

## Hotel Sector Receives Wage Boost



Among those who were there were NTUC Deputy Secretary-General Heng Chee How (second from left), FDAWU President Abdul Subhan Shamsul Hussein (third from left), NTUC Deputy Secretary-General Ong Ye Kung (fourth from left), NTUC Secretary-General Lim Swee Say (sixth from left) and FDAWU General Secretary Tan Hock Soon (eight from left).

By **Joshua Joseph**

The Labour Movement's Hospitality and Consumer Business Cluster has stepped up efforts to reach out to workers in the hotel sector. Some 3,000 rank and file workers and executives in the hotel sector will stand to benefit earning higher wages and have multiple career paths through a new Integrated Progressive Wage Model that was unveiled on 24 July 2012.

This was announced at the 30th Food, Drink and Allied Workers Union (FDAWU)/NTUC/Singapore Hotel Association (SHA) Productivity Seminar cum 'Employee of the Year' and 'Productivity Idea' Awards Ceremony where awards were handed out by Guest-of-Honour NTUC Deputy-Secretary General Ong Ye Kung at Furama Riverfront Singapore.

The event also marked the launch of the NTUC

Hospitality and Consumer Business Cluster.

The Cluster will aim to impact the workers having worked with hoteliers to devise an integrated hotel-specific Progressive Wage model that meet the Cluster's objectives through two strategies: Raising wages progressively through productivity; and building a Singaporean Core of managers and supervisors in the hotel sector.

Under the new wage model, staff will be further equipped with more skills to rise up the wage ladder. This would mean that a room attendant who currently draws a salary of \$1,000 can rise up the rungs to become room associates through deep-skilling and job re-design. This will help raise their wages to more than \$1,300. Subsequently, through continual training they will be able to earn a salary of up to \$3,000 as a manager.

### On Learning From Best Practices Abroad

“It is in this spirit that the Labour Movement is actively promoting the Inclusive Growth Programme (IGP) to support companies to raise their productivity, and at the same time drive the Progressive Wage model to ensure workers across industries and at different levels can look forward to skills upgrading, wage increases and career progression.”

NTUC Deputy-Secretary General Ong Ye Kung

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## Something For Every Member With Downtown East's \$200m Makeover But Prices Will Remain Affordable For NTUC Members

By **Nicolette Yeo**

Never in a million years would they have dreamed that the country club they call their own could one day become a one-stop leisure destination to rival the ones enjoyed by the rich and successful.

Our very own NTUC members, the workers of Singapore, will soon have a chance to enjoy classy hotel-style rooms for the best staycation, world-class water park with more thrilling rides for better fun time, and state-of-the-art meeting

and conference facilities for deeper and better engagements with members. These are just some of the new and exciting facilities you can expect at Downtown East in five years' time.

NTUC Club, which manages Downtown East, unveiled the \$200 million makeover plan at a media briefing on 19 July 2012. Its Chief Executive Officer Yeo Khee Leng said that although NTUC Club started out to provide recreation facilities like clubhouses, it has since evolved to focus on the engagement of union members.

Explaining the decision for the revamp, he said: "We are especially close to our union members through our very close engagement and communications, we can certainly see their needs and their aspirations are changing. Furthermore, the Labour Movement is targeting to have one million members by 2015, and of course, more beyond that. So, we also want to ensure that we can continue to deliver sustainable fun with a leisure destination that remains affordable yet meeting and exceeding their expectations."

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Tripartite Efforts For ECCE Sector page 4



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## Hotel Sector Receives Wage Boost

Alternatively, workers may also join a job re-design scheme known as HOST (Hotel Operations Specialist Team) which will see them deployed across three job functions in their line of work to achieve better productivity and acquire higher wages of up to 50 per cent.

Hospitality and Consumer Business Cluster Lead Yeo Guat Kwang said: "In the past, you can only move up by changing your job or changing your position. Today, with our process of progressive wage system we are able to actually re-process the job to make it more productive. So, actually, you can stay in the same job but you can get more salary."

## Moving With Greater Strength

“These productivity initiatives and the collective efforts from the three unions will allow us to approach the various partners - Government, associations and employers - with greater strength, offer more sustainable solutions and benefit more workers across the cluster.”

Hospitality and Consumer Business Cluster Chairman  
Tan Hock Soon



Also launched on the day was the Executive Development Programme (EDP), a structured management trainee programme mooted by the Cluster in consultation with NTUC's e2i (Employment and Employability Institute) and the Singapore Workforce Development Agency (WDA) to attract and retain mid-level Singaporean PMEs (Professionals, Managers and Executives) with the aim of building a Singaporean Core in the hotel sector. About 250 Singaporean PMEs are targeted to be impacted through the first phase of the programme.

To qualify for the EDP, hotels will put in place a 12 to 18 month structured training programme for trainees which will be funded by the WDA capped at \$1,400 a month per individual. Hotels must up the salary of existing staff to \$1,800 before the start of the programme and upon completion of the programme, the hotel will

increase their staff's salary to at least \$2,000.

For Singaporeans who look to join the hotel sector at mid-career stage, their starting pay will need to be at least \$1,800 to qualify for the programme and they will receive a basic salary of at least \$2,000 upon completion of the programme.

Said Mr Yeo: "The new progressive wage system

for the hotel sector is a highly versatile one that enables low-wage workers in rank and file positions to Flow Up vertically as they deepen their skills and raise their productivity. It also gives them the flexibility to Flow Across laterally to other job functions upon completion of HOST and to Flow Up if they upskill through the Executive Development Programme.

"Also, Singaporeans looking for a mid-career switch can tap on the programme to get inducted into the sector. This helps to strengthen the Singapore Core in the hotel sector and bring about Better Jobs For All."

The Hospitality and Consumer Business Cluster comprises three NTUC-affiliated unions from related industries: Food, Drinks and Allied Workers Union (FDAWU), The Singapore Manual & Mercantile Workers' Union (SMMWU) and Attractions, Resorts & Entertainment Union (AREU).

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## No More One-Size-Fits-All

In giving an overview of the changes, NTUC Club's Chief Operating Officer Lim Eng Lee recalled that Labour Movement leaders wanted lower-income workers to have a country club "to call their own", and this resulted in NTUC Pasir Ris Resort, the precursor to Downtown East. This philosophy has, to a certain extent, become "the guiding principle of today's Club" as it "provides some of these facilities, including golf courses".

Mr Lim noted that with NTUC's membership numbers heading towards the one million mark, the profile of members will constantly be changing, with PMEs (Professionals, Managers and Executives) making up the majority. These PMEs have, in fact, articulated their desire for better facilities.

He also highlighted the key rejuvenations - (a) Costa Sands Resort, which will be rebuilt to move away from one-size-fits-all accommodations to different types of rooms to "cater to families" as well as "people who are willing to pay more for better facilities"; (b) Wild Wild Wet, which will double its size and perhaps position itself as a serious player in the international water park scene; and (c) new Membership & Union Community Engagement facilities for continued engagement with union members and leaders.

Besides catering to the new social needs of members, the revamp will also maximise the land usage and provide a better arrival experience, added Mr Lim. On the issue of pricing, NTUC Club's Director of Resorts Steven Tang assured union members that although room prices will increase in line with the cost of living, they will still remain affordable. Mr Yeo added that NTUC members would continue to enjoy privileged pricing.

The revamp will take place in two phases, so that Downtown East can continue to operate. Phase One, which is expected to take until 2015, will involve the building of the new Costa Sands Resort and the expansion of Wild Wild Wet while Phase Two will add the new MUCE facilities and the Main Festive Street for retail, dining and entertainment to the new landscape.

“When we first built the resort, it has always been aimed at the lower-wage workers, people who find going to hotels, going overseas to be not so affordable.”

Yeo Khee Leng, NTUC Club Chief Executive Officer

## At A Glance

- **Bigger, more classy Costa Sands Resort**

A bigger, more sprawling 3.8 ha resort that exploits the natural beauty of the Pasir Ris landscape. Boasting 400 different room types, it will house a six-storey main resort block with hotel-style rooms as well as clusters of chalets featuring one-bedroom and two-bedroom duplexes with choices of park, mangrove or beach views.

