

## Tripartism Fuels Membership p6



By  
Vanessa Teo

# ntuc this week

## Say All CAN To 3-GEN

In its climb to the membership summit, the Labour Movement has scaled successful results in its membership growth since it embarked on its LM2011 journey. It has seen membership numbers grow from 470,000 in 2006 to 570,000 this year. This came as good news to the Labour Movement and was highlighted by NTUC Secretary-General Lim Swee Say at the U Summit Membership Awards 2010 on 13 October 2010.

And just beyond this growth of achievement, the Labour Movement has also made good progress towards this transformation with an All CAN- All Collars, All Ages and All Nationalities approach by building communities such as nEbO, Young NTUC, U Family, U Live and U Sports.

Said SG Lim: "If you look at where we are today, not only have we grown, but more importantly we have now put in place the foundation for these All CAN communities so that we can sustain our growth beyond 2011."

Thus, with the foundation firmly in place, SG Lim said that the Labour Movement will now step up its efforts to reach out to workers with a '3-GEN' strategy.

"We not only want to be a Labour Movement for All CAN workers, but we also want to establish a Labour Movement community with three generations of workers. In other words, we want to reach out to workers of yesterday, workers of today and workers of tomorrow," said SG Lim.

**"We are now ready to do even more for the future in terms of creating even greater social impact. Let us continue to work together to make sure that Singapore will be the first and only Labour Movement in the world that is able to reach out to All Collars, All Ages, All Nationalities of workers, and on top of that, three generations of workers."**

**Lim Swee Say, NTUC Secretary-General**



NTUC President John De Payva (left) and NTUC Secretary-General Lim Swee Say celebrate the breaking of the membership bottleneck.

Elaborating further, SG Lim reinforced the concept of the '3-GEN' strategy:

- Workers of Yesterday**  
The Labour Movement will target workers beyond 65 even after their retirement to ensure that they will go through the process of active aging. This is to promote the concept of lifelong membership.
- Workers of Today**  
The Labour Movement will continue to reach out to blue and white collars, and at the same time put in extra effort to set up a more comprehensive framework to reach out to the PMETs (Professionals, Managers, Executives and Technical People)
- Workers of Tomorrow**  
The Labour Movement will nurture a community of work-ready, world-ready, and life-ready youths by repositioning nEbO to become the junior membership arm of NTUC.

Moving forward, SG Lim said that the Labour Movement is going to speed up the restructuring and the reorganisation of the unions with the Concentrate and Dominate strategy.

"In the process of re-grouping, we are repositioning our unions firstly to Concentrate their limited resources on their respective sectors, both existing and new growth sectors. Secondly, Dominate by striving for a dominant presence by reaching out to All CAN workers to join the Labour Movement," said SG Lim.

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By Vanessa Teo

## A Plus! For You

The Labour Movement is reaching out to union members and regular customers of the 12 NTUC Social Enterprises to share its bigger bundle of benefits with them. With the launch of Plus!, its enhanced loyalty programme, at the U Summit Membership Awards 2010 on 13 October 2010, more rewards will be shared to a wider base of union members, LM members and regular customers of the NTUC SEs.

Said NTUC Secretary-General Lim Swee Say: "As an inclusive Labour Movement, we are always on the lookout for new and better ways of helping more workers and more union members stretch every hard-earned dollar. This round of expansion and enhancement of our loyalty programme is a major leap forward. It will bring more benefits



to existing members and a wider group of workers, especially the customers of our Social Enterprises. Together with our NTUC Social Enterprises, we believe we can make a greater social impact on the lives of our working people and their families."

Union members will also get to enjoy exclusive additional benefits such as NTUC FairPrice cash rebates of up to \$240, workplace representation, free NTUC Income group insurance coverage, discounted rates at chalets and resorts as well as training grants. Furthermore, they will also earn more NTUC LinkPoints at a majority of Plus! merchants. For more information, please log on to [www.plusinfo.com.sg](http://www.plusinfo.com.sg).



# All Because Of U!

Story and pictures by **Vanessa Teo**

The Labour Movement’s breakthrough in membership growth can be attributed to its All CAN - All Collars, All Ages, All Nationalities strategy that has used its communities such as nEbO, Young NTUC, U Family, U Live and U Sports to engage members. Moving forward, the Labour Movement will take a ‘3-GEN’ strategy as well as step up efforts on its Concentrate and Dominate strategy to sustain its membership growth momentum. As such, the U Summit Membership Awards Ceremony on 13 October 2010 recognised unions and the Labour Movement’s partners for their efforts in helping to grow membership numbers. In addition, unions and partners who have demonstrated the All CAN, ‘3-GEN’, and the Concentrate and Dominate strategies were also acknowledged by Guest-of-Honour NTUC Secretary-General Lim Swee Say. 36 participants were honoured in five categories of awards at this special event.

## U Champion

The U Champion Award goes out to the unions with the highest Gross increase and Net increase in membership respectively.

### Gross Increase

|   |   |
|---|---|
| Unions with less than 1,000 Ordinary Branch Members | Air Transport Executive Staff Union     |
| Unions with 1,000 to 2,999 Ordinary Branch Members  | Keppel Employees’ Union                 |
| Unions with 3,000 and more Ordinary Branch Members  | Healthcare Services Employees’ Union    |
| Total Ordinary Branch and General Branch Membership | The Singapore Manual & Mercantile Union |

### Net Increase

|   |  |
|---|--|
| Unions with less than 1,000 Ordinary Branch Members | Inland Revenue Authority of Singapore Staff Union      |
| Unions with 1,000 to 2,999 Ordinary Branch Members  | Union of ITE Training Staff                            |
| Unions with 3,000 and more Ordinary Branch Members  | United Workers of Electronic and Electrical Industries |
| Total Ordinary Branch and General Branch Membership | Union of Security Employees                            |



KEU gets recognised for their organising efforts.



“The electronics sector always has a lot of ups and downs, but it seems like the downs are more. Last year we went through a very difficult time, but we managed to actually recruit five new companies. So looking ahead, we will try to roll out our new initiatives to recruit even more members, especially the PMEs (Professionals, Managers, and Executives).”

Francis Lim, (left, in blue) UWEEI President

## U Achiever (Merit Awards)

The U Achiever Award goes out to unions that have achieved more than five per cent net increase in Ordinary Branch membership. The winning unions are:

|  |         |
|--|---------|
| SPRING Singapore Staff Union                         | 16.51 % |
| Shipbuilding and Marine Engineering Employees’ Union | 11.88 % |
| Education Services Union                             | 11.52 % |
| National Taxi Association                            | 10.51 % |
| Reuters Local Employees Union                        | 9.68 %  |
| DBS Staff Union                                      | 8.22 %  |
| Singapore Port Workers Union                         | 6.69 %  |

“NTA is able to gain a 10.51 per cent net increase in membership because our Executive Committee members truly care for their drivers. We constantly look into their interests and find ways to help them improve their lives, such as the Drive and Save Scheme. Hence, through word of mouth, more drivers join us. Even though the growth of our membership is very encouraging, we are not going to stop here. We will continue to attract new members by organising roadshows and more to help the Labour Movement achieve its one million membership target.”

