, or unmet needs which require us to intervene to either stabilise prices or improve access to the services for the people we serve?
- ▶ Are our social enterprises fully competitive with other businesses?

## CATERING TO EMERGING NEEDS

Today, healthcare, eldercare, childcare and student care services are just some of the emerging concerns faced by the new generation of Singaporeans. NTUC will certainly be carefully looking into further developing our existing services and scaling our operations accordingly to make them accessible to more people in Singapore.

## WORKERS COME FIRST

However, providing a new service does not mean that we need to dominate the market. It's more about having the expertise to be able to step on the gas pedal to increase our service capacity when the need arises, armed with the necessary know-how to do so.

Setting ourselves a higher goal – we don't just want to be providing the services of today, but be pioneers in new concepts to meet the needs of tomorrow. We want to experiment with new ideas and be the catalyst for social change.

We are not just a group of 11 social enterprises, but a network of 11 social enterprises leveraging each other's strengths to meet the needs of the people we serve.

## DISRUPTIVE CHALLENGES

However, advances in technology can disrupt the way we do things. For example, with the prevalence of e-commerce, the way consumers traditionally consume goods and services is changing. Social enterprises like FairPrice and Income have bridged this change with online e-commerce portals, but how well prepared are they for future disruptions?

This is our challenge, today.

## ZOOMING IN

There is also a need to clarify a certain common misperception – that NTUC's social enterprises enjoy privileges from the Government. The truth of the matter here is that NTUC's social enterprises operate on market principles and have to compete for Government spaces and contracts just like any other commercial enterprise.

The difference here is the fact that as social enterprises, the majority of our earnings are reinvested to expand our services for the nation. This allows us to do more with what we have for the people we exist for.

The fact that there is an NTUC social enterprise in a sector means that the social enterprise can rein in the prices that the competitor can charge. We are happy that our competitors try to match our prices and sometimes even beat us at it. This ultimately benefits all Singaporeans.

While the form and shape of our social enterprises may (and should) change over time, our mission remains unchanged – to provide timely, relevant, affordable and accessible essential services to Singaporeans and moderate the excesses and extremes of a pure capitalist system.

## LABOURBEAT

*This is an abridged version of the blog post titled 'NTUC's Social Enterprises – All For Good' that was first published on [www.labourbeat.org](http://www.labourbeat.org) on 21 June 2016. Any extracts should be attributed back to the author.*



NTUC Secretary-General Chan Chun Sing (left) during the launch of NTUC FairPrice's Big Value Bag initiative.

# Reaching Out to Seafarers

Mention the word bistro and what comes to mind is a place for socialising. However, there's one that comes with a special mission.

By **Ramesh Subbaraman**

This bistro prepares meals for distressed seafarers when the Singapore Maritime Officers' Union (SMOU) gets a help call about a ship under arrest in Singapore waters.

SMOU's social enterprise, the Lighthouse Bistro, located near the Lavender MRT station, has been serving up meals to seafarers stranded out at sea for over a few years now.

## HELPING DISTRESSED SEAFARERS

Lighthouse Bistro was founded in 2003 and is one of the subsidiary companies under Wavelink Co-operative Ltd (a joint venture between SMOU and NTUC to tap into new business opportunities as well as provide social benefits to members).

Over the years, SMOU has been helping seafarers who face problems such as owed wages.

Though there have not been many such cases over the past few years, SMOU and its officers are ready to swing into action at any time.

Its first case of helping affected seafarers was in 2006 when it delivered food on board for the crew.

And just a month ago, a Hong Kong registered vessel sent out a distress call.

SMOU President Captain Robin Foo and his team went on board the vessel with food prepared by the Lighthouse Bistro.

"They were surprised and happy but these are the little things we can do.

"But sometimes if they don't want our service, we don't force our way on board the ship. Sometimes they would be told that the union is coming and they don't receive us," said Mr Foo.

## SOCIAL MISSION

According to SMOU General Secretary and NTUC President Mary Liew, Lighthouse Bistro is a guiding light to seafaring officers and the shipping community.

“Staying true to our social objectives, it is a place where distressed seafarers are welcomed in for a free warm meal. Our members know it to be a favourite meeting point for bonding with their families and friends. It is almost like a second home for some of our long time members.”

*SMOU General Secretary and NTUC President Mary Liew (pictured right) personally packing food boxes for distressed seafarers.*



Staff at Lighthouse Bistro.

## MEETING POINT

Lighthouse Bistro also serves as a networking and gathering point for SMOU members. The venue has become more popular with its selection of food and drinks ever since its latest round of renovations which started in November 2014.

Mariner's Nite has always been a favourite event for SMOU members and their families. It used to be held once a month but now has turned into a weekly affair on Fridays.

Also, for one Friday of each month, all SMOU members are entitled to free snacks, along with either three bottles of 330ml beer or a jug of ice lemon tea.

Member's birthdays are not forgotten. Every year, SMOU members receive a birthday card that comes with a voucher for a complimentary four-course meal at Lighthouse Bistro.