- **Bigger, more exciting Wild Wild Wet**

The water park will double its size to four ha to accommodate six new rides including one that is slated to open later this year. It will also include a viewing gallery that provides an unobstructed view of the new Wild Wild Wet as well as a dining deck.

- **Better facilities for Membership & Union Community Engagement (MUCE)**

A new meeting and conference facility to include a multi-purpose hall to host up to



3,000 people, six function rooms and a 1,000-seater amphitheatre.

- **Newer, fresher retail, dining and entertainment areas**

A new Main Festive Street to link the entrance of Wild Wild Wet to the new MUCE facilities and existing multi-storey carpark. Existing shop spaces will also get a facelift.

- **Refreshed E!Hub façade and bigger multi-storey carpark**



# Tripartite Effort To Improve ECCE Sector



In-service teachers were briefed on the details of the International English Language Testing System (IELTS) 6.5 equivalent at the Early Childhood Career Fair 2012.

By **Muneerah Bee Mohamed Iqbal**

Pictures by **Alvin Toh**

The Labour Movement's Progressive Wage scheme will be reflected in the Early Childhood Care and Education (ECCE) sector to allow teachers and centre attendants to enjoy better pay and career progression through upgrading skills and improving productivity.

On 21 July 2012, coinciding with the Early Childhood Career Fair 2012 organised by NTUC's SEED Institute, NTUC's Education Cluster along with industry partners and government agencies such as the Ministry of Community Development, Youth and Sports (MCYS), the Singapore Workforce Development Agency (WDA) as well as NTUC's e2i (Employment and Employability Institute) shared plans to boost productivity, pay, recruitment and retention in the sector.

## Help To Meet Requirement

For teachers and early childhood educators, there are clear pathways for them to upgrade their skills and progress to earn better pay. Teachers who want to move up and teach a higher level will need to attain higher qualifications and there are existing funding schemes to help them access the necessary training programmes.

To teach Kindergarten 1 and 2 which commands a better pay, pre-school teachers need a B4 in English Language and a Diploma in Early Childhood Care and Education-Teaching (DECCE-T). Teachers who lack the B4 grade can opt for the International English Language Testing System (IELTS) 6.5 equivalent.

“From the Labour Movement's perspective, we are rallying the support of the Government and the operators to do several things. One of it is to improve the image of the profession, to see them for the quality and the education efforts that they put in to upgrade themselves. Second is to see ways in how do we improve the pay and the continuing professional development of the in-service teachers.”

NTUC's Education Cluster Lead Ang Hin Kee



NTUC's Education Cluster Lead Ang Hin Kee (right) at the Early Childhood Career Fair 2012.

Since 2010, NTUC's e2i has assisted 90 through the IELTS route. Through additional outreach efforts by the Cluster, NTUC's e2i hopes to enable all 350 pre-school teachers to meet this requirement so that they can teach Kindergarten 1 and 2. Teachers can receive a 70 per cent subsidy for the course fee and 50 per cent subsidy for the test.

## More Professional Development Support

To support the growing manpower needs of the ECCE sector, more than 4,000 training places will be offered under WDA's ECCE Singapore Workforce Skills Qualifications (WSQ) programmes over the next three years. The programmes provide progression pathways for current ECCE teachers to acquire the required qualifications, and also offer alternative pathways for aspiring ECCE professionals. There are also scholarships from MCYS and WDA for ECCE professionals and about 600 scholarships and teaching awards are available to the sector in the next two years.

To attract new entrants to the sector, MCYS has enhanced scholarships to include full-time and degree courses in early childhood. Teachers who aspire to take up leadership roles as Centre Supervisors or Principals can also tap on scholarships for part-time diploma in early childhood (Leadership) courses.

WDA is also offering scholarships for teachers to pursue degree programmes to deepen their ECCE knowledge and skills in areas such as business management, Chinese language teaching pedagogy and development of young children.

The WSQ Specialist Diploma in ECCE and Continuing Professional Development (CPD) programmes allow in-service ECCE professionals to develop their T-shaped capabilities in the areas of mentoring, special needs and leadership.

On-site bite-size programmes, delivered by WDA's appointed Continuing Education and Training (CET) centre, SEED Institute and other ECCE programme partners are available to facilitate ECCE professional upgrading and bring training closer to the centres.

## Meeting The Demand

Today, the early childhood industry hires around 11,000 professionals and about 3,000 more will be needed in the next five years. To meet the needs for more manpower, there will be more employment assistance. At the Early Childhood Career Fair 2012, the tripartite partners worked together to offer over 800 positions for new entrants into this industry. Since June 2012, the SEED Institute has also started a job portal ([www.stjobs.sg/seedingjobs](http://www.stjobs.sg/seedingjobs)) for new entrants with an overview of the industry, information on upcoming recruitment fairs and previews on training courses.

To push the wages of educators in the industry, it will need the support of all parties. NTUC's Education Cluster Lead Ang Hin Kee said: "If we really see that the early childhood sector needs quality teachers and needs 3,000 teachers over the next few years, not forgetting that we are competing for workforce from the other sectors as well, then if we really believe in it I hope the Government and the operators and parents will support initiatives to push the wages further to attract the right people to stay in the industry."

The Education Services Union (ESU), which is one of the nine unions in NTUC's Education Cluster and organises childcare operators, saw this plan as a move to give pre-school teachers and educators better recognition in their scope of work. ESU President Michael Tan said: "We are working as a tripartite and we want to see this sector grow, and also workers to be fairly compensated and see progression for our members."

## Better Productivity For Better Pay

Besides educators and early childhood professionals, Centre Attendants (CA) in childcare centres and kindergartens will also experience a change through the Progressive Wage system. CAs usually serve as cooks and/or cleaners earning about \$900 a month. There are about 2,000 CAs working across 1,000 centres in Singapore. To help them raise their pay, the Education Cluster wants to work with childcare operators to see what kinds of intervention can be introduced. For a start, it hopes to help 1,000 CAs improve their productivity and pay by 2013.

For example, NTUC First Campus Co-operative Limited has tapped on the Inclusive Growth Programme (IGP) to pilot the installation of bigger commercial stand-alone stainless steel sink tables and flexible hose pull-out taps in its childcare centres.

The current washing facilities make it difficult for CAs to clean kitchenware with the small sinks and rigid taps and as it can only fit 30 plates, it takes 45 minutes to wash three cycles. With the new installation, the larger sink can fit 50 plates and save 20 per cent of the time taken to do the dishes as it will only require two cycles.

As a result of improved productivity through better equipment and work process, more than 250 CAs will be getting an average pay rise of 10 per cent from July 2012. The entry pay will also be raised by 11 per cent to \$1,110.



Before



After

## 10 Years Of Progress

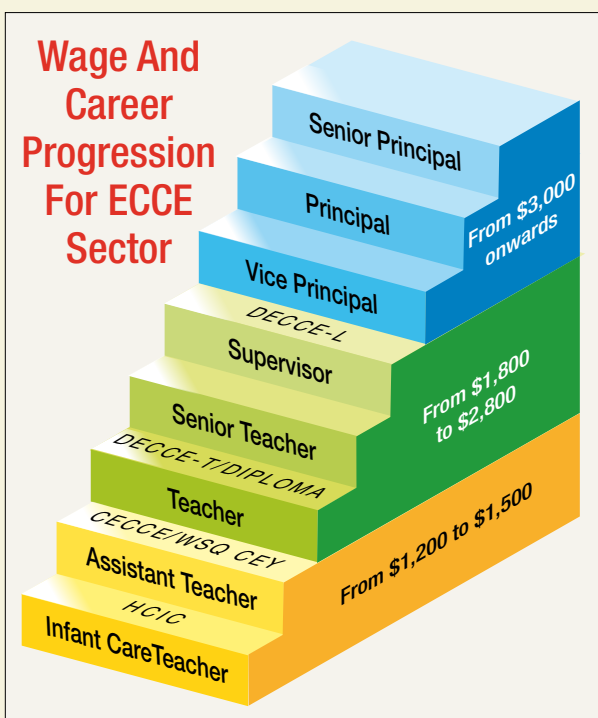


In her ten years with NTUC First Campus, Ms Norhayati Mohamed Sulaiman (pictured, right), 32, has gone through a series of career development which has led her to be the Principal of My First Skool at Block 170 Hougang today. She started out as an Assistant Teacher in 2002 and over the years she earned certificates and specialist diplomas which allowed her to be promoted and progress.