Wee Boon Kim (in white), NTA President





## U Partner Award

### Recruitment

These partners of the Labour Movement collectively helped to recruit a record breaking 10,000 new members during the Power of U Campaign in May. They are:

|   |
|---|
| Personnel Consultancy                     |
| SeaCare Manpower Services Private Limited |
| Singapore Labour Foundation               |
| NTUC IT Department                        |
| IDX Marketing Private Limited             |

### Communities

The Labour Movement communities reach out to members of All Collars, All Ages and All Nationalities by taking care of their needs. In this respect, nEbO has played an active role in introducing youths to the Labour Movement. Their efforts were acknowledged by NTUC Secretary-General Lim Swee Say who said: *“Basically the idea is to reach out to the workers of tomorrow, so as to help them to understand more about the Labour Movement, and then hopefully in time to come, when they enter the workplace, they will continue as members, not just numbers, but hopefully some of them will become the leaders of the Labour Movement. So from zero four years ago, nEbO today has now reached 37,000.”*

### New Initiatives

U Sports reaches out to the All CAN community through sporting events and activities. With 16 interest groups, they have engaged more than 10,000 sports fanatics in 2009 and have seen a 73 per cent increase in participation in U Games as compared to last year.



“It is a well known fact that sports not only keeps people active and healthy, but it is also a formidable engagement engine that connects people. Our role is merely to pull together logistical resources to organise activities and competitions but the true success comes from the tremendous support we receive from union leaders and their members in coming out to participate actively and with such enthusiasm.”

Yeo Khee Leng (top, in black), NTUC Club Chief Executive Officer



Three cheers for nEbO for reaching 37,000 members!



NTUC Social Enterprises are proud to be recognised as U Partners.

## U Partner Award-Retention

### Social Enterprises

These Social Enterprises supported the Power Of U campaign by sponsoring a total of \$753,000 in cash and kind. They are:

|  |
|--|
| NTUC Link Private Limited                  |
| NTUC Fairprice Co-operative Limited        |
| NTUC Income Insurance Co-operative Limited |
| NTUC Choice Homes Co-operative Limited     |

### Strategic Partners

These partners supported the Labour Movement’s Power of U Campaign with exclusive deals for NTUC members during the month of May, resulting in membership growth.

|                           |
|---------------------------|
| OCBC Bank                 |
| Hewlett Packard Singapore |
| Wing Tai Retail           |

“Besides the unions who have been working very hard and closely with us, we are also very fortunate to have the strong partnership of the Social Enterprises and the business partners. So for example in May this year, as part of the celebration of Labour Day, we launched this campaign called Power of U, and NTUC Link, NTUC Income, NTUC Fairprice and NTUC Choice Homes came forward to support this campaign. Our partners OCBC, Wing Tai and HP also came forward, and guess what? In the month of May alone, we recruited 10,000 members, it was a new record.”

Lim Swee Say, NTUC Secretary-General



Thank you, Wing Tai for helping us grow.



## U Summit

The U Summit Award is a special recognition given to unions who made significant sacrifices by supporting the Concentrate and Dominate strategy. The unions receiving these awards are:

Amalgamated Union of Public Employees

Singapore Industrial & Services Employees' Union

The Singapore Manual & Mercantile Workers' Union

“We are very fortunate that in the Labour Movement that we have unions who really look at the broader interest, and are generous enough to contribute their membership. And I want to highlight three unions, AUPE, SMMWU and SISEU because each one of them contributed more than 1,000 members to other unions.”

**Lim Swee Say, NTUC Secretary-General**



SISEU



SMMWU



AUPE

## U Breakthrough

The U Breakthrough Award is presented to unions for developing outstanding and innovative methods in driving recruitment, retention and relationships with our members. They are:

United Workers of Electronic and Electrical Industries

Metal Industries Workers' Union

Chemical Industries Employees' Union

Singapore Port Workers Union



MIWU gets a pat on the back.

“In line with our All CAN philosophy, MIWU decided to widen the scope of representation. So with the support of the management, they have now extended the representation to cover the junior executives. This union has 70 branches, and guess what? 48 out of 70 branches today now extended the representation to cover the junior executives in the company.”

**Lim Swee Say, NTUC Secretary-General**



TYN 20/20



TYN 20/20



TYN 20/20



TYN 20/20



# Hearts Go Out To The Outstanding Three

“Today, our co-operatives have played a very significant role in uplifting workers’ lives by helping them to stretch their dollar.”



**Halimah Jacob**

NTUC Deputy Secretary-General

Three extraordinary people, all with links to the Labour Movement, passed on this year.

Years ago, after my graduation, I applied for a job in NTUC. To prepare myself for the interview, the first publication that I read was “Why Labour Must Go Modern”.



An important contributor to that publication was Dr Goh Keng Swee (left). His piece on what had to be done for labour to stay relevant, after major changes were made to the labour laws which had impacted on its membership, was fresh and insightful. It became the foundation for the development of modern day co-operatives.

He showed that we can improve workers’ welfare in many ways, and not just through collective bargaining, which is limited because

of the strong global competition that we face. Today, our co-operatives have played a very significant role in uplifting workers’ lives by helping them to stretch their dollar.

This has allowed unions to extend their influence beyond the workplace to also benefit all low income Singaporeans who consume our co-operatives’ goods and services.



Dr Balaji Sadasivan (left), the advisor to our Port Officers Union and the Singapore Industrial and Services Employees’ Union, was another remarkable man. Very knowledgeable but also very humble, he was an inspiring leader. He was always ready and available to talk to backbenchers during the coffee breaks in Parliament, giving valuable insights on many policy issues.

In Parliament, when fielding MPs’ questions, he was at times very candid but at all times respectful of colleagues from the backbench. I remember asking him for the reason why the public hospitals subsidised patients undergoing angioplasty for everything but not the stents, which was the most expensive item on the bill and costly for low income workers.

He agreed to review the policy and subsequently the subsidies covered stents as well. His demise was a loss to Singapore and he will be well remembered.



Much has been said and written about Madam Kwa Geok Choo (left). To me, she was a very strong role model for all working women. It must have been extremely difficult for her to balance work and family,

especially in the earlier days of Singapore’s struggle for independence and when gender equality was not high on the agenda.

Even as we lament about the difficulties of balancing work and family today, she should inspire us as she must have faced challenges that were many times greater ours. But she had remained steadfast and her decision to continue working was an important signal to women that they too could play a meaningful role in our economy and society.

If she had chosen to be a homemaker, something which I am sure that she could have done without much difficulty, the impact on women’s position today could very well be different. So, we owe her a debt of gratitude in that she made it possible for women to know that they could achieve their fullest potential.

Our hearts reach out to the families of these three outstanding Singaporeans.



## Welding Out More Productive Methods

**Place:**

Cameron (Singapore) Pte Ltd



**Bottleneck Found:**

The welding quality could be further improved as costly weld repair not only reduces the welding and machining capacities, but it also impacts customer deliveries and causes unpredictable schedules. Each welder had their own methods that had proven successful for them in the past but they did not achieve the welding quality with optimal, consistent and sustained results.

**Bottleneck Broken:**

A systematic approach was established by collectively developing work instructions for every step of the process. The control of welding parameters was standardised and welders were re-trained. Welding processes were then monitored to measure deviation

from optimal parameters and lean management methods were applied to specific areas. With lean manufacturing, the processes were flexible for different designs without compromising quality and cost. A re-layout of the weld-shop was also done for better flow, incorporating the Kanban concept. Shared tool boards ensured better housekeeping for improved safety.