The outlet is also the choice of location for SMOU's annual Companies Union Rapport Exercise (C.U.R.E) where tripartite partners from the government, shipping industry and union leaders come together to bond and network.

Distressed seafarers from MV Ao Hong Ma tucking into food cooked by Lighthouse Bistro.



## GOOD TO KNOW

**Lighthouse Bistro**  
75 Jellicoe Road, #01-01, Wavelink Building  
(S)208738

For enquiries and reservations, visit [www.lighthouse-sg.com](http://www.lighthouse-sg.com), call **6390 1699** or email [enquiries@lighthousebistro.com.sg](mailto:enquiries@lighthousebistro.com.sg).

A DAY IN THE LIFE OF A..

# Waiter

If *NTUC This Week* journalist **Shukry Rashid** was your waiter recently, we apologise. He was only trying to find out what it's like to be in the service line as part of his writing job.



Out of all my 'A Day in the Life of' episodes, being a waiter has probably got to be one of the toughest. Playing *Diner Dash* on my phone prepared me little for what was to come at my date with the Lighthouse Bistro.

## PREPARING THE RESTAURANT

Although the bistro starts operations daily from noon, I trooped up early at 10am to prepare the restaurant for the lunch crowd.

My mentor for the day was 53-year-old senior waitress Eileen Ooi, who has been working there for the past one-and-a-half years. The first order of the day, she said, was to set up the tables.

The paper mats, cutlery, cups and coasters, and reserved tags all had to be arranged in a specific manner. Next – burn an image of table numbers and their seats. Menu memorising followed, so I could roll off recommendations to guests without fumbling.

Ah, a tablet to make life easy for me the 'waiter' to key in orders, I thought. The process cuts off pen and paper, and orders go straight to the kitchen.

But using the tablet proved to be a hurdle as it took me a while to learn how to key in the correct table numbers, number of guests, identify categories of the dishes, and make sure dishes were separated according to courses.

## MENTOR TO THE RESCUE

Noon arrived, and before I knew it, the restaurant was almost three quarters full – not something I was looking forward to on my first day at work.

It's the simple things that make a huge difference – after showing the customers to



their tables, I asked if they preferred a glass of warm or cold water.

Then came the hardest part – taking orders. Using the tablet was smooth for most part of the day, but when a table of three said their orders too quickly, I was too slow to capture them. Luckily, Eileen was there to remember the orders in her head – a reminder that it takes an alert mind to attend to others. Oh, and a smile too!

I was told that I was not high on the smile factor when serving. But what about being overwhelmed and stressed out?

## MORE TO THE JOB

When all the food was served, I thought I could take a breather. Eileen came up and said: "You see their cups? Go and refill them. Don't wait until they're empty."

With that all done, I thought not bad for a waiter on his first day.

Eileen came up to me again and said: "See if the customers are done with their meals. Don't wait until they have finished them to prepare the next course because the kitchen needs time to get things ready."

With all these things that went on in my head while standing and walking the whole day, I was both physically and mentally exhausted.

At the end of my shift, I realised how much I missed the comfort of my office where I'm not affected by aching legs and back. Being a waiter is so much harder than it seems, and waiters and waitresses like Eileen make it look like a breeze.

Experienced waitress Eileen Ooi (middle) shows Shukry Rashid what it takes to be a good waiter.



# On Better Terms

**Tripartite partners develop a set of guidelines for employers to make employment terms better for contract employees.**

By **Fawwaz Baktee**

**T**o encourage leave benefits and sufficient notice period before the expiry of contracts, the Ministry of Manpower (MOM), the Labour Movement and the Singapore National Employers' Federation (SNEF) jointly released on 20 June 2016 the new Tripartite Guidelines on the Employment of Term Contract Employees.

Term contract employees are those who are employed under fixed-term contracts that will terminate upon the expiry of a specific term unless renewed and may refer to jobs that are temporary or on project basis.

## LEAVE BENEFITS

Currently, employees on term contracts are entitled to statutory leave benefits if they meet the eligibility criteria of a minimum service period of three months without a break in service.

However, some term contract employees who have been working for the same employer for a long time do not get to enjoy these leave benefits as they are on separate contracts that are each shorter than the minimum service period, and renewed with a break in between the contracts.

Under the guidelines, employers are encouraged to treat contracts renewed within one month from the previous contract as continuous and grant or accrue leave benefits based on the cumulative term of the contracts.

The guidelines also recommend that employers prorate annual leave, sick leave and childcare leave benefits based on the length of the term contract.



## ADVANCE NOTIFICATION

Both employers and employees are also encouraged to give sufficient notice before the contract's expiry on whether either party wishes to renew the contract.

According to MOM's 2015 Labour Force Report, there were 202,400 term contract employees, forming 11.3 per cent of the resident workforce.

The guidelines help ensure term contract employees are treated fairly and are awarded their employment entitlements, commented NTUC Assistant Secretary-General (ASG) Zainal Sapari.

"Employers are strongly encouraged to adhere to these guidelines. The Labour Movement will work closely with our family of

unions, associates, partners, social enterprises and related organisations to ensure that employment practices are aligned with the guidelines," said ASG Zainal.