When she was an Acting Principal in 2009, she also took it upon herself to take up a Certificate in Infant/Toddler Care and Development as the centre she is running includes Infant Care services and she saw the importance of being knowledgeable in this area.

She found the pathway of career and wage progression to be beneficial and it maps out her career prospects clearly. She said: "I think it's very good because you clearly can see there is room for you to grow, once you equip yourself with the necessary knowledge. You can set goals for yourself as well, by knowing that I can achieve this level when I do this." It also helps that her company is very supportive of her development and skills upgrading.

Even as a Principal currently, Ms Norhayati's options are bountiful and she can choose between advancing to an Executive Principal or she can move into becoming a Curriculum Specialist. She explained: "You can go through the administrative and managerial side or you can go to the curriculum side, so there are a few rooms for me to choose and you can go to your area of interest."



# Housekeepers Show Importance Of Bed-Making Skills

By **Joshua Joseph**

Housekeeping Bed-Making is certainly no walk in the park. It is a task in which agility, skill and experience all come into play. At the grand finals of the Housekeeping Bed-Making Competition held on 19 July 2012 at the Institute of Technical Education (ITE) College West, some 180 people witnessed the high professional standards that come with the task of housekeeping.



Ms Teh Soon Lian, winner of the 'Closed' category in action.

The annual Housekeeping Bed-Making Competition was first held last year. It aims to create awareness and maintain the professional image of the housekeeping industry to provide the industry with a platform to motivate and develop housekeeping professionals. It also aims to provide ITE's School of Hospitality students experiential learning in the Housekeeping industry.

The event was jointly organised by ITE and the Association of Singapore Housekeepers with NTUC's e2i (Employment and Employability Institute) as a main supporting partner. The competition welcomed 61 properties (Hotels/Service Apartments) and 87 participants this year. Apart from the 'Open' category, a new additional 'Closed' category was added this year for Singaporeans and Permanent Residents above the age of 40 who work in the Housekeeping industry.

In her opening address, School of Hospitality, ITE College West Director Denise Tan shared on the unique skill of Housekeeping Bed-Making: "To be able to make a perfect bed within a short time requires great skills and good organisation. It would easily take months for new housekeeping professionals to master this skill. This skill is important as the speed of making beds has great impact on the overall productivity of the room cleaning team."

Sharing at the event as Guest-of-Honour was Hospitality and Consumer Business Cluster Lead Yeo Guat Kwang who said: "I think so far in Singapore as you can see those who are working as housekeepers or similar jobs, there are about more than 5,000 of them and many of them are actually matured workers."

"So it is important for us to work closely with our tripartite social partners to see how we can re-engineer, re-process and even to a certain extent re-design the job to make it more elderly-friendly and more productive so that we are able to enable the hotels to be more competitive for the workers to be able to command better salary." He also added in his speech that e2i's Inclusive Growth Programme (IGP) was something hotels could leverage on to better improve productivity.

Speaking at the sidelines of the event was e2i Acting Chief Executive Officer Gilbert Tan who said: "Today's 'Closed' category demonstrated something which I thought was very inspiring to myself. The housekeepers who are local showed a lot of pride in their work... it is inspiring to know that someone who is a local can do the job and do a very good job and is able to function in a way probably that is more stable, more professional and bring greater value to the employer."

“Today's competition has been a very encouraging one, particularly the new category where we have the 40 years and above Singaporeans and PRs. I think that it is a good move that will actually showcase and let Singaporeans understand and know that in these jobs there are still many matured Singaporean workers. We should continue to monitor this sector and work together with the employers to enhance the job as well as to push for progressive wage.”

Hospitality and Consumer Business Cluster Lead Yeo Guat Kwang

# Selfless Heroes Among Us

Whether a calling, a vocation or a passion, a union branch official works for the betterment of workers. At the Branch Officials Recognition Award (BORA) 2012 on 6 July 2012, 83 branch officials received due recognition for putting their heart and soul into fighting for workers' welfare. Here are some exemplary examples.

By Nicolette Yeo

## A Strong Negotiator, A Strong Recruiter

Labour-management relations had always been good, so it came as a rude shock to Branch Chairman Raffiel Affendy Mohd when his company Jotun (Singapore) Pte Ltd decided to forego employment contract entitlements when they retrenched about 25 workers in 2005.

The company, which is unionised under the Chemical Industries Employees' Union, had informed the union three years in advance that the retrenchment would take place. However, when the time came, they chose to only pay the retrenchment package and withhold the Performance Bonus (PB), Annual Wage Supplement (AWS) and Salary Cap (lump sum payment of increments above capped salary levels).

Mr Raffiel, 37, did his part to negotiate with the company, but after it failed the union was ready to take the case to court. Eventually, the company relented and paid the retrenched staff their contract entitlements.

However, Mr Raffiel's problems did not end there. The retrenchment had shaved the branch's membership numbers to just three, forcing him to embark on an instant recruitment campaign. He conducted several face-to-face recruitments, sometimes speaking to potential members more than once. His efforts paid off, and after three months he recruited over 30 members!



“The award came as a surprise to me. Even though my IRO (Industrial Relations Officer) had informed me that I was winning the award, I thought there would be more suitable people. I feel quite appreciated.”

Chemical Industries Employees' Union Branch Chairman [Jotun (Singapore) Pte Ltd] Raffiel Affendy Mohd

## He Helped To Set Up UPAGE From Scratch

In 1995, the electricity and gas undertakings of the Public Utilities Board (PUB) were corporatised and Singapore Power was created. This forced the PUB staff who were transferred to Singapore Power to form a new union and Yap Swee Bin was one of them. He worked

tirelessly with fellow members to start the Union of Power and Gas Employees and had to do many things from scratch.

Those were difficult times, he recalled, as members had to fork out money from their own pockets to fund the set up and registration of the union. Mr Yap also had to deal with members and explain to them what was going to happen.



“I feel great and I appreciate the award. Every union official is doing a thankless job, so it is great to be appreciated.”

Union of Power and Gas Employees Delegate Yap Swee Bin

In 2002, he had to rise to the occasion again to deal with the retrenchment of about 100 staff when the company decided to do away with its public lighting services. He worked with the human resources department to help retrenched workers find new jobs, and in the end some of them were retained and re-deployed to other departments.

Within UPAGE, Mr Yap, now 60, readily helps out in union activities. He is also a strong believer in the Labour Movement's Flow On process, and relinquished his position in the Executive Committee and as Deputy Branch Secretary to make way for younger leaders. Today, he continues to serve as a delegate.

## Flying High With A New And Better CA

When Singapore Airlines Terminal Services (SATS) was divested from Singapore International Airline (SIA), the first thing the staff of SATS wanted to know was whether they could still enjoy the privilege travel benefits which entitled them and their families to First and Business Class travel advantages.

This was the sort of pressure Prabhakaran Gopalan Nair was under at the Air Transport Executive Staff Union (AESU). Re-employment terms and conditions negotiated under the CA was the other prickly issue members wanted resolved.

As SATS had decided to operate on its own, Mr Prabhakaran and his committee had to renegotiate a new CA with the new management. While he was unable to ink the same deal staff had in SIA, he managed to improve on management's offer, raising the proposed \$3,000 flexidollars for travel expenditures to \$6,000 flexidollars. He also managed to persuade management to include a Portable Medical Benefits Scheme (PMBS) for staff.

In the union, Mr Prabhakaran is known for his readiness to assist members even on his rest days. Recently, he came back for two days during his annual leave to attend to a grievance case.



“It is good that there is a recognition scheme (for branch officials). It is also good to feel recognised for work done.”

Air Transport Executive Staff Union Vice-President Prabhakaran Gopalan Nair

## Valuable Learning In Korea

As part of the Branch Officials Recognition Awards (BORA) 2012, the 83 awardees were taken on an overseas learning journey to Korea to study their strategies in keeping older workers in employment.