**Outcomes:**

- First Pass Yield quality was significantly improved through the rigorous systematic processes established.
- The team was able to detect and solve



“Cameron Singapore is one of the 11 companies that SMEEU is working with to break productivity bottlenecks to achieve Cheaper Better Faster and equally important, Safer outcomes for the company and workers. We hope more companies will partner SMEEU in our productivity breakthrough journey.”

**Lim Chin Siew, Shipbuilding and Marine Engineering Employees’ Union Executive Secretary**

problems as a team via dynamic process changes, openness and information sharing.

- Waste was minimised by removing all non value-added activities and making the most efficient use of resources leading to throughput improvements.
- By reducing costs, improving quality and increasing productivity, a continuous improvement was achieved.

Have you broken any bottlenecks? Share it with us at [liaumn@ntucmedia.org.sg](mailto:liaumn@ntucmedia.org.sg)

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# Tripartism Shines On At HDBSU



By  
**Naseema Banu Maideen**

Singapore's hallmark of tripartism stole the limelight once again at the Housing and Development Board Staff Union's (HDBSU) Union Membership Awareness Day. Organised for the third year on 1 October 2010, the event served to strengthen their Labour Management Relations. Hence, it was an apt avenue for NTUC Deputy Secretary-General Halimah Jacob to share on the continuous need to keep up with the spirit of tripartism, topped up with her recent global observations.

DSG Halimah, who is also HDBSU's Advisor, recollected her experiences from a recent joint conference organised by the International Labour Organization and International Monetary Fund in Oslo, Norway, to explore new ways of forging a sustainable, job-rich recovery from the global economic crisis.

She highlighted that this was a significant move as this was the first time in history that these two organisations have come together to discuss on jobs, growth and social cohesion. She said: "As the economy began to rebound, they began to realise the danger of the world seeing jobless growth, with only GDP growth and no jobs growth. Such a rebound in the global recovery is completely unsustainable."

DSG Halimah also brought up observations on how economies around the world witnessed strikes and protests during the crisis with weak or lack of tripartite ties and how Singapore stood out in strong contrast. She added: "In Singapore, we went through a very major recession without a single protest or strike. Not because we don't have the right to do so but because there was really no need for us to do so. There were retrenchments, shorter work weeks, cut in over time work but the tripartite partners were able to reach consensus very quickly."

"It was not just the fact that we rebounded quickly that is important. What is even more important is the fact that we were able to get together, galvanise our resources, reach consensus and move quickly; and this is something that is unique to Singapore."

## Taking Pride In Our Brand

**"We are now working towards recruiting more PMETs (Professionals, Managers, Executives and Technical People). Our latest strategy is promoting our brand of tripartism with the recent economic recession as a good example. In the public sector, when the economy is down, our livelihoods are not really affected. Nevertheless, it is good to show that our people understand that the three parties will work together at all times... and this is the first year that both management staff and union officials have come together to go down to our 20 branch offices to recruit members to the union."**

**Richard Tan, HDBSU General Secretary**



## Building On The Fort

**"The high degree of consensus between tripartite partners in Singapore has been carefully nurtured and developed so that it has become embedded into our system and culture. But if we fail to continue to cultivate this, we will easily descend into chaos like other places. Trust and confidence are two most important ingredients because without them, nothing works."**

**Halimah Jacob, NTUC Deputy Secretary-General**

She pointed out that this high degree of consensus did not come by chance and that for tripartism to remain strong, all three parties must be individually strong. On that note, she said such an event organised by HDBSU is of utmost significance.

At this event, three top management partners also signed up as NTUC members; this was

a sign of further commitment to strengthen Labour Management Relations. These top leaders from HDB were namely - Chief Executive Officer Mrs Cheong Koon Hean, Director (Properties & Lands) Mr Loh Loon Tong and Director (Development & Procurement) Mr Fong Chun Wah. Over 400 staff, union members and management partners from HDB attended the event. To date, there are about 3,500 union members.

## A Sign Of Strength

**"For HDB, it could have not have achieved its mission and massive programmes without the strength and cooperation with the union. By becoming union members today, we send a message that the management and the union are working in partnership and that we form the HDB together. It is an encouragement that we can continue to strengthen and improve."**

**Cheong Koon Hean, Chief Executive Officer, Housing and Development Board, who took office from August 2010.**

## New Deck Of Changes With New CA

Also on 1 October 2010, HDBSU and its management partners inked the Collective Agreement for 2010 to 2013. After a month of smooth and consultative negotiation process, the new CA was sealed, packed with a deck of improvements for the staff of HDB.

### Three Key Changes

#### Flexi-Benefits

With an increase of \$50, staff can enjoy \$450 worth of flexi-benefits.

#### Non-Cash Counter and Telephone Allowances

This amount has been increased from \$1 to \$1.50. These allowances apply to the Corporate Support Officers who handle

counter collections. Now, with this 50 per cent increase, they will be able to claim of up to \$252 per month. This will benefit about 700 low-income employees.

#### Shift Allowances

There are three shifts in total. For the first shift, which is a day shift, there is no allowance.

For the second shift, which is from 3pm to 11pm, there is an increase of \$1. Staff can now claim \$9 per shift.

For the third shift, which is from 11pm to 7am, for the first four days, staff can now claim \$16 (an increase of \$2). From the fifth day onwards, staff can now claim \$22 (an increase of \$2).

This increase in allowances will give staff more incentives to work the third shift.



# NTUC Income Strikes 4D



By  
Vanessa Teo

The newly renovated NTUC Income Insurance Co-operative Limited Main Branch at Bras Basah Road will no doubt catch the attention of many with its new outlook, but more importantly, it signifies NTUC Income's re-commitment to the Labour Movement's 4D - Do Well, Do Good, Do Together and Do More. This was highlighted by NTUC Secretary-General Lim Swee Say on 7 October 2010 at a visit to NTUC Income hosted by NTUC Income's Chief Executive Tan Suee Chieh. And so, like a report card being reviewed, NTUC Income's 4D efforts were revisited by SG Lim, bringing particular emphasis on its Do Good efforts.

SG Lim said: "NTUC Income is a Do Well Social Enterprise, so everything you do, you are very professional... You record every conversation, and at the end of the day the supervisor will go through with the staff at least one of the conversations of the day and see how the staff could have improved and handled the situation better. The Do Well commitment is very strong.

"Recently NTUC Income also launched two programmes, which is now an illustration on how it can Do Good. One is the launch of the LUV plan, which offers a very low premium and is a very simple insurance programme

**You are Doing very Well today, but please don't be satisfied. You have to keep challenging yourself to Do More."**

**Lim Swee Say, NTUC Secretary-General**

targeted at the rank-and-file worker which is very important... so the LUV plan is a reaffirmation of that social commitment.

"The second area that I was very excited about was NTUC Income championing PMBS (Portable Medical Benefits Scheme). The PMBS is a programme that we as a Labour Movement feel strongly about... We stopped promoting PMBS for a few years, then later about three to four years ago we made a revisit and our commitment came back again... So in the last two to three years, we worked very closely with NTUC Income and is very grateful to them. In fact today, NTUC Income is now the industry leader in terms of championing PMBS. ...The LUV plan and PMBS are great illustrations on



NTUC Secretary-General Lim Swee Say (in blue shirt) is a happy customer of NTUC Income.

how NTUC Income shows that, 'yes you must do well as an insurance company, yet at the same time is committed to help create some changes in the industry and society'."