Touching on the guidelines, SNEF Executive Director Koh Juan Kiat said employers value term contract employees for the flexibility and contributions to their short term business requirements.

Mr Koh said: "The federation believes the guidelines will provide employers with the framework to offer term contracts which can better attract such workers. SNEF encourages employers to also take a longer term view of their manpower needs and create opportunities to retain such workers."

### NTUC THIS WEEK

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

**ASSISTANT MANAGING EDITOR**  
GOY KAE LIP kaelip@ntuc.org.sg

**EDITOR**  
NICOLETTE YEO nicollette\_yeo@ntuc.org.sg

**SUB EDITOR**  
GURMEET SINGH gurmeet\_singh@ntuc.org.sg

**CONTRIBUTING EDITOR**  
RAMESH SUBBARAMAN rameshr@ntuc.org.sg

**EDITORIAL CONSULTANT**  
LIM LI YIN liyin@ntuc.org.sg

**SENIOR JOURNALIST/NEW MEDIA MANAGER**  
JONATHAN TAN jonathan\_tan@ntuc.org.sg

**SENIOR JOURNALIST**  
FAWWAZ BAKTEE fawwazf@ntuc.org.sg

**JOURNALISTS**  
SHUKRY RASHID shukryr@ntuc.org.sg  
RYAN CHAN ryan\_chan@ntuc.org.sg

**CREATIVE DIRECTOR**  
DANIEL GOH daniel\_goh@ntuc.org.sg

**SENIOR DESIGNER**  
MOHAMED NASUHAR SOEYOETI nasuhar@ntuc.org.sg

**DESIGNERS**  
TAY EE WEE eewee.tay@ntuc.org.sg  
IVAN TIMOTHY PRASETYA ivan\_prasetya@ntuc.org.sg

**SUBSCRIPTION**  
JENNY LIAU jennyliu@majoritymedia.com.sg

**ADVERTISING BOOKINGS/QUERIES**  
PHONE 6622 7009  
EMAIL sales@majoritymedia.com.sg

**PUBLISHER**  
MAJORITY MEDIA PTE LTD  
ADDRESS 73 Bras Basah Road, NTUC Trade Union House  
#06-01 Singapore 189556  
PHONE +65 6622 7098 FAX +65 6327 5640  
EMAIL LMNewsroom@ntuc.org.sg

**PRINTER**  
TIMES PRINTERS PTE LTD



IPHONE & IPAD



© Copyright 2016 The publisher owns the copyright to all photographs and articles in this publication. No photograph or article may be reproduced in part or in full without the consent of the publisher.

The Labour Movement, Now Closer To U On The Go!  
Scan here for mobile app My NTUC featuring exclusive content: get the latest news, special offers, merchants listing and a lot more!



ANDROID



# Workers Vote for Union in Secret Ballot

UWEEI now plans to work with management to create a win-win situation for the workers and the company.

By **Fawwaz Baktee**

The United Workers of Electronics & Electrical Industries (UWEEI) achieved recognition to represent the workers of video equipment manufacturer Blackmagic Design Manufacturing Pte Ltd through a secret ballot held on 21 June 2016. Some 78 per cent of the 201 workers who participated in the ballot voted in favour of the union.

Under the Industrial Relations Act, the management of Blackmagic Design Manufacturing must give recognition to UWEEI within three working days from the date of the results.

## THE CAMPAIGN

The union spent about three weeks on the ground speaking to the workers in preparations for the secret ballot.

UWEEI Senior Membership Specialist Vincent Low, who led the campaign, said that UWEEI served the company's management a Form A to get voluntary recognition back in 2014.

"The company, which has its base in Australia, was relatively new in Singapore then. They explained to us their situation and asked to let them settle down first instead. We waited for one-and-a-half years and couldn't wait any longer. That was why we decided to call for the secret ballot now," said Mr Low.

When the management was contacted by the union, they co-operated and agreed to let the workers decide for themselves, added Mr Low.

## PROTECTION AND PRIVILEGES

Requesting anonymity, one worker who participated in the ballot said she looks forward to the benefits that come when the company is unionised.

"I used to work for another company before I came here to work. I was already a union member before this. In my old company, the union stepped in to help us when we were getting retrenched. It's good to have them look after us," said the 63-year-old Singaporean.

Commenting on the achievement, UWEEI Head Industrial Relations Officer Samantha Lim said: "We were fortunate to have passionate membership officers and volunteers who helped us rally workers who had earlier witnessed and benefited from the union's value-add first-hand."

She added that that the union is motivated and committed to reaching out to more companies to "bring value-add" to workers and companies.

## MOVING FORWARD

UWEEI Executive Secretary Melvin Yong said: "Now that the ballot is over, we look forward to working and building a good relationship with the management of Blackmagic Design Manufacturing to achieve win-win outcomes for both the company and workers in the years ahead."

To date, UWEEI has over 120 branches with more than 65,000 union members under them.