The group visited the South Korean Ministry of Employment and Labour and the Federation of Korean Trade Unions, where the former shared the policies put in place while the latter outlined future challenges and the changes they are trying to push through. The policies are similar to Singapore's, with slight differences in the implementation.

One of the more interesting ideas that was put forward is the subsidy offered to workers who have suffered a pay cut upon re-employment. In Korea, it was reported that suicide is double the rate amongst senior citizens compared to other age groups, with the stress of not being able to cope with the loss of income being one of the factors.

The awardees spent the rest of the trip getting to know Korea through its local sites - even trying their hands at Kimchi making!

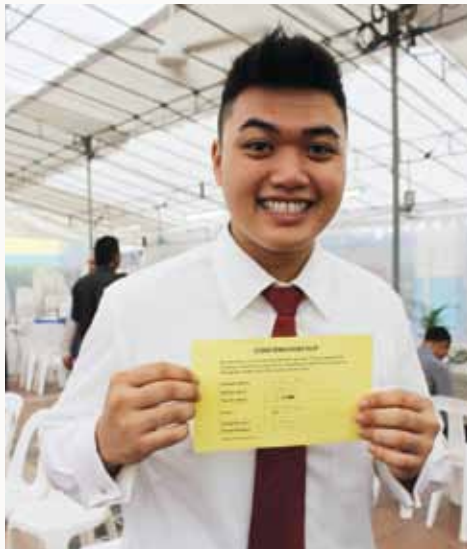
# Double The Training Allowances With New TNTA

By Nicolette Yeo

Looking for a job in the maritime industry? You can now enjoy double or more training allowances under the newly enhanced Tripartite Nautical Training Award (TNTA). Under the new programme, trainees will receive higher training allowances of \$1,200 per month for the pre-sea training at Wavelink Maritime Institute (WMI) and preparatory course for certification at WMI and the Singapore Maritime Academy (SMA), and \$1,400 per month for the sea-time training onboard vessels. This is at least double the \$600 trainees used to receive under the previous TNTA programme for both classroom and on-job training.

The TNTA is a joint tripartite initiative of NTUC's e2i (Employment and Employability Institute), the Singapore Workforce Development Agency (WDA), the Singapore Maritime Officers' Union (SMOU) and the Singapore Shipping Association (SSA). Tripartite partners will support 90 per cent of the course fees while the trainee foots 10 per cent. The enhancements were made known to jobseekers in May and June this year and officially offered at the maritime industry job fair on 5 July 2012.

First incepted in 2009, the TNTA is the first continuing and education route that trains and



Ahmad Amirul Asman

places young Singaporeans with at least GCE 'N' Level qualifications as CoC Class 3 Officers with a starting salary of \$3,000 to \$3,500. It is one of the few training programmes that equips young locals who have limited qualifications with skills certification and paves the way for them to embark on Executive careers. At the close of the programme in 2011, over \$1.6 million was disbursed to place 56 Singaporeans into 17 companies.

The new initiative, improved in a bid to attract more Singaporeans to join the maritime industry, has succeeded with Vikesh Chand

Rai and Ahmad Amirul Asman. Explaining his choice for a career at sea, Mr Vikesh, 23, revealed that he was already keen on it, having pursued a Diploma in Maritime Transportation Management. His interest was further piqued by his course lecturer and his industry attachment supervisor, who are both ship captains. Mr Vikesh, who was hired by A.P. Moller - Maersk Group, is also drawn to the dynamic environment of the job, with its no-two-days-are-alike and think-on-your-feet nature.

Former Bar Supervisor Ahmad, on the other hand, was lured by the high salary and good career advancement prospects of a sea career while looking for a new job to try after completing National Service this year. With only GCE 'N' Level educational qualifications, Mr Ahmad, 21, belongs to the target group of Singaporean jobseekers the TNTA wants to reach. Post training, he can earn about \$3,000 at APL, a subsidiary of Singapore-based Neptune Orient Lines, \$1,200 more than his previous job.

Both Mr Vikesh and Mr Ahmad are looking forward to their training, which will commence in August 2012. Mr Vikesh feels that the modules are in-depth and is happy that it offers practical experience and a good preparation for his future job. Mr Ahmad is "excited" to start classes, and hopes that his new career choice will let him sail the high seas as a captain.

## UWPI On Track With LM's Resolutions

By Muneerah Bee Mohamed Iqbal

The NTUC Extraordinary Delegates Conference last year saw three important resolutions passed, and at the United Workers of Petroleum Industry (UWPI) 7th Triennial General Council Conference (TGCC) on 11 July 2012, Guest-of-Honour NTUC Assistant Secretary-General (ASG) Joanne Cham Hui Fong shared how the union has been closely aligning itself with the resolutions.

With regard to the first resolution, ASG Cham said: "In the areas of broad-based wage increase, we can safely say that UWPI has been one who's able to ensure that the workers get real wage increases. And it's not just by chance, because it's through a lot of hard work, a lot of co-operation and working closely with the management to ensure that is being done."

The union has also been working hard to fulfil the second resolution for a strong membership which represents workers of all collars, ages and nationalities. ASG Cham said that although there is a very high unionisation rate among the bargainable workforce in UWPI's branches, they only make up about 50 to 55 per cent of the total workforce and in order to remain relevant, ideally there should be a bigger scope of representation.

UWPI President Benedict Chan (pictured) hoped that the TGCC will strengthen the union's commitment to expand UWPI's scope of representation. He said: "I would hope to hear



from the delegates to get their support that we should focus more on our PMEs (Professionals, Managers and Executives) because, as what General Secretary Karthikeyan Krishnamurthy mentioned, we have this huge potential in the PME portion." The union currently has 3,578 members and Mr Chan believes that getting more members will also allow the union to be self-sustaining to run its programmes effectively.

UWPI has also been on track with its leadership renewal, which is the third resolution passed at the NTUC Extraordinary Delegates Conference. ASG Cham said: "They have passed the resolution at the union level, whereby they will adhere to the 3Fs to work together with the members and delegates to see how they can put in place a Flow In structure to introduce new leaders."

At the TGCC, seven new leaders were Flowed In to the UWPI Executive Committee (Exco). Besides the Exco, there are also new leaders on the ground level. Mr Chan explained that as new leaders Flow In, they are given a chance to engage and Flow Up. "As long as they are interested in serving, there's always a route for them in UWPI to come up and then serve."

UWPI Assistant General Secretary Muhammad Aswadi Salleh is an example of a Flow Up leader and he acknowledged that his new role will require more commitment but the former committee member sees leadership renewal as a sign of sustainability.

### United Workers of Petroleum Industry Executive Committee for the term 2012 to 2015

<b>President</b>	Benedict Chan Wai Meng
<b>Vice- Presidents</b>	John Lee Seah Keng Tia
<b>General Secretary</b>	Karthikeyan Krishnamurthy
<b>Assistant General Secretaries</b>	Ho Shiong Yee Muhammad Aswadi Salleh
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# Young NTUC Plants A Greener Tomorrow

By **Vanessa Teo**

The green footprints left at Run 350 did not stop after the race, but continued racing to help make Singapore a greener environment. On 16 June 2012, Young NTUC together with some 50 participants headed down to Pasir Ris Park and planted 50 trees using the proceeds from the run. This is part of Young NTUC's 350 Singapore suite of environmental themed programmes intended to outreach and engage youths who are growingly more eco-conscious.

Said Young NTUC Executive Secretary Steve Tan: "This event completes Young NTUC's pledge to support the Garden City Fund and puts a temporary end to the Run 350 2012 suite of activities. Run 350 is the national level programme under our 350 Singapore framework, and we are heartened that many more Singaporeans now know of the global 350.org movement, to which 350 Singapore is affiliated to. Young NTUC set up the 350 Singapore chapter in 2010 to advocate for youths to help create awareness of the cause. We created Run 350 to reach out to more people as running is a popular sport here and we are encouraged by the enthusiastic response thus far."

Joining in the tree-planting session was 28-year-old Jasmine Ang who is a member of Team Young NTUC (TYN) Volunteer affinity group. This is Ms Ang's second time participating in the tree planting session, which she found was a good green initiative stemming ground up from the group.

33-year-old Geng Jianzhang was also another



participant at the tree-planting session who found it very meaningful. He took part in Run 350's 21km race, and from there wanted to do more for the environment.