So with NTUC Income's demonstration to Do Good, its Do Together efforts have also seen significant results with SG Lim assuring that "the quality and quantity of Doing Together is a lot stronger... which augurs very well for future partnerships". Moving forward, SG Lim encouraged NTUC Income not to rest on its laurels, but to continue to challenge itself to Do More.

## Inclusive Membership Gives SMEEU More Mileage

By Marcus Lin

Though not badly hit by the recent global downturn and registering double digit growth since 2004, the marine industry like most other industries will face stiffer competition in an uncertain global economic recovery.

Speaking at the Shipbuilding And Marine Engineering Employees' Union (SMEEU) 29th Anniversary Dinner and Dance on 2 October 2010, NTUC Deputy Secretary-General Halimah Yacob said the swift response of the tripartite partners buffered companies from a severe recessionary impact and helped retain and retrain workers.

Moving forward, she said: "The post-recession challenge for Singapore is to compete in a new world economy where cheaper companies are getting better, and better companies are getting cheaper. Thus, to compete effectively, we need to be Cheaper Better and Faster (CBF) and leverage on an inclusive workforce. In short, to be CBF, both management and workers need to identify and break bottlenecks in productivity and innovations at the company level and for the tripartite



SMEEU Executive Secretary Lim Chin Siew (far left), SMEEU General Secretary Tommy Goh (fourth from left), DSG Halimah Yacob (fifth from left) and SMEEU President Wong Weng Ong (sixth from left) pose with SMEEU Long Service Award winners.

partners to work on bottlenecks at the industry level."

Highlighting the marine industry as a good example of local and foreign workers working together for mutual benefit, DSG Halimah said: "For example, Sembcorp Marine and Keppel Offshore and Marine (KOM) hire thousands of foreign workers. Both KOM and Sembcorp Marine reported record profits in 2009 and employees were rewarded with record bonuses too."

She added: "The marine industry needs foreign workers to supplement the manpower needs. In recent years, companies had secured billion dollars worth of projects but had difficulty recruiting sufficient number of Singaporeans to fill the vacancies.

"Foreign workers helped to fill the vacancies and together local and foreign workers ensured that projects were delivered on time. Few Singaporeans are prepared to work in the marine industry as there are more job options available

today compared to the 1970s."

She commended SMEEU for organising activities for foreign workers to bond with the locals as "this is essential to help build rapport between them and help make the foreigners feel more at home in Singapore."

Saying that SMEEU membership has grown to an all time high of 11,000 as at September 2010 with an increasing number of professionals and executives, she added: "I encourage more to join as SMEEU is an inclusive union positioned to meet the needs of All Collars, Ages and Nationalities. This is achieved because of Team SMEEU, that is, the union leaders, members and staff working who believe that a strong membership base is vital for a strong union."

SMEEU's CBF efforts include working with companies to increase productivity through various initiatives and job redesign, and working with its branches on the Inclusive Growth Programme to drive productivity and improving the skills and pay of low-wage workers.



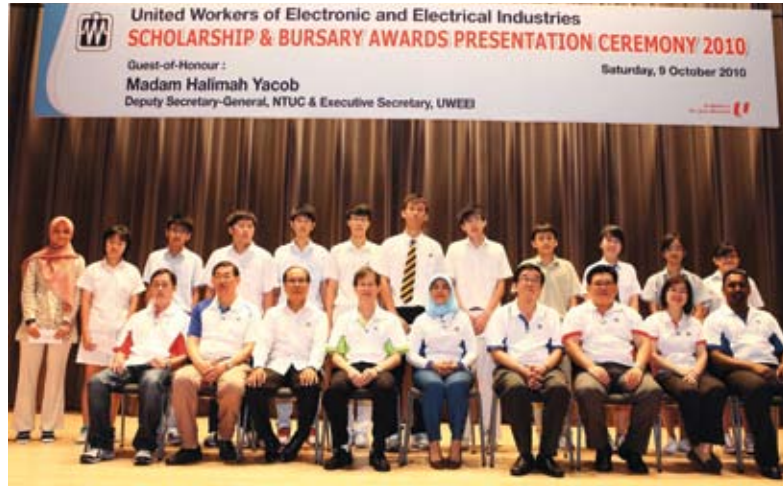
# UWEEI Gives Out \$145,125 To Build The Future

By **Naseema Banu Maideen**

There were times when Madam Cheng Ley Hua's two sons went on a job hunt during their school holidays. All in their efforts to pocket some cash to help manage their school expenses, without taking too much of a toll on their mother's single income.

Madam Cheng, 43, works as a Purchaser with Panasonic Refrigeration Devices Singapore Private Limited, and takes home about \$1,600 every month. With these monthly takings, Madam Cheng, a member of the United Workers of Electronic and Electrical Industries single-handedly runs the family of three.

But ever since Madam Cheng's elder son Soo Jun Sheng started receiving scholarship awards from the union, the boys no longer headed to look for jobs during the school holidays and could afford to dedicate that time to revising on their school work. This year, Jun Sheng received \$300 worth of scholarship award from the union. "While this award encourages him to do better in his studies, the money will also be very helpful in paying for his school fees and buying school books. As my elder son is



pursuing his first year of tertiary education in Victoria Junior College, the educational expenses are higher than that incurred in secondary school. I am very thankful that being a UWEEI member has given me this financial assistance," shared Mrs Cheng.

Mrs Cheng's son was one of 694 members' children who received \$145,125 worth of scholarship and bursary awards this year. These awards were presented at UWEEI Scholarship and Bursary Awards Presentation Ceremony on 9 October 2010.

Said NTUC Deputy Secretary-General and UWEEI Executive Secretary Halimah Yacob: "This year, UWEEI will continue to show its care and concern for its members by providing different welfare measures such as scholarship and bursary awards, hardship grants, U Stretch

## An Investment On The Future

"The scholarship and bursary awards are an important benefit that the union offers to the members. The union believes that investing in the education of our young is an investment in Singapore's future. It is also the best way to give the members' children an equal opportunity to level up, regardless of social standing. The union feels that every child should have access to a good education to help him to realise his full potential and achieve his aspirations in life."

**Halimah Yacob, NTUC Deputy Secretary-General and UWEEI Executive Secretary**

vouchers and Back-To-School vouchers to the children of needy families.

"The union also increased the number of scholarship recipients this year to ensure that its members' children would continue to excel in their studies. With the continuous support from U Care Fund, we are expecting to distribute more than \$650,000 to close to 10,000 members and their family members."

DSG Halimah was also the Guest-of-Honour at the event that was held at NTUC Auditorium.

# An All Encompassing Labour Movement



By **Muneerah Bee Mohamed Iqbal**

NTUC membership comes with more than just NTUC FairPrice rebates and LinkPoints redemption. For 1,317 children, their parents' NTUC membership also means recognition for their academic success.

A total of \$198,800 was distributed during the NTUC General Branch (GB) Education Award & Education Grant 2010 on 3 October 2010 at the NTUC Auditorium with NTUC Assistant Secretary-General Ong Ye Kung as the Guest-of-Honour.