“Now that the ballot is over, we look forward to working and building a good relationship with the management of Blackmagic Design Manufacturing to achieve win-win outcomes for both the company and workers in the years ahead.”

*UWEEI Executive Secretary Melvin Yong*



# Driving Change Through Technology

The future of Singapore lies in harnessing technology and innovation to better the lives of all workers.

By **Fawwaz Baktee**

Singapore will continue to reinvent its economy and redevelop its workforce in order to improve the lives of its workers and people through the use of technology, shared Manpower Minister Lim Swee Say in his speech on 8 June 2016 at the 105<sup>th</sup> International Labour Conference (ILC) in Geneva.

This was said in support of the International Labour Organization's (ILO) goal to promote inclusive and sustainable economic growth, employment and decent work for all.

"We recognise that technology is neutral – good for those who know how to embrace it, bad for those who stay away from it to their own disadvantage. The choice is for each nation to make.

"For Singapore, the choice is clear. Our vision is to become a 'smart nation'. We want to embrace technology and innovation as our partner in sustainable and inclusive growth," said Minister Lim.

He added that instead of being wary that technology will displace workers, Singapore challenges itself to adapt and grow with technology by implementing robotics in factories and digitising services.

Minister Lim also cited examples of how technology can be used to better the jobs of older workers, workers with families and those in the low-wage industry.

## TRIPARTITE DELEGATION

The tripartite delegation to the ILC from 4 to 8 June 2016 was led by Minister Lim and comprised NTUC President Mary Liew, Deputy Secretary-General (DSG) Heng Chee How, and Singapore National Employers' Federation President Robert Yap.



Manpower Minister Lim Swee Say says that Singapore is challenging itself by embracing technology and innovation as its partner in sustainable and inclusive growth.

"Working together in unity, our tripartite partners are confident that we can collectively harness the power of technology and innovation to achieve a sustainable and inclusive growth for the benefit of our workers, our people and all Singapore-based businesses," added Minister Lim.

## PREPARING FOR THE FUTURE

DSG Heng, who sat in several bilateral meetings with overseas union counterparts as well as in various committee discussions at the conference, said that tripartite partners in all countries "must focus on preparing for the work of the future and the future of work."

He commented: "With accelerating technological, business model, demographic and workforce profile changes, and more uncertain socio-political settings, the requirements for success for workers and the Labour Movement in the future will be quite different from those of today. And the future is not some distant possibility. It is arriving ever more quickly.

"Alertness, adaptability, lifelong learning and the gumption to take hard decisions and test out new arrangements for the long term good will be essential ingredients. Better harness change and ride it than be a victim of it."

“Technology can work for us and not against us if we know how to harness it. For example, in many industries, there are growing areas of work that are now replaced by technology as opposed to having a physical worker. Our workers can face the possibility of redundancy but because of the strong tripartite relationship in Singapore, our workers can be re-trained, re-skilled so as to prepare ourselves for the future of work.”

*NTUC President Mary Liew, who was part of Singapore's tripartite delegation to the 105<sup>th</sup> International Labour Conference*



NTUC Assistant Secretary-General Zainal Sapari (left) and fellow parliamentarian Amrin Amin addressing workers' concerns at the Sembang Petang 2016 dialogue session.

# Discussing Evolving Workplaces

**NTUC Assistant Secretary-General Zainal Sapari meets up with the Malay/Muslim community to discuss the evolving workplace and jobs.**

By **Shukry Rashid**

**W**ill technology have a negative impact on workers' livelihoods? This was one of the concerns raised at a recent dialogue session. NTUC Assistant Secretary-General (ASG) Zainal Sapari responded by saying that the Government, the Labour Movement and management partners have introduced Sectoral Manpower Plans to anticipate the training required to prepare workers for jobs in the future.

He was speaking at a dialogue session called Sembang Petang 2016 organised by Mendaki, Mendaki SENSE and REACH on 11 June 2016 at Tanjong Katong Complex. Taking place for the second year, the event aimed to increase awareness of SkillsFuture and the need for the Malay/Muslim community to continually deepen and renew their skills.

The dialogue featured Malay/Muslim Members of Parliament and was supported by the Singapore Workforce Development Agency, NTUC U Care Centre, Mediacorp Suria and Warna 94.2FM.

## SINGAPOREAN JOBS

Another topic that surfaced was about foreign talents and jobs for Singaporeans. ASG Zainal addressed this by saying that the Government has allocated quotas for companies hiring foreign talents, except for those in top management. There are no quotas for those jobs as it will impede investments from overseas if they cannot employ the workers they want.

He added that the Government is also concerned and has implemented various initiatives to help both companies and Singaporean workers. These include the Adapt and Grow initiative that contains various programmes such as Place-And-Train, Professional Conversion Programme, and the Career Support Programme.

# U Future Leaders Summit: Howie Lau

Previewing the U Future Leaders Summit this weekend, keynote speaker Howie Lau shares his perspective on change at the workplace.

By **Jonathan Tan**



**“W**hat have you done today that's better than yesterday?” This is the question Howie Lau, chief marketing director of StarHub Ltd, keeps in mind as a personal reminder to continuously learn and to keep trying to make things better.