"When I saw the posters on Run 350, I found that this run was very meaningful and thus I joined. After the run, I found out about the tree-planting session and since I could do more for the environment, and the location is also near my place, I thought why not? It's really good that Young NTUC organised this and I will definitely be back for more," said Mr Geng.

At the end of the day, despite it being a tiring afternoon, participants all felt satisfied and accomplished that they have done something to positively impact Mother Earth.

## FairPrice Xtra Opens At Changi Business Park

Singapore's biggest retailer NTUC FairPrice (FairPrice) opened its fifth hypermarket FairPrice Xtra at Changi Business Park on 13 July 2012. This marks its first hypermarket in the eastern part of Singapore.

In his speech, NTUC FairPrice Chairman Ng Ser Miang stressed the importance of productivity: "As we continue to expand our footprint to provide even more convenience to our customers, we also need to continue to keep our operating costs at optimal levels. This is especially important for FairPrice because, as a Social Enterprise of NTUC, we have the added social mission to keep prices of essential items stable and affordable for our customers.

"In today's context of rising business costs, this mission is even more challenging and a key way to do this is by increasing productivity, both at supply chain level and retail front."

At the supply chain level, Mr Ng announced that a hi-tech Distribution Centre to be completed in 2014 is being built to cope with increasing business volume and boost supply chain productivity even further. He said: "We are investing an estimated \$350 million for the entire project. This includes construction of a 16-storey building that will house the warehouse and automatic storage and retrieval system, in addition to ancillary offices, a bus interchange and space for commercial use.

"This building will also be constructed with eco-friendly features as we are committed to make a positive impact on the environment.



From left: Fairprice CEO (Singapore) Seah Kian Peng, Group CEO Tan Kian Chew and Chairman Ng Ser Miang at the opening.

Apart from ensuring that the building meets Green Mark certification standards, the building will include various features like green walls, solar panels and LED lighting to help better manage energy usage and reduce our carbon footprint."

He said that at the retail front, steps have been taken to improve the Self-Checkout system and laborious manual shelf labels are being replaced with electronic shelf labels. "These new initiatives have proven that increasing productivity helps in managing costs and leads to improved

service quality."

Mr Ng added: "NTUC FairPrice is a social enterprise with a unique social mission to ensure that essential items will always be available to our customers at affordable prices. At the same time, we are committed to deliver quality products at best prices and services to our customers.

"We will continue to study best practices in supermarkets around the world so that we can introduce innovative solutions that will increase our productivity while raising service quality."



# Unity Rolls Out First 8 Housebrand Items



NTUC Unity Healthcare unveiled its first batch of housebrand vitamins and supplements on 22 July 2012.



By Naseema Banu Maideen

NTUC Unity's shelves will now carry its own housebrand products at affordable price

packages for Singaporeans, especially seniors, and help them lead better and healthier lives. The first batch of products was rolled out in the form of eight daily vitamins and supplements at the Labour Movement's U Live Symposium on 22 July 2012 held at the Singapore Management University's Administration Building.

This initiative ties in with NTUC Social Enterprises (SE) 2015 vision to create social impact by setting benchmark prices for essential goods and services to be able to offer better value to customers. The essential supplements and products, which encompass Vitamin C, Calcium, Omega 3 Fish Oil and multivitamins, will help Singaporeans save between 10 per cent on similar Vitamin C chewable tablets in the market and up to 48 per cent for Vitamin C (1,000 mg) with zinc supplement. These Unity housebrand products are also at least 20 per cent better value than national brands and are now available in its 48 stores island-wide.

Said newly appointed NTUC Unity Healthcare Group Chief Executive Officer Chua Song Khim: "Rising costs of living and a greying society are two key facets of Singapore society. We will continue to expand our range of housebrands to cater to the needs of Singaporeans. Together with our team of dedicated and professional pharmacists who will assist in medication compliance and preventive health advisory, we will provide a more holistic role in caring for the community."

Beyond these eight pioneering products, NTUC Unity plans to launch more than 100 Unity housebrand products by end 2014. Singaporeans can look forward to an expanded product range to include over-the-counter medications, surgical and first-aid kits, skin and bodycare products.

## Going All Out

“Our co-operatives are committed to helping workers stretch their hard-earned dollars. NTUC Unity Healthcare is not just any pharmacy network. It will do whatever it can to offer the public preventive care products at prices that are affordable, and strive to keep them as low as possible.”

NTUC Social Enterprise Development Council Executive Chairman Lim Boon Heng



# U Live Brings Wider Variety Of Jobs For Seniors

There was an array of job positions available for seniors at this year's U Live Symposium.

By Naseema Banu Maideen

Seniors who dedicated their Sunday on 22 July 2012 at the U Live Symposium had a peek into the 1,300 job openings specially offered for them. As an effort by NTUC Industrial Relations Department Re-Employment Group, Council for the Third Age (C3A) and NTUC's e2i (Employment and Employability Institute), these jobs were available at the symposium which was organised by U Live, the Labour Movement's community for active agers who are 55 years old and above.

NTUC's Social Enterprises such as NTUC Fairprice Co-operative Limited, NTUC Link Private Limited, NTUC LearningHub Private Limited, NTUC Club and NTUC Unity Healthcare also contributed to these job openings. This occasion also saw the first time a wider range of job opportunities were up for grabs for middle management positions.

There were 15 PME (Professionals, Managers and Executives) job positions with minimal gross starting salaries at \$2,000. The rank-and-file full time positions offered gross starting salaries of \$1,000 and above. Both full-time and flexi as well as part-time options made an attempt to attract these seniors back to the workforce. From accounts executives, customer services officers, product executives, retail supervisors and technicians, there was a buffet of positions for the 3,000 seniors who participated at the symposium held for the third consecutive year.



Active agers were also provided opportunities for health checks at the event.

Said NTUC President Diana Chia, who was Guest-of-Honour at the event: "It is about getting the aged more engaged and giving them a variety of events so that they know that there are so many things available for them as they can continue to enjoy active living and find purpose, health and happiness as we age in Singapore."

Mr Xe Ze Yon, 65, a general worker in the healthcare industry who was re-employed yearly shared that the talks were inspiring and was pleasantly surprised at the job openings offered. He shared: "While I am not looking for a job at the moment, the tips from the workshops on preparing for job interviews will always be useful."

NTUC's e2i conducted a short session during the talks with inputs from its Employability Camps' modules, which included how to prepare a resume and the do's and don'ts at an interview.

## Valuing The Seniors

“We are happy to see many companies and social enterprises stepping forward proactively to employ and re-employ older workers. Many have also adapted their human resource and operations to take full advantage of the skills, experience and reliability of workers as they serve longer with companies. This includes more enlightened practices in flexi-work and work-life balance.”

NTUC Deputy Secretary-General Heng Chee How

# Breakthrough Ideas For Breakthrough Numbers

By **Muneerah Bee Mohamed Iqbal**

Unions which require training for their membership efforts can now look forward to more support from NTUC's Membership's Organising Resource Centre (ORC). The inaugural U Membership Breakthrough Workshop on 5 July 2012 saw the pioneer batch of participants coming together for a thorough understanding of membership issues such as the 3Rs (Recruitment, Retention & Relationship Building) strategy, developing unions' value proposition and addressing membership challenges.

Organised by NTUC's Membership Department and Ong Teng Cheong Labour Leadership Institute, the workshop was well-received with participants from various unions and industries. In the opening addresses, NTUC Vice-President Edwin Lye (pictured standing) and NTUC Central Committee member Hassan Abdullah encouraged them to share their ideas and suggestions during the workshop and apply what they have shared and learned to their unions and industries.

Mr Lye reminded the participants that membership is an integral part of the Labour Movement and with bigger membership numbers, it gives NTUC a stronger collective voice: "Membership strength is our lifeline.



It must flow through the veins of the Labour Movement. It must touch every corner of the workforce that is in Singapore and that's what is important for us."

Mr Hassan also stressed that after successful recruitment, it is equally important to retain and build relationships with members. He hoped the workshop would garner more ideas which could be fine-tuned on how the Labour Movement can move forward to achieve its membership goals.