For the first time this year, the Special Education Award (University Category) was introduced and Mr Koh Ming Joo, a third year Nanyang Technological University student pursuing the Bachelor of Chemistry and Biological Chemistry Degree was the first recipient where he received \$2,000. His father Mr Koh Cher Eng, 52, is a factory manager and has been NTUC member for the past 3 years.

In his speech ASG Ong highlighted that NTUC GB is an example of the Labour Movement's mission to be all-inclusive when it comes to workers. Such inclusiveness brings benefits to children such as 12-year-old Rebecca Lim from Jiemin Primary School, whose her father Mr Lim Chee Siong, 39, has



Rebecca Lim (right) with NTUC ASG Ong Ye Kung.

been an NTUC GB member for about ten years. Her mother, Madam Neo Chiew Har, 36, said that since they are not from the low income bracket, they are usually excluded from such benefits, but with avenues such as the NTUC GB Education Award & Education Grant, it is a chance for her to feel encouraged to work harder to achieve better results.

This year's NTUC GB Education Awards and Grants also received strong support from the U Care Scholarship/ Bursary TOP-UP scheme.

"This is the 15th year NTUC is organising this awards ceremony to recognise children of NTUC General Branch members who perform exceedingly well in their studies. It is a tangible illustration of the benefits that NTUC members can enjoy and the strength of the emphasis that the Labour Movement plays on training and education."

**NTUC Assistant Secretary-General Ong Ye Kung**

"I feel very privileged to be the first person to receive the NTUC General Branch Special Education Award this year. While I do not consider myself as an exceptionally intelligent person, the Special Education Award has indeed given me the extra motivation to persevere in my studies. I truly appreciate that NTUC recognises my efforts."

**Koh Ming Joo, 23, Nanyang Technological University undergraduate**



# UWEEI Guides The Young 'To Know And To Like' Good Jobs



By  
**Naseema Banu Maideen**

**T**here are many young people out there who do not know what the evolving electronics career landscape has to offer them. It was thus a timely move by the United Workers of Electronic and Electrical Industries to kick start a series of training and job placement initiatives to prepare students and jobseekers to take up these career choices in the industry.

"They do not know what this sector is really like, and so they do not like these jobs," said NTUC Deputy Secretary-General and UWEEI Executive Secretary Halimah Yacob.

UWEEI spearheaded this move with the formation of a workgroup in February 2010, joined by the Singapore Economic Development Board, NTUC's e2i (Employment and Employability Institute), Ministry of Manpower and the Singapore Workforce Development Agency.

**Explained DSG Halimah:** *"Basically, the main reasons for embarking on this programme now are two-fold. Firstly, the electronics industry provides good jobs, with good career development potential. We want to ensure that we have a steady pipeline of jobseekers coming into the industry. And once they come into the industry, we would like them retained in the industry."*

*"Secondly, we realised from working with the companies that the jobs in the electronics sector are also evolving very quickly. These changes require people to have the relevant skills and knowledge to adapt when they work in the sector. This*



NTUC DSG Halimah said that factories today are no longer like factories yesterday; they provide lots of scope for young people to be innovative and creative.

*is what motivated UWEEI to work with the other partners to roll out these four programmes."*

Four new programmes are now rolled out to develop existing Institute of Technical Education students as well as ITE graduates who are close to completing their National Service and jobseekers without National ITE Certificate, to pursue a career in the electronics industry. This was announced on 8 October 2010.

This training pack will benefit 460 for the

initial phase. These programmes are designed for four various groups of potential entrants and employees already in the electronics industry.

e2i Chief Executive Officer Ang Hin Kee elaborated: "If you look at the transformation in the electronics industry, there is a constant need to develop new skills and competencies. So, for example, for students from ITE who already have very solid academic and competency-based training programmes can be complemented with industry-based knowledge."

## The 4 New Programmes

### For Existing ITE Students

#### 1. Industrial Attachment Programme

**What It Offers:** This will be made available for students studying NITEC in Electronics and Mechatronics courses. A pilot project involving 15 students was rolled out on 27 September 2010. These students are attached to three companies, namely Gemalto Private Limited, GLOBALFOUNDRIES Singapore Private Limited, and Systems on Silicon Manufacturing Co Private Limited, for a period of three months.

**To Benefit:** e2i, together with EDB and UWEEI will continue to engage companies to secure an additional 100 IA places for ITE students in 2011.

#### 2. New NITEC in Semiconductor Technology

**What It Offers:** To support higher value-added manufacturing activities, ITE in consultation with EDB and semiconductor companies will roll out a new NITEC in Semiconductor Technology to train students as Process Technicians.

**To Benefit:** The new course will be offered at ITE College Central from January 2011 with an initial annual intake of 160 students.

### For Jobseekers

#### 3. Electronics Apprenticeship Programme

**What It Offers:** Jobseekers without NITEC can apply for the

Apprenticeship Programme from December 2010 onwards. e2i will work with companies to provide apprenticeship places.

**To Benefit:** 100 places will be available for the two and a half year apprenticeship and workers can expect a minimum basic monthly salary of \$800 - \$1,000.

#### 4. Specialist Technician Programme

**What It Offers:** National Servicemen who are completing their NS (ORD-ing NSmen) and have NITEC / Higher NITEC qualifications in related engineering fields can sign up for a six-week Specialist Technician Programme.

**To Benefit:** For year 2011, 100 places will be available for sign-up and companies who are interested can find out more from e2i.





# Excelling Together

By **Naseema Banu Maideen**

**S**ingapore has fared much better than other countries in recovering from the global financial turmoil. Our economic conditions are also steadily improving; but that does not give us reasons to simply stay idle. The Labour Movement's efforts to improve the livelihoods of vulnerable, low-wage workers must press on, said NTUC's Unit for Contract and Casual Workers Director Zainudin Nordin.

"The challenges that low-wage, contract and casual workers face have not gone away. Whether in good times or in recession, the vulnerability of their jobs, the stability of incomes, their low salaries, their welfare, the issues of errant employers with bad human resource practices, the issue of personal and

family constraints in upgrading themselves, does not change overnight," he cautioned.

With these challenges facing this group of workers in mind, NTUC UCCW organised the first Excel With U Seminar for this year on 10 October at NTUC Auditorium. The session was conducted in Mandarin, benefitting about 120 participants. NTUC UCCW has tied-up with various partners such as NTUC LearningHub Private Limited, Ministry of Manpower, Central Provident Fund Board, unions as well as self-help groups to educate contract and casual workers on a buffet of issues.

From employment rights to employers' obligations, they were informed on the latest



Madam Guo Suqing was one of the participants who benefited from UCCW's Excel With U Seminar.

changes and updates. They were also educated on the benefits that NTUC UCCW membership - such as the various training opportunities available - can bring to them.

Said Madam Guo Suqing, 69, a part-time childcare teacher: "From attending the session, I have a clearer understanding of Workfare Income Supplement and have learnt more about training opportunities available. I have earlier attended some computer courses and basic English and Malay courses. I am still eager to take up more courses to upgrade my skills and knowledge."

NTUC's UCCW hopes to reach out to a wider pool of contract and casual workers to ensure that they are not left out from sharing the nation's pie of growth and progress.