With technology a key disruptor driving the accelerated pace of change at the workplace, he shares some tips on how working people can manage.

## A NECESSARY EFFORT

- ▶ Every change does take effort and can be uneasy and uncomfortable as there's always the risk of uncertainty and failure. No one likes to fail but it's a necessary step in every journey of change.
- ▶ Current jobs will evolve, some will become redundant and others will emerge. Staying relevant means understanding the changes in your industry and your profession so that you can learn any new skills and tools ahead of the curve.

## STAY CURIOUS

- ▶ Curiosity creates the desire to understand more, learn new skills ahead of necessity and connect dots.

## STAY COMPETENT

- ▶ Staying competent is about staying focused on having the right skills and delivering expectations of your current job.

## STAY CONNECTED

- ▶ Staying connected with your industry, colleagues, suppliers, competitors and partners increases timely knowledge of potential changes in your industry and may open up new opportunities.

**i** The U Future Leaders Summit themed 'Future-Ready Careers amid Global Transformation' is co-organised by NTUC's Membership Department and Singapore Press Holdings. Event Dates: **2 and 3 July 2016**. Venue: **Marina Bay Sands Convention Centre**. Ticket prices: \$60 for NTUC members (2 days)/ \$100 for general public (2 days). For details and registration, visit [www.ntuc.org.sg/ufutureleaders](http://www.ntuc.org.sg/ufutureleaders).



# Mike

FACE 2 FACE  
WITH

# Thiruman

By **Ramesh Subbaraman**

**T**hey play an important role in moulding children in schools to become leaders of tomorrow.

Who's looking after the needs of our teachers? A union that speaks up for their needs and looks into the challenges facing the profession, and that is the Singapore Teachers' Union (STU).

We meet up with 47-year-old Mike Thiruman, STU's president since 2003, to hear about his journey in the union.

#### **NTUC This Week: How did you first get involved with the union?**

**Mike Thiruman:** I joined STU in 1995 when I was posted to my first school, Townsville Primary School. However, my deeper involvement started in 1999, when STU wanted to start its youth chapter called Young STU. I was appointed co-chair with my comrade, Edwin Lye. We wanted to get more young teachers involved in union activities.

#### **What are some of the activities that are close to your heart in STU?**

As a unionist, every time we are able to help a member through his or her work-related difficulty, it is very satisfying. On cases which the union has helped its members, most of them would be when we facilitate transfers. Sometimes a particular school environment or leadership may not fit the teachers and they need a change in their environment. When we

move teachers to another school through the Ministry's help, they actually begin to thrive again. A lot of teachers appreciate this help. While they can make an appeal on their own, they are not an institution like STU. When a union represents them, things get facilitated and this is the most important work as far as helping individual teachers is concerned.

#### **What is your approach to resolving issues?**

Keep it simple, direct and solve the issues in a straightforward manner. Be frank about issues and discuss them, not the people. Most of the issues are relationship issues at school level. Teachers may have an issue with the style of management in schools. Fortunately, most school leaders are good at people relationships. However, with more than 350 schools and more than 30,000 education officers, there are bound to be interpersonal issues.

#### **What are the three takeaways from your involvement in union work all these years?**

Always put your members and their needs first. Next, you need to earn the trust of people and it is not easy. And third, be humble as it is indeed a privilege to be able to serve.

#### **What is it that keeps you going as STU President?**

Passion, to see that we are actually contributing at both institutional and membership levels because we have 200 to 300 Industrial Relations cases every year. For these people, if we are not around, nobody is going to help them. For the profession, there is the Ministry of Education and the National Institute of Education, but for the professionals themselves, we are the voice. The entire union landscape is changing with more Professionals, Managers and Executives.

INSIDER'S  
GUIDE

STU

Singapore Teachers' Union

**Established:** 1946

**Why:** To champion professionalism and the needs of teachers and provide assistance in dealing with work-related problems and advise on terms and conditions of service.

**Membership size:** 13,000

**Did You Know:** The STU has a regular newsletter for its members. It is called *The Mentor*. It started off in May 1971 as a monthly publication. Currently it is printed every quarter.

# Snapshots

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

Compiled by **Ryan Chan**



## First University Adult Training School Opens

Launched by the National University of Singapore (NUS) on 17 June this year, the School of Continuing and Lifelong Education (SCALE) is a \$12 million initiative to promote and expand lifelong learning for working adults.

On the same day, NUS signed a Memorandum of Understanding with NTUC's e2i (Employment and Employability Institute) for the latter to offer adult learning courses.

Mr Gilbert Tan, chief executive officer of e2i said: "e2i's MOU with the first University adult training school will strengthen the Labour Movement's efforts to build our network of SkillsFuture training centres to equip working people with necessary skills for businesses and economies of the future.

"This new partnership with NUS SCALE will open up more windows of opportunities for professionals to deepen skills and gain mastery for better career progression."