After the day-long session, Public Utilities Board Employees' Union (PUBEU) Executive Council member Nathan Muniandy found the workshop to be effective and useful as he learned more about recruitment strategies. He said: "Maybe for our family day events, we can put a booth to recruit new members." Mr Nathan also enjoyed learning more about the mechanics of unionism such as organising a branch and the secret ballot procedures, which was covered in the workshop.

## Beyond The Benefits Of A Card



“You should look beyond just tangible benefits. There are also the intangible benefits, like the kind of unity you have in times when you need to stand together.”

NTUC Membership's Organising Resource Centre Advisor Teo Yock Ngee



"Why should I join NTUC when there are other privilege cards with benefits which are more aligned to my preferences?" Union leaders and recruiters often face this question as they go about their membership and recruitment efforts.

Some potential members may only see the value of NTUC membership in the lifestyle benefits that the card offers. This was brought up at the workshop during the dialogue with three Advisors of NTUC Membership's ORC and they reiterated that there is more to union membership than the benefits that the NTUC card brings.

Mr Teo Yock Ngee (pictured, left) said that it is important to have an understanding

of the Labour Movement and that it "is not about comparison of how good the card is and what the card can give you." Unlike other privilege cards, NTUC membership comes with workplace representation and an access to resolve Industrial Relations (IR) issues. "Being a part of the Labour Movement as union leaders or union members, it is our duty to tell them that in this movement, when needed, you have your protection. You have people to speak up for you and to represent you in times of need and in difficulties," reminded Mr Teo.

An example of such representation is during a retrenchment and Mr Cyrille Tan (pictured,

centre) cited a case where a company was unable to fulfil their payments to their retrenched workers. He emphasised that at the end of the day, the Labour Movement is about representing the working class people in Singapore.

Mr Tan Chai Kun (pictured, right) added that recruiters should not only tell potential members about the benefits from NTUC's Social Enterprises and other merchants, but they should also talk about IR issues. He said: "When it comes to negotiation of wage increases, bonus, variable bonus and all this, who is doing this? It's the union officials; it's the union."

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KHL PRINTING CO PTE LTD

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# New Members Get An Olympic Surprise From MED

By Vanessa Teo

When they applied for their NTUC Plus! Visa card, never did they expect that they will be flown to Europe to watch the London Olympic Games for free. NTUC members Joyce Lim and Doris Tan were the two lucky winners who qualified for a lucky draw when they applied for an NTUC Plus! Visa card within the qualifying period. This was a collaboration between OCBC Bank and the Labour Movement to bring about the best deals for its members.

Said MED Deputy Director (Sales & Operations) Benjamin Ho: "Through our close partnership with OCBC, we aim to bring more benefits and exciting events to our 700,000 members. Just like our two lucky union members who will be going to watch the Olympics live in London."

On 11 July 2012, the two winners were presented their air tickets for an all-inclusive trip for two to the 2012 Olympic Games. Said Ms Lim: "Actually, when I applied for the card I didn't know there was a lucky draw. I just signed up because this was always a card I wanted as I shop a lot at the NTUC FairPrice supermarkets. But this was a pleasant surprise! It's a great opportunity as the Olympics is not an event that everybody will get a chance to participate in."

Added Ms Tan: "I was actually very stunned and surprised because I didn't know that there was this promotion going on. So, initially when NTUC called me I was taken aback and at the same time I was very happy. I never knew that NTUC would send us to London... and this will be a great time where I can spend some time alone with my husband."

After their trip, the public and members alike will get the opportunity to witness their experience from the trip as they will upload at least 12 photos from their trip onto the NTUC Membership facebook page.

From Left: OCBC Plus! Business Development Manager Sorina Wan, NTUC members Ms Doris Tan and Ms Joyce Lim and NTUC MED Deputy Director (Sales & Operations) Benjamin Ho.



"It is our great pleasure to be able to work with NTUC on this campaign whereby two lucky winners who upgraded their NTUC membership to the NTUC Plus! Visa Card won for themselves a fully sponsored trip to the London 2012 Olympic Games. Going forward, we will definitely like to organise more of such exciting campaigns!

"OCBC values our strategic partnership with NTUC. We are happy to be able to support NTUC's member engagement with a unique once-in-a-lifetime opportunity to attend the London 2012 Olympic Games. We will continue to work with NTUC to bring even more value to members!"

Chow Theng Kai, OCBC Head of Plus!

"NTUC is happy to collaborate with OCBC to bring this once-in-a-lifetime experience to our members who upgraded their membership to the NTUC Plus! Visa Card. We are very excited that two of our members are going to witness the sporting action of the London 2012 Olympic Games in person, with fully paid-for accommodation and transportation."

Benjamin Ho, NTUC Membership Deputy Director

"I am very thankful to NTUC and like to thank them in advance before I go there. I will definitely want to explore more with my new union membership."

NTUC member Joyce Lim

"Thank you NTUC for choosing me for the trip! I am looking forward to it."

NTUC member Doris Tan

## A Special Visit To Boost Spirits

By R V Sathish Naidu  
Manager, NTUC Club, U Sports

As part of the engagement programme to boost the morale and spirit of the NTUC NDP 2012 Contingent, NTUC President Diana Chia and a few NTUC Central Committee members paid a special visit to the contingent on 14 July 2012 at the F1 Pit Building.

As last year's Contingent Commander, this visit had a special significance for President Chia as she mixed and mingled with contingent members as well as with the Singapore Armed Forces (SAF) officers. Many of them embraced her never-give-up spirit, as well as developed a close bond amongst the brothers and sisters from the various unions. It was also a good time to catch up and remember some interesting and funny stories.

She encouraged them to put their best foot forward and carry the NTUC flag with pride and honour on 9 August 2012.



The NTUC NDP 2012 Contingent getting together with NTUC President Diana Chia (seated on second row, fifth from right) and NTUC Central Committee members.



65 single mums and their little ones had sensory treats at the Singapore Garden Festival on 14 July 2012.

# Single Mums & Kids Learn Among The Gardens

By **Naseema Banu Maideen**

As they brought back images of the Landscape and Fantasy gardens, 65 single mums and their children also mastered some knowledge of floral fiesta on display at the Singapore Garden Festival 2012. They joined the crew from NTUC Women's Development Secretariat (WDS) as well as women leaders from Amalgamated Union of Public Employees (AUPE) and Housing and Development Board Staff Union (HDBSU) on 14 July 2012 on a trip to Suntec City Convention Centre.

This is the second time that NTUC WDS has partnered unions to organise meaningful events for families under its WeCare for U Project. This project is a community outreach programme by NTUC WDS which looks into supporting single mums and their children in various aspects. This time, the outing was organised with the aim to provide an educational experience for both the mothers and children.

Shared AUPE Assistant General Secretary Noorfarahin Ahmad: "We need such coordination together to do more for these families. For us at AUPE, we helped to secure the tickets as National Parks is one of our branches while HDBSU came up with ideas for games to engage the mothers and children and also contributed with prizes for them." She also made efforts to prepare a comprehensive quiz hunt for the mother-and-child teams as they went on the guided tour.

Added HDBSU Assistant General Secretary Cheung Mei Ling: "This is also one way to create awareness of NTUC WDS' programmes for women and the community. We are glad to be able to work together with NTUC WDS to contribute to the society in some way." NTUC WDS is committed to working together with other partners to bring more beneficial programmes and activities for these families.

As AUPE Deputy General Secretary Noor Shyma Abdul Latiff said: "This event has been organised because we understand the role of women in society. We know how women work very hard to supplement the income of the family and ensure that family members have a reasonable life. So, we wanted to make this very special for you." She also added that there will be more surprises lined up in the future.

## Taking Home Fun-Filled Lessons

“Beyond being a bonding session, we also wanted to create an educational experience during the trip at the Singapore Garden Festival so that mothers and their children can both take home some new knowledge. By working together with unions like AUPE and HDBSU, we have been able to pull in resources with more synergy to contribute back to society. We will continue to work with more unions to reach out to more families.”