## An Ongoing Effort

**"It takes a lot of time to change the work conditions of contract and casual workers and the mindsets of employers, and therefore, we need to aggressively continue with our efforts. Our main strategy is the same, bringing them towards self-reliance, equipping them to gain better skills to hold better jobs with better pay so that they are better able to face the challenges of the economic cycles. This translates to the need for us to continue to impart in them the value of skills upgrading and continuous knowledge enhancements."**

**Zainudin Nordin, NTUC's Unit for Contract and Casual Workers Director**

## 'Gift From The Heart' Continues To Bring Cheer



By **Muneerah Bee Mohamed Iqbal**

**F**or the fourth year running, 'Gift From the Heart' continues to help low-wage workers defray their cost of living. On 2 October 2010, the Chemical Industries Employees' Union and the Food, Drinks and Allied Workers' Union distributed \$100,000 worth of goodie bags to 2,000 members with household income of \$2,000 and below, or per capita income of \$600 and below.

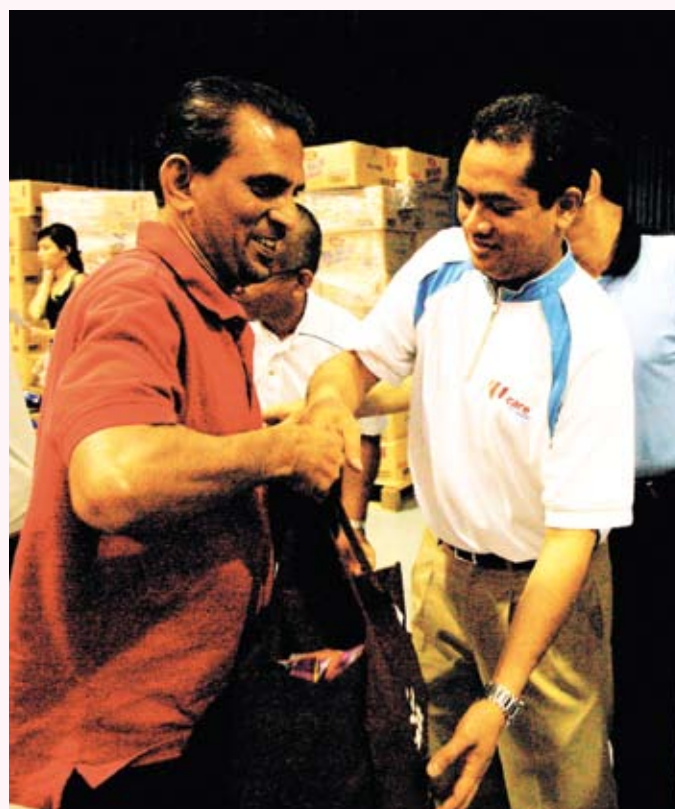
Each bag contains daily household essentials such as rice, sugar, cooking oil and washing powder contributed by 23 management partners and supporters. For first time recipient Rohani Punggot, 'Gift From the

**"Our industries are now gradually recovering from the downturn in 2009. It is therefore highly encouraging that our partners have once again demonstrated their commitment and willingness to help fellow workers. Companies, the Labour Movement and unions have helped to touch lives through various community engagement programs. I would encourage you to continue to do so and help to make a difference of lives to others."**

**Zainudin Nordin, NTUC Alignment Director (Care and Share)**

Heart' greatly helps her and her family of six. The 47-year-old Housekeeper and FDAWU member said: "I don't need to spend so much on groceries this month and it saves me a lot of money. I'm very happy for the help from the union."

In line with being the Most Caring Labour



NTUC Alignment Director (Care and Share) Zainudin Nordin (in white and blue shirt) distributing household items.

Movement, Guest-of-Honour NTUC Alignment Director (Care and Share) Zainudin Nordin shared that with the help of tripartite partners, the U Care Fund has raised more than \$11.6 million, surpassing its \$10 million target. \$5 million is allocated to the U Care Back-to-School vouchers at the end of the year.



# A Continuous Sail Towards Productivity



Story and picture by  
**Muneerah Bee Mohamed Iqbal**

**T**he strategy to be Cheaper Better Faster for Sembawang Shipyard Private Limited and its house union, the Sembawang Shipyard Employees' Union began way back in 1976.

Achieving higher productivity has been an ongoing symbiotic culture for the company and union over the decades.

One of the union-management initiatives put in place was something as simple as providing hot water flasks for workers to store hot drinks for tea breaks. This took away the unproductive time made by workers who previously had to leave their worksite to get food and drinks during their break.

The company is also embarking on a new CBF initiative this year where \$100,000 will be allocated to each of the six production departments. SSEU-Sembawang Vice-President GE Diran explained that the new scheme encourages suggestions to implement innovative ideas and solutions to increase productivity. It also greatly reduces the red tape involved to proceed with each project.

As a company with a lot of foreign workers, the union plays an important role in the welfare and job security of the workers while



**SSEU-SEM**

Formed in 1968, the Sembawang Shipyard Employees' Union represents employees of Sembawang Shipyard Private Limited. It currently has more than 1,700 members.



they are in Singapore. SSEU Deputy General Secretary Ariffin Urip shared: "Normally I do the membership briefing for new workers and with new foreign workers, we tell them that the union can help to safeguard them. With a lot of foreigners working here, the union also plays a part in building the reputation of Singapore which is very important."

In order to serve the workers well, the Executive Committee works efficiently together to lend each of their strengths and forté to

resolve and improve issues. Recognising the need for succession, the union has been on the lookout to groom potential leaders for the union.

"Scouting for union leadership is very different from the management sort of scouting. I think the union scouting of leadership is much more difficult compared to the company level. You need people who are very tactful and have the heart to serve the members. It is not easy but we are definitely scouting," said SSEU-Sembawang General Secretary Chew Tee Tank.



## Different Roles For Different Times



By  
**Vanessa Teo**

**S**he came into a people-oriented industry with the mentality just to try things out. However, the more she had the chance to interact with workers and jobseekers alike, the more NTUC e2i (Employment and Employability Institute) Senior Specialist Eunice Lee knows that this is indeed what she enjoys doing.

Joining the Labour Movement family in 2005, Madam Lee had the opportunity to take on different roles at the then NTUC career link, from being a part of the Employers Servicing Team, finding potential jobseekers for employers, managing a Service Operations Team serving walk-in jobseekers, to helping out with one of NTUC e2i's biggest projects when the Integrated Resorts opened in Singapore.

"When I first came to NTUC e2i, I was given the opportunity to help out in a very big project, that is, the Integrated Resorts. I took



NTUC e2i Senior Specialist Eunice Lee at the Marina Bay Sands Industry Preview on 16 June 2009.

on a back end role, managing the 15,000 registrations for jobs in the Integrated Resorts. I had to track the training places and also had to process timely the training allowances so that the jobseekers can receive their training allowances on time," explained Madam Lee.

And even though that was not an easy feat for Madam Lee, she found comfort and satisfaction when she saw jobseekers benefitting from it. One of the jobseekers who encouraged Madam Lee in what she was

doing was a 50-plus-year-old lady who got a job as a dealer in Marina Bay Sands.

She shared: "She is a matured lady, but she doesn't look her age. She has switched from the Food and Beverage industry to taxi driving, and finally to this dealer's role. I learnt a lot from her, and am very enlightened by her experience. I used to think that a dealer should be young, very fast and nimble, but she has changed my perception because she does well in what she does. And when I help jobseekers like her, I really get a sense of satisfaction out of it."