**i** For more information on SCALE, visit [scale.nus.edu.sg](http://scale.nus.edu.sg).

## Converting Skills for Better Prospects

The Singapore Workforce Development Agency (WDA) is strengthening employment support for professionals, managers, executives and technicians (PMETs) by expanding the Professional Conversion Programmes (PCPs) under the Adapt and Grow initiative.

Launching four new PCPs in the retail, food services and MICE (Meetings, Incentives, Conferences and Exhibitions) and event sectors on 14 June 2016, Manpower Minister Lim Swee Say addressed concerns faced by PMETs in the job market today.

"We believe that as we move forward, the most critical challenge facing all of us is how we can ensure that the mismatch between jobs and skills does not widen.

"We have to find ways to minimise the gap. One of the critical factors is whether we are able to help as many PMETs as possible to adapt and grow in the new environment," said Minister Lim.

PCPs are targeted at PMETs, including mid-career switchers, to undergo skills conversion and move into a new job that has good prospects and opportunities for progression. The target is to help close to 10,000 such PMETs by 2018.

To date, 31 PCPs in 14 sectors have been launched. More PCPs are in the pipeline for sectors like logistics, wholesale international trading, public transport, aerospace, and assembly and test over the next few months.

**i** More details can be found at [www.wda.gov.sg/adaptandgrow](http://www.wda.gov.sg/adaptandgrow).

## Go-Ahead Loyang Depot Opens

New transport operator Go-Ahead Singapore officially opened its Loyang depot on 19 June 2016.

The opening was attended by some 3,000 people, including National Transport Workers' Union (NTWU) Executive Secretary Melvin Yong and NTUC Assistant Secretary-General Zainal Sapari, who was present in his capacity as Member of Parliament for Pasir Ris-Punggol. Go-Ahead also unveiled their official uniforms and buses.

Mr Yong said in a Facebook post: "This is an important milestone for the Loyang bus package, and in a few months' time, Go-Ahead will begin its service operations. NTWU will continue to work closely with Go-Ahead to ensure a smooth transition for all our bus captains and bus support workers."



## F&B Industry: Learning Journey to Japan

Minister of State for Manpower Teo Ser Luck led 26 delegates from various food and beverage (F&B) companies on a Lean Enterprise Development (LED) Study Mission to Japan recently to learn how Japanese quick-service restaurants adopt product specialisation while being manpower-lean to ensure business success. Process management and investment in good human resource have also helped them to increase work efficiency and sales revenue.

The delegation also met with Mr Hiromi Mitsubayashi, the Parliamentary Vice-Minister of Health, Labour and Welfare for Japan, where they discussed issues like re-employment of older workers and employment insurance.

The visit also included a trip to the International Food Machinery and Technology Exhibition.

Minister Teo said: "I have asked the participants to look out for equipment that are suitable and can be adopted back in their restaurants and kitchens. The Government is keen to support manpower-lean growth via the LED scheme."

**i** NTUC's U SME is one of nine multipliers of the Lean Enterprise Development scheme in Singapore. For more information, visit [goo.gl/jrBuxi](http://goo.gl/jrBuxi). To apply for the scheme, email [sme@ntuc.org.sg](mailto:sme@ntuc.org.sg).

# What's Happening Where

Compiled by **Ryan Chan**

## A Brand New Bowling Experience!

Ready for a new way to bowl? Then you may want to drop by Orchid Bowl newest outlet at SAFRA Punggol, with new scoring systems and sleek interiors. The bowling arcade promises to add more excitement to the way we know how the game is played. There are adaptive skill level games that cater to both the casual and the pro bowler. Score assist features will also give newbies a leg up against their more experienced counterparts. Orchid Bowl @ SAFRA Punggol is also the first outlet to charge their games on an hourly basis, allowing more flexibility for guests.

**i** SAFRA Punggol, 9 Sentul Crescent. Opens 10am–1pm (Sun–Thurs), 10am–3am the next day (Fri, Sat and eve of public holidays). For more information, visit [www.safra.sg](http://www.safra.sg).



## Looking For Jobs?

Here are a couple of job fairs you can look forward to.

### Careers@Singapore International Water Week

On the lookout for a job or a mid-career switch? The water sector in Singapore is growing and currently employs about 14,000 professionals, managers and executives, contributing to more than \$2 billion in annual value-add to the economy. Come by the career booths, where 15 participating water companies will share on what you need to get started.

**i** 12 July 2016, 10am–1pm, Marina Bay Sands Convention Centre, Level 1 Hall C. To register, and to view full job listings, visit [www.youngntuc.org.sg](http://www.youngntuc.org.sg).

### Job Fair For Marine, Transport And Logistics Industry

NTUC's e2i (Employment and Employability Institute) is holding a job fair for immediate vacancies in the marine, transport and logistics industries. Key positions include crane operators, warehouse assistants and customer service officers. There will also be a guided tour to a public bus depot, with both SBS Transit and SMRT on board to allow participants a peek into what it takes to be a bus captain.

**i** 8 July 2016, 2–5pm, Devan Nair Institute for Employment and Employability, 80 Jurong East Street 21. For more information and to register, visit [www.e2i.com.sg](http://www.e2i.com.sg).