NTUC Women's Development Secretariat  
Director Sylvia Choo

## 'WDS Is Always Part Of Our Weekends'

Madam Sheryl Lee Ee Zhen, 39, and her three children Xavier, 12, Xenon, 7, and Phoebe, 4, have built a close knit bond with NTUC WDS. Their weekends are never complete without being part of an activity organised by the Secretariat. Madam Lee, 39, an Assistant Manager at Mediacorp Private Limited, has been actively involved in the WeCare for U Project since 2010. Her three children attend weekly reading sessions on the WeCare kidsREAD programme too.

She shared: "If not for these programmes by NTUC WDS, our weekends are always confined to schoolwork within our home. My children and I now look forward to these outing and activities organised as these are times we really make time to bond, relax and have fun."



Madam Sheryl Lee and her children, Xenon and Phoebe enjoy a view of the Landscape Gardens at the festival.

Her younger children, Xenon and Phoebe, joined her on the excursion to Singapore Garden Festival on 14 July 2012 and returned home with some new words on their learning list. Said Madam Lee, who is also a member of the Singapore Union of Broadcasting Employees (SUBE): "They were more awed with the gigantic displays of garden and floral art and busy spotting some characters of books they have read. Even then, I also pointed out some new things like national icons such as the Singapore Flyer as we attempted to fill in the answers for the quiz hunt."

# 职总青年团 不忘绿化新加坡

**在环跑350之后**，举办单位跟着为绿化新加坡尽一份力。

2012年6月16日，职总青年团携同50名参加者，以环跑活动所筹得的款项在巴西立公园种植了50棵树。这是职总青年团的新加坡350单位，为提高年轻人的环保意识所主办的配套活动之一。

职总青年团执行秘书陈秉禾表示：“这项活动兑现了职总青年团支持花园城市基金的承诺，随着2012年环跑350的结束，这项活动也暂告一个段落。环跑350是一项在新加坡350框架下的全国活动。许多新加坡人现在因为这项活动而知道了全球350运动，以及其附属组织新加坡350，这让我们感到欣慰。职总青年团在2010年成立新加坡350分会，旨在提高年轻人的环保意识。而我们之所以组织环跑350，是因为跑步是一项热门运动，可以从中接触更多人群。参加者的热烈反应，让我们感到非常鼓舞。”

**跑步之后种树**

在诸多参与跑步活动的人群当中，职总青年团志工洪小姐（28岁）是职总青年团附属团体的成员之一。这是她第二次在环跑350之后留下来参加植树活动。她认为，在群体中弘扬绿色意识是一种良好的做法。

另一名参与植树活动的人士是Geng Jianzhang（33岁）。她认为这项活动非常有意义，所以参加了环跑350二十一公里的赛事。

“当我看见环跑350的海报后，便认为这是一项别具意义的活动，因此就报名参加了。跑步过后，又知道有植树活动，心想：既然我们可以多为环保尽一份力，而且地点又靠近我家，何乐而不为？职总青年团举办这项活动非常棒，我一定会再来参加。”

活动结束后，参加者都因为能为保护地球尽一份绵力而感到非常满足。

“作为新加坡最大的青年运动组织，我们将不遗余力地动员我们的会员为环保做更多的努力。”

— 职总青年团执行秘书陈秉禾



职总青年团携同50名参加者，以环跑350所筹得的款项在巴西立公园种了50棵树，为环保尽一份力。

## 德协与百汇珊顿合作 德士师傅看诊费用减

**2012年7月12日**，我国的一大医疗集团：百汇珊顿与全国德士师傅协会签署谅解备忘录，为德士师傅协会会员及其家人提供费用合宜的普通科看诊服务。

按备忘录，自今年八月起所有德士师傅协会会员及其家属，包括伴侣、孩子和父母亲，每次到百汇珊顿医疗集团旗下的诊所看诊只须支付22元。这项优惠适用于急性病、问诊及三种标准药物的消费（含消费税）。

早在今年四月，全岛百汇珊顿旗下诊所就已经开始为全国德协70岁以上的会员提供免费的适驾检测。上个月，百汇珊顿和全国德协也联合推出了一项法定体检特惠服务，检查费用从12元起。

百汇珊顿医疗集团执行总裁蔡景融医生表示：“普通科医生通常为上

门问诊的病人提供第一线的医药护理服务。这次能和全国德协携手合

作，为其属下会员服务，令我们感到自豪。同时我们也很欣慰能将特惠医疗保健服务惠及所有的全国德协会员及其家属。”

全国德协会长黄文金也指出：“这次进一步巩固与百汇珊顿集团的合作关系，让我们感到万分的高兴。我们双方的目标一致，都希望新加坡德士师傅的身体健康。接下来，希望全国德协和百汇珊顿的医疗团队能进一步造福全体会员及其家属。”

全国德协顾问及工运议员洪鼎基补充说：“德士师傅天天在路上开车，提倡健康生活和加强医疗照顾对他们和家人格外重要。现在有了百汇珊顿的合作，协会就可以为会员增添一系列的保健服务。”



百汇珊顿医疗集团执行总裁蔡景融医生（左二）与全国德协会长黄文金（右二）共同签订备忘录。全国德协顾问兼工运议员洪鼎基（右一）见证了这项仪式。

# 活跃积极 乐龄生活多姿彩

黄秀端报道

**全国职工总会U Live座谈会**迈入第三个年头,约3000名乐龄人士于2012年7月22日出席讲座,学习如何更积极健康地生活之余,也有机会在为乐龄人士设计的职业展上,找到适合自己的工作。

职总副秘书长王志豪、职总助理秘书长詹惠凤及职总会长谢秀慧以嘉宾身份出席历来最大规模的U Live座谈会。主办当局所安排的35个讲座,内容广泛,包括健康与保健课题、摄影、义工、科技资讯等,而且还邀得专家教导出席者如何通过立遗嘱和写授权书保障自身的利益,让出席者获益不浅。

在一家制药厂工作的谢泽友(65岁)说:“这是我第二次参加U Live座谈会,主要是听讲座,特别是年长

士关注的骨质健康课题。同时,我们还能接受免费的健康检查。”

此外,由职总工业关系署重新雇佣小组、活跃乐龄理事会,以及职总就业与职能培训中心为乐龄人士举办的职业展,提供了1300个就业机会,包括15份起薪达2000元、适合专业人士、经理和执行人员的工作。其他空缺的起薪也在1000元或以上。

参与职业展的雇主包括职总行政研究署、职总就业与职能培训中心、职总平价合作社、职总联卡私人有限公司、职总恒习私人有限公司、职总俱乐部和仁益药房等。为吸引乐龄人士重返职场,这些公司还提供了兼职与灵活工作时间的就业机会。

王志豪说:“我们很高兴看到许多公司和社会企业主动雇用及重新雇



(左起)谢秀慧与王志豪在U Live座谈会上为乐龄人士的精彩表演鼓掌。

用年长员工。很多公司也落实一些人

力资源与营运策略,以更好地借助在  
公司服务多年的年长员工的技能、经  
验及可靠性。这包括更注重灵活工作  
制,以及员工在工作和生活之间取得  
的平衡。”

## 仁益药房推出自家品牌保健品 顾客节省10%—48%

黄秀端报道

**为减轻新加坡人**面对生活成本不断

提高的压力,职总仁益药房继去年为处方药提供5%折扣后,再推出一组价格实惠的自家品牌保健品,确保国人,特别是乐龄人士,能够保持健康及预防疾病。

2012年7月22日,在第三届U Live座谈会的仁益药房展区里,可看到该合作社新推出的8个自家品牌保健品:多元素保健品、乐龄多元素保健品、复合维生素B+C、葡萄糖胺+软骨素、Omega3鱼油、维生素C 500mg咀嚼装、维生素C 1000mg+锌 10mg泡腾装及600mn特效钙片。与其他品牌的同类产品相比,这些自家品牌的保健品将让消费者节省10%至48%的费用。

仁益药房自家品牌保健品的推出,符合了全国职工总会社会企业

2015愿景,即为基本商品和服务设定基准价格,为消费者提供更高的价值,创造更大的社会影响力。

职总社会企业发展理事会主席林文兴说:“职总社会企业致力于协助工友善用他们的血汗钱。职总仁益药房不是一般的药房,它将竭尽所能为公众提供可负担得起的预防性保健产品,并尽可能将这些产品的价格保持在最低水平。”