And today, Madam Lee takes on a new role in NTUC's e2i and plays a corporate support role

managing the tenants there, as well as doing facility maintenance. Having been in this new role for only three months, she already sees her purpose and hopes to do her best to create a conducive environment for her colleagues.

"Playing a supporting role, I will need to give support to my colleagues at the frontline so that they will be able to do their work better. And this is what I hope to be able to achieve in my new role, to help make NTUC's e2i a better place for all to work in," said Madam Lee.



# 向三位杰出人士致敬

先后去世的吴庆瑞博士、巴拉吉医生和柯玉芝女士都对我国作出了贡献。

哈莉玛

职总副秘书长



大学毕业后，我申请职总的工作。为了准备应付面试，我阅读的第一本关于工运的书是吴庆瑞博士撰写的《为什么职工运动必须现代化》。他的观点鲜明深刻，具有前瞻性。



吴博士谈论的是，劳工法修订后职工运动该朝什么方向发展才能满足工友的需求。他的见解指引职总合作社走向光明前程。他认为我们可以通过许多方法改善工友的福利，而不只是通过签署劳资集体协议来达成，那样很受局限，因为我们今天面对剧烈的全球化

竞争。今天我们的合作社在帮助工友节省金钱和提高生活水准方面，扮演十分重要的角色。这让工会延伸影响力，裨益了所有购买职总合作社货物和服务的低薪国人。



港务集团高级人员联合会与新加坡工业与服务雇员联合会的顾问巴拉吉医生是另一位卓越的人士。他学识渊博，为人谦卑，富有感召力。在国会辩论的小休时段，他经常和后座议员交谈，针对各种政策提出深刻的见解。在备询时间，他对于后座议员的提问回答得十分坦诚，并且表示尊重。记得

我刚担任工运议员不久，曾质问为什么政府医院津贴接受血管成形术病人时，唯有费用最昂贵的支撑管项目不在津贴之列，医院是否知道这对低收入的患病工友造成了沉重的负担？他听后表示将检讨这项政策，后来医院果然修正了条例。他的逝世对新加坡是一大损失，后座议员们将长久怀念他。



最近国人对柯玉芝女士的逝世发表了许多文章和感想，对我来说，她是工作妇女的楷模。我们知道，平衡工作与家庭是一件相当困难的事，尤其是在争取独立的时期，男女地位还

不平等，情况更是如此。她的成就鼓舞了我们，因为当时她所面对的挑战必定比我们今天所面对的要大上许多倍。但她仍坚定不移，继续工作，这对妇女界是一个重要的信号：妇女也可以对我国社会和经济作出贡献。如果她当时选择作为一位家庭主妇，我相信不会有这么大的困难，但对今日妇女来说，影响将很不相同。就这一点，我们应该对她表示深切的感激之情，她向我们示范了妇女也可以充分发挥自己潜能。

我们应该向这三位杰出人士的家属致以深切的慰问。

## 工运组织善用社交媒体

首先是Friendster，接着是Facebook和My Space，不久后出现了Twitter。无可否认，社交媒体已开始在社会中占有一席之地，而工运组织意识到这是一个新的平台，能够加强工会和会员之间的沟通，支持会员人数的增长。

有鉴于此，王鼎昌工运领袖学院和职总科技资讯部携手设计了社交媒体教育架构，选定了三个核心课程，系统化地展开培训。名为“社交媒体执行班”的首个核心课程于2010年9月23日开课，以职总中央委员会成员及各工会三大领袖为培训对象。

随着工会领袖对社交媒体有了进一步的认识及亲手学习操作，工会现在已经可以开始涉足社交媒体，并积极应用社交网络为招募会员的3R策略提供支持。3R策略即招募（Recruitment）、保留（Retention）

及关系（Relation）。

该课程深受33名工会领袖的欢迎。吉宝雇员联合会会长穆罕默德尤索曼梳是个Facebook爱好者，他视此课程为一个很好的平台，让他学到更多关于Facebook的知识。

他说：“这个课程非常好。对我来说，这不是新知识，但我想更深入地认识社交平台，充分掌握Facebook的功能。我想知道还能如何利用它向其他人伸出触角。现在是让工会领袖借助社交媒体发挥影响力的时候了。我希望所有工会领袖都会参加这项计划。”

### 工会支持社交媒体课程

食品饮料及同行业工友联合会也安排会员参加2010年9月28日举办的“社交媒体101：操作”课程，成为首个参与社交媒体相关课程的工会。



工运领袖掌握了社交媒体的操作技巧之后，进一步扩大了影响力。

该会秘书长陈福顺说：“过去，为了和会员沟通，我们必须邮寄信件、传单和表格。不过，现在有了社交媒体平台，他们便可以从网站下载即时资讯，无须再等待我们的信件或传单了。因此，工会领袖有必要具备相关技能，通过这些社交媒体平台，持续与会员保持联系。”

在上课期间，工会领袖有机会设立自己的Twitter、Facebook和YouTube帐户，以及创建自己的博客。接着，他们还学会如何整合各个帐户，让一些工会领袖非常兴奋。课程结束后，学员还获得职总恒习私人有限公司颁发的证书。



# 攀越高峰齐欢呼

## — 职总朝向百万会员目标迈进

黄秀嫻报道 / 张玮琳摄影

根据“工运2011”愿景，全国职工总会希望到了2015年可以招募100万名会员。因此，在过去4年里，各工会积极朝这个目标前进。虽然会员人数增幅在2009年一度跌至2.4%，但在2010年首9个月里的增幅则高达5.2%。为此，职总会员署于2010年10月13日举行的U创高峰颁奖礼上，颁发了5个类别的奖项，鼓励在招募和保留会员方面取得良好表现的工会、社区、职总社会企业及策略伙伴。



因包容策略奏效，职总会员4年来强劲增长。接下来，职总将再接再厉，进一步实施老中青会员策略，以期招募更多会员。（职总青年团摄）

### U 冠军奖

在招募会员方面，有8个工会取得非常好的成绩，其中4个招募了最多新会员，另4个则取得最高的会员净增长率。他们都获得职总颁发U冠军奖。

- |                  |                   |
|------------------|-------------------|
| i) U冠军奖得主（总增长率）： | ii) U冠军奖得主（净增长率）： |
| ★ 航空交通执行人员联合会    | ★ 国内税务局职员联合会      |
| ★ 吉宝雇员联合会        | ★ 工艺教育学院导师联合会     |
| ★ 保健服务雇员联合会      | ★ 电子与电器业工友联合会     |
| ★ 新加坡劳商职工联合会     | ★ 保安业雇员联合会        |

“电子业总是很有很多起伏，去年我们面对很严峻的挑战，但还是成功说服5家公司组建工会。接下来，我们将继续鼓励更多公司组建工会，也希望能吸引更多专业人士、经理、执行人员和技工参加成为会员。能够获奖，让执委会得到很大的鼓舞，激励我们明年取得更好的成绩。