## Tee-off To A Unique Challenge

The Marina Bay Golf Course has unveiled Singapore's very first par 6 hole, measuring a total of 651m from tee-off to the hole. The hole, the fourth on the course, started undergoing reconfigurations in February this year for conversion from a par 5 hole, and will open officially on 1 July 2016. The first 144 golfers to tee off will also receive attractive goodie bags and a chance to win various novelty prizes.

**i** Marina Bay Golf Course, 80 Rhu Cross. For more information, visit [www.mbgc.com.sg](http://www.mbgc.com.sg). For golf bookings, email [golfbookings@mbgc.com.sg](mailto:golfbookings@mbgc.com.sg) or call 6345 7788.



## Plus! Online Sale

Let the Great Singapore Sale come directly to you with the Plus! Online Sale! Grab different weekly deals of up to 70% from Courts, MDS, Sephora, Kinohimitsu, Agoda and plenty more. Accumulate \$300 spending online from the participating merchants with your Plus! Visa credit and debit card to earn a bonus of 1,000 LinkPoints.

**i** Promotion period ends 31 July 2016. Visit [plus.com.sg](http://plus.com.sg) for full details.



# 职总社会企业造福大众

文：陈振声

**在60年代**，新加坡处于艰难时期，工友面临着工作少、薪金低的双重挑战。种种的因素，催生了于1969年召开的工运现代化研讨会。工运现代化研讨会召开之后，职总相继成立了多家社会企业，旨在抑制资本主义过度牟利的行为，并提供价格合理的生活必需品和服务给广大工友。

如今，国人可放心地在职总平价购买日用及必需品，在职总英康投保，送儿女到职总优儿学府的托管中心和幼儿园，到职总保健购买药品和安排年长者护理服务，也可到职总富食客用餐，享受职总俱乐部的各种活动及设施等。

## 千万不要因自负而不求进步

尽管职总社会企业从广泛程度上取得成功，但我们绝不能满足于既得成就，不求进步，反应自省、自问以下的问题：

- ✓ 我们还可提供什么新的服务来满足现代化人口日益多样的需求？与此同时，又该如何确保原有的服务能够与时并进继续满足当今的需要？
- ✓ 我们如何才能较好地整合我们的社会企业，通过一套全面性的服务，满足国人在各个人生阶段所需的服务？
- ✓ 若我们决定提供新的服务，我们又该占有多大的市场率才能有效地制定价格，同时间确保品质保证？
- ✓ 我们该如何应对未来科技发展将对企业带来的挑战？

## 指导原则

尽管我们可进军许多领域，但首要考量必须是其

类型和经营规模。指导职总社会企业的原则包括下列几个方面：

- ✓ 这些服务对于造福工友的生活是否有其必要性？
- ✓ 这些服务对于工友来说是否及时、适宜、便利，以及经济实惠？
- ✓ 企业是否面临市场失灵、服务不足，或者是否须要进场干预，使其服务价格趋向稳定、服务获得改善？
- ✓ 我们的社会企业是否有能力和其他业者竞争？

## 满足新兴需求

如今，保健、护老、护幼和学生课后服务等是新一代新加坡人关切的新需求。职总肯定会仔细研究如何将现有的服务加以扩展，使得更多新加坡人能从中获益。

## 工友第一

然而，提供新服务并不意味着一定要主导市场，而是要拥有有关的专门知识，增强我们的服务实力，以便在市场涌现新的需求时，能够掌握所需的知识把工作做好。

我们应设定更高的目标，不仅仅提供今天所需的服务，也能带头落实新概念，满足未来的需求。我们要实验新概念，带动社会变革。

我们不止是拥有11家社会企业的集团，而是整合为一体的企业网络，各单位之间可以借助彼此的优势，满足工友的需求。

## 面对未来挑战

然而，科技进步可大大影响我们的业务及其运作

方式。例如随着电子商业的盛行，传统的消费者购物习惯发生了变迁。有鉴于此，有些职总社会企业，比如职总平价、职总英康已因应潮流，设立自己的网上商务平台，但这么做做好准备，是否就足以抵御未来科技所带来的挑战，一时难以下定论。

而这正是我们工运当今的挑战。

## 细看职总社会企业的经营模式

我们有必要厘清一些普遍存在迷思，其中之一便是人们误以为职总的社会企业都得到政府的优先照顾。事实上，职总社会企业同样必须按照市场常规经营，必须和别的企业竞争政府规划的营业空间，也须和同行一样与政府签订合同。

社会企业的特点是他们会把大部分的盈利进行再投资，以扩大服务规模，促进国家的繁荣。如此我们就可以动用既有的资源，实现造福人民的理想。

另一点是，任何一个行业只要有职总社会企业的加入，便意味着社会企业可以在这一行业抑制价格。我们倍感欣慰的看到竞争者试图跟着我们的订价走，有时候他们的价格订得还比我们更低。这样一来，最终受益的是全国人民。