仁益药房计划到了2014年底,推出100多种自家品牌的产品,包括非处方药、外科及急救护理包、护肤及美体产品等。

新上任职总仁益药房集团总裁蔡松钦表示,该合作社将联同专业的药剂师,为社区提供更全面的保健服务。他说:“生活成本的增加,以及人口老龄化,是新加坡社会面对的两大问



题.....我们将继续增加自家品牌产品的种类,以符合新加坡人的需求。”

为配合自家品牌保健品的面市,从即日起至2012年9月30日,所有消费者在购买仁益药房的自家品牌保健品时,还可享有10%折扣;50岁以上

的消费者只需出示身份证,则可享受12%折扣。

此外,从即日起至2012年12月31日,职总会员购买自家品牌保健品时,每消费净30元,也可获得多一倍的宏惠积分。

# 四大方案 推动学前教育业的发展



约40名进行雅思鉴定测试的学前教育教师，将有机会获得学费和考试费津贴。

“不同工作岗位对学历和职责方面有不同要求。我们所能够做到的是，让在职员工达到这个要求，让他们通过这些课程具备胜任这份工作的资格，间接提高他们的薪金。”

— 职总教育工会群体领导洪鼎基

黄秀端报道

**新加坡计划在未来五年里**增设200间托儿所，连同现有的1000个空缺，学前教育业将有3000个空缺待填补。为确保下一代享有优质学前教育，全国职工总会教育工会群体与社区发展、青年与体育部、新加坡劳动力发展局、职总就业与职能培训中心（e2i）及业界伙伴，携手合作落实多项计划，以提高学前教育工作者的薪金，吸引更多合适人选入行，以及保留现有的员工。

职总教育工会群体领导洪鼎基于2012年7月21日举行的媒体说明会上，分享了劳资政三方拟定的四大方案。

## （一）培训津贴

要成为幼稚园教师，“O”水准英文成绩必须至少B4，以及拥有幼儿教育及保育大专文凭（DECCE-T）。自2010年起，e2i已协助90名低年级班的学前教育教师在雅思（IELTS）考试中取得相当于B4的6.5分，让他们拥有更好的学历，能成为幼稚园教师，享有更好的工资。

接下来，e2i希望能协助所有还未符合条件的350名学前教育教师考取相关资格。媒体说明会当天，就有40名学前教育教师进行IELTS鉴定测试，他们

将有机会获得70%学费津贴，第一次参加考试者也可享有50%考试费津贴。

## （二）培训课程

为支持学前教育业人力资源需求的增长，新加坡劳动力发展局将在未来三年提供4000多个幼儿教育及保育培训课程学额。现有教职人员及求职者，都可通过技能资格鉴定课程系统、全职大专文凭课程或单元式课程，获取符合行业要求的相关资格。

在未来两年里，社会发展、青年与体育部及新加坡劳动力发展局将颁发约600份奖学金及奖教金，以吸引更多新血及鼓励现有教职人员自我提升。

## （三）就业辅助平台

劳资政三方也通过职业展为有意入行者提供一个平台。同时，新苗师范学院在2012年6月推出的就业网站（www.stjobs.sg/seedingjobs），除了为业界新成员提供有关此行业的概述，通知他们即将举行的职业展和培训课程的资讯外，也协助求职者与参与雇主进行配对。与媒体说明会同天举行的学前教育职业展，就提供了800个就业机会。

## （四）提高生产力

除了教职人员，教育工会群体不忘提升中心清洁和厨房员工的生产力，让他们通过“渐进式薪金”制度，获得更高工资。例如：职总优儿学府得到增长与同惠计划的资助，将洗碗盆加大及安装新水喉，使清洗器皿的时间减少了20%，也更快完成清洗工作。因此，从2012年7月起，253名优儿学府的中心清洁和厨房员工平均获得10%加薪，起薪也从1000元增加至1110元。

目前，新加坡有约2000名月入约900元的中心清洁和厨房员工。

教育工会群体希望到了2013年，能至少协助其中1000人提高生产力和工资。

洪鼎基说：“不同工作岗位对学历和职责方面有不同要求。我们所能够做到的是，让在职员工达到这个要求，让他们通过这些课程具备胜任这份工作的资格，间接提高他们的薪金……还未入行的求职者，若没有适合的学历，或还未达到一定的语文程度，我们也将提供一些经费，协助他们达到所需的程度，提高整个学前教育业的素质，也满足此行业对人力资源的需求。”

## 学前教育展提供800个就业机会

全国职工总会新苗师范学院于2012年7月21日举行的学前教育职业展，吸引了18家雇主，为约500名预先登记、符合就业条件的求职者提供800多个就业机会。

职总优儿学府高级经理（人事部）林瑞芳表示，希望能招聘80名英文教师及50名幼儿保育教师。她说：“我们看到好些充满热忱、希望为这个行业做出贡献的求职者。他们都意识到学前教育的重要性……希望能将下一代培育成带领国家前进的人才。”

46岁的陈桂玉在当了12年的家庭主妇后，在一个月前到一家幼稚园当兼职教师助理。她表示，很喜欢学前教育的工作性质，希望能在这个行业有所发展。她说：“这个职业展，促进我对学前教育相关的就业机会和培训课程的了解。”

# 提升酒店业员工的薪金



职总副秘书长王志豪(左二)和王乙康(左四)、秘书长林瑞生(左六)以及其他工会领袖及酒店业代表们,共同参与酒店与消费行业工会群体的成立仪式。

范思蕊报道

**酒店与消费行业工会群体**在2012年7月24日正式成立,并在成立仪式上宣布一套综合渐进薪金制度(Integrated Progressive Wage Model),以提升约3000名酒店工友及250名专经执人员(PMEs)的技能,从而帮助他们攀上渐进式薪金阶梯,拓展其职业前景。当天也是举行第30届生产力研讨会及颁发“最佳雇员奖”和“生产力点子”奖的日子。

推出综合渐进薪金制度符合酒店与消费行业工会群体的宗旨:通过提高生产力提高工友的薪金;在酒店行业建立以新加坡人为核心的管理队伍。

这也意味着,目前薪金为1000元左右的酒店客房员工,在酒店执行综合渐进薪金制度,以及重新设计工作和提升了工作技能之后,薪金将提高至1300元,并且还有机会进一步接受培训,攀上更高的薪金阶梯成为督导,赚取1600元,乃至升上助理经理的职位,赚取2000元,最终成为经理赚取3000元。

在这一薪金阶梯之外,工友也可选择加入特设的“酒店营运专业团队”(Hotel Operations Specialist Team, HOST),同时掌握客房管理、餐厅侍应和柜台行政等跨部门技能,应付酒店在不同时段人手不足的问题,不但提高了生产力而且工资也从原有的1000元提升至1500元。

“新推出的酒店业渐进式薪金制度功能多样化。低薪工友在掌握了新技能和提高生产力之后,不但可以获得加薪,还可以参加酒店营运专业团队,跨部门工作,进一步领取更高的工资。以后要是参加管理层发展计划,更可以担任管理人员。

—酒店与消费行业工会群体领导杨木光

## 建立新加坡人为核心的管理团队

另外,为了吸引和保留专经执人员,酒店与消费行业工会群体也与职总就业与职能培训中心及新加坡劳动力发展局合作,推出管理层发展计划(Executive Development Programme),初步让250名专业人士、经理及执行人员在经过培训后负责酒店的管理工作,借此吸引国人加入酒店业,建立以新加坡人为核心的管理团队。

参加第一阶段的管理层培训员的学员,起薪介于1800元至2500元,并将获得劳发局提供的70%培训津贴。在完成培训后,他们的薪金将跃升至2000元至3000元。

酒店与消费行业工会群体领导杨木光表示:“有了管理层发展计划之后,那些想要中途转业的新加坡人就可以借助这项计划进入酒店行业,从而强化酒店业的新加坡人核心队伍,并且有利于创造优良的工作。”

酒店与消费行业工会群体由食品饮料及同行业工友联合会、新加坡劳商职工联合会和旅游景点、度假胜地及娱乐业雇员联合会组成。成立仪式在河滨富丽华酒店举行,主持仪式及颁奖嘉宾是职总副秘书长王乙康。