虽然社会企业的经营方式和规模理应地会随着、时间的推移而改变，我们的宗旨依旧不变。从而能够及时提供切合实际、价格实惠，且方便获得的基本生活服务，又可制衡资本主义制度底下唯利是图，一味追求利润的极端现象。

本篇根据6月21日首次刊登在www.labourbeat.org上的博文《职总社会企业造福大众》删节而成，如蒙转载，请务必注明作者姓名。

## 更好地为国人服务

职总社会企业展开整合工作，重塑自身加强企业网络，从而更充分的照料国人现今和未来的需求。



2016年6月23日，职总创优企业合作社总裁陈诸杰于职总英康中心召开记者会时表示：“新加坡过去50年来，已从第三世界国家发展成为第一世界国家，而新加坡的社会企业也在展开转型工作，以满足时代的新需求。”

职总创优企业合作社是职总独家经营的控股实体，辖下有多家社会企业。

陈总裁强调，创优企业之所以进行整体策略转移是鉴于我国工友除了须承担高昂的生活费，还有其他的担忧例如老龄化，健保以及社会流动性

职总创优企业是在委托尼尔逊调查公司根据新加坡人的年龄、种族、性别和家庭总收入展

开抽样调查后，从1600名反应者中总结出系列数据。调查发现，有61%的国人关切生活费问题，37%担忧自身健康和支付不了高昂的医药费，25%则担心他们自己和儿女是否能提升自己以提高其社会流动性，23%表明他们担忧年老及老化的课题。

### 技术革新造成的影响

职总创优企业分享他们积极探索新概念，以及在家喻户晓的职总平价、职总英康和职总富食客等合作社中组成一个社会企业网络，实践新想法，开创新道路。

陈诸杰说：“世界充满变化，其中最重大的变化是科技发展正在影响我们的商业模式。我们正在自我转型，在新领域投入大量资源，以满足这个时代出现的新需求。”

“不同于以往我们将通过团队力量全面照顾国人的生活。比如，我们推出的健康饮食与生活计划便是一个例子。”

职总社会企业所认定的发展方向包括：电子商务；物流、配送和设施；自动化、机器人和医药科技；危机与数据分析；人才和民众。

这些发展将增强职总社会企业的集体力量，使之更能携手为国人提供综合成套的服务，满足每一名新加坡人在各不同生活阶段的所需。

## 吃得健康，活得精彩

多家职总社会企业共同注入资源，发挥集体力量，推动一项有利于改善新加坡人民生活素质的健康与生活计划。

职总平价、职总富食客、职总优儿学府、职总英康等各家职总社会企业联合集体力量，大力推动一项健康饮食与生活计划，为国人提供价格合宜以及方便购买到的健康食品，从而达到提倡国人接纳健康生活习惯的目的。

2016年6月23日，卫生部长颜金勇主持了由职总社会企业推出的“健康饮食与生活计划”的启动仪式。

这项计划是由职总与保健促进局共同策划，向人们推广全谷粮食和健康食用油，以配合及支持卫生部展开的抵御糖尿病活动。

颜部长说：“我要鼓励更多企业实体及相关的组织机构一起加入这个引导民众朝向健康生活的国民活动。结合各方的努力，引起民众重视和养成健康的生活习惯，以及选择健康的食品，便可以协助国人防止慢性病的发生…也能引导国人过着全面健康的生活。”

以下是各职总社会企业如何助推这项计划的项目：

### 职总平价合作社

- ✓ 职总平价超市将继续在接下来两个半月内以折扣5%的价格销售其自家品牌的糙米。5%折扣优惠措施已从6月8日起实施，用意是推广健康饮食，提高公众对糖尿病的认知与意识。
- ✓ 贴有健康选择标志的职总自家品牌食用油将以15%折扣的价格优惠售出，直至今年年底。
- ✓ 职总平价旗下所有的门市将辟专区展示贴有健康选择标志的食品直到2016年8月为止。

### 职总富食客

- ✓ 承诺在接下来的2到3年内实现属下所有的摊位都采用健康指标较高的食用油来烹调食物。同时，富食客也决定在与所有属下食阁与小贩中心的摊主签署新合约的时候加入承诺使用健康食用油的条款。

- ✓ 目前，富食客属下25家“禾园”饭摊都采用健康指标较高的食用油来烹调食物。
- ✓ 富食客也配合保健促进局的健康饮食计划提供500卡路里热量的餐食。
- ✓ 富食客的顾客若选择饮用不加糖的饮料，其价格也会比一般加糖的饮料来得便宜些。

### 职总优儿学府

- ✓ 职总优儿学府属下的幼乐园已逐步获得保健促进局的认证，实施该局推广的幼儿托管中心健康餐食计划。
- ✓ 凡是在用餐时间吃水果和蔬菜的幼儿都将得到一本贴纸册，以此鼓励。

### 职总英康

- ✓ 职总英康将赠送面值50元的购物礼券给通过Orange Health 四项体检测试的康保双全保户。其他保户则在一年后也能享有这项奖励。
- ✓ 那些投保增添康保双全的新客户，其首年保费将享有折扣50元的优惠。