— 电子与电器业工友联合会会长林方鸿



林方鸿（蓝衣者）希望能吸引更多专业人士、经理、执行人员和技工加入工会。

### U 成就奖

在过去一年里，各工会纷纷通过不同的管道招募会员，以迈向职总百万会员的目标。其中，有7个工会的普通分会会员净增长率超过5%，并因此获颁U成就奖。

- U成就奖得主：
- ★ 生产力与创新局职员联合会（16.51%）
  - ★ 造船与海事工程雇员联合会（11.88%）
  - ★ 教育服务雇联会（11.52%）
  - ★ 全国德士师傅协会（10.51%）
  - ★ 路透社本地雇员联合会（9.68%）
  - ★ 星展银行职员联合会（8.22%）
  - ★ 新加坡海港工友联合会（6.69%）



黄文金（左）表示，全国德士师傅协会将协助职总达到百万会员的目标。

“全国德士师傅协会的普通会员会员能取得10.51%的净增长，主要是因为执委会真心关注德士师傅的利益，总是不断地探讨改善他们生活的措施，“天天驾，日日存”计划就是其中一个例子。因此，我们建立了很好的口碑，吸引了更多新会员。虽然取得很不错的成绩，但我们不会因此而松懈。我们将继续通过大型活动，协助工运组织达到百万会员的目标。

— 全国德士师傅协会会长黄文金





公共雇员联合会转让会员人数：近3000人。



新加坡工业与服务业雇员联合会转让会员人数：1156人。



新加坡劳商职工联合会转让会员人数：1600人。

### U 伙伴奖

职总要达到百万会员的目标，社区、职总社会企业和策略伙伴在招募（Recruitment）、保留（Retention）、关系（Relation）方面给予的支持也非常重要。除了能够增加会员人数外，不同社区还能够吸引不同阶层、年龄和国籍的会员，让工运组织更具包容性。例如：以12岁至21岁学生为对象的nEbO俱乐部，就通过不同的活动，招募了3万7000名会员，也让明日的工友接触工运。

- i) U伙伴奖得主（招募）：

  - ★ Personnel Consultancy
  - ★ SeaCare Manpower Services Pte Ltd
  - ★ 新加坡劳工基金
  - ★ 职总科技与资讯部
  - ★ IDX Marketing Pte Ltd
- iv) U伙伴奖得主（保留-社会企业）：

  - ★ 职总联卡
  - ★ 职总平价合作社
  - ★ 职总英康保险
  - ★ 职总安居合作社
- ii) U伙伴奖得主（社区）：

  - ★ nEbO
- v) U伙伴奖得主（保留-策略伙伴）：

  - ★ 华侨银行
  - ★ 惠普公司
  - ★ 永泰控股
- iii) U伙伴奖得主（新计划）：

  - ★ U Sports

能够得奖是职总俱乐部和我们的U Sports部门的荣幸。众所周知，体育能强身健体，也是一项能够联系人们的有效工具。我们所扮演的角色，只是提供主办活动和比赛所需的后勤资源，我们之所以能够取得成功，是因为得到工会领袖与会员的强大支持。

— 职总俱乐部总裁杨启龙

另外，职总也在颁奖礼上特别向以下工会致意，感谢他们为了职总的整体发展，愿意解散工会，与其他工会合并：

- ★ 新加坡保健公司雇员联合会
  - ★ 城市德士师傅协会
  - ★ 幼儿园与托儿中心职员联合会
  - ★ 康福德士师傅协会
  - ★ 吉宝服务职员联合会
  - ★ Premier 德士师傅协会
  - ★ 职总俱乐部职员联合会
  - ★ 胜达德士师傅协会
  - ★ 医学院雇员联合会
  - ★ SMRT德士师傅协会
  - ★ 国大新加坡航空交通工友联合会
  - ★ 得运德士师傅协会

### U 创高峰特别奖

为了响应职总的集中与主导策略，一些工会无私地做出了牺牲，将会员转让到其他工会。为了肯定这些工会给予工运的支持与工会之间的凝聚力，职总颁发了U创高峰特别奖给他们。

- U创高峰特别奖得主：
- ★ 公共雇员联合会
  - ★ 新加坡工业与服务业雇员联合会
  - ★ 新加坡劳商职工联合会

新加坡工业与服务业雇员联合会明白职总希望工运组织能更为精简。所有工会都是在职总的旗帜之下活动，因此我们希望通过转换会员，让工运组织资源更加集中，最终吸引更多工友加入工会。

— 新加坡工业与服务业雇员联合会副会长李顺发

### U 突破奖

打破工作流程上的瓶颈，能让企业更好、更快、更有效益。在会员事务方面也一样，如果能取得突破，就能取得很好的成绩。例如，新加坡海港工友联合会与新加坡港务局合作，向11家承包公司伸出触角，成功招募了400名会员。

- U突破奖得主：
- ★ 电子与电器业工友联合会
  - ★ 化学工业雇员联合会
  - ★ 金属业工友联合会
  - ★ 新加坡海港工友联合会

金属业工友联合会向来不断寻求突破，这次得奖是因为我们着重吸引更多初级执行人员及执行人员，而我们大多数分会的集体协议都有包括这个阶层的员工。接下来，我们将向专业人士、经理、执行人员及技工伸出触角，招募他们成为会员。

— 金属业工友联合会秘书长陈再坤

## 加惠计划让会员享有更多优惠

全国职工总会秘书长林瑞生在出席2010年10月13日举行的U创高峰颁奖礼时宣布，为了让更多工会会员、工会社区会员及全国职工总会社会企业的顾客享有更多优惠，职总将以新的“加惠计划”，取代“宏惠积分”计划。

按新的加惠计划，会员在多数职总社会企业和约900家加惠计划商店购买日常用品和保健用品，以及进行娱乐活动时，仍将享有宏惠积

分。此外，在多数的加惠计划商店，会员可选择直接以积分付款，让他们在省钱的同时，也能更快、更方便地换取礼品。

#### 工会会员享有额外优惠

按新的加惠计划，工会会员也将继续享有额外的优惠。例如：享有职总平价合作社高达240新元的回扣和培训津贴、工会的保护、免费享受职总英

康保险、以优惠价格租用度假屋等。

除了工会会员外，所有职总社会企业的顾客也能申请成为加惠计划的会员。原有的宏惠积分计划拥有大约100万名会员，职总希望到了2015年，能将加惠计划的会员人数增加至150万人，为他们节省3500万至4000万元的生活费。

欲知详情，敬请浏览加惠计划网站www.plusinfo.com.sg。







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# 职总周报

U 创高峰

## 包容各业 不分年龄与国界



“我们看到越来越多学生参加我们的活动，越来越多退休人士继续保留会籍。换句话说，我们工会的会员包括了昨天的工友、今天的工友和明天的工友。这种现象令我们鼓舞万分。

— 职总秘书长林瑞生

职总会长德培华（左）和秘书长林瑞生（右）合力打破瓶颈，象征会员事务取得突破。

黄秀端报道

在“工运2011”愿景的驱动下，全国职工总会的会员人数在4年里已从47万人攀升至57万人。接下来，工运组织将更积极地向老中青国人伸出触角，继续为他们服务。

职总秘书长林瑞生出席职总会员署于2010年10月13日举行的U创高峰颁奖礼时指出，在今年首9个月，工会会员人数增幅高达5.2%，更重要的是，职总已通过nEbO、职总青年团、U Live、U家族、U Sports等各主要“社区”，成功建立了具包容性的工运框架，为各阶层、各年龄层和各国籍的会员服务。

### 集中与主导

为了达到在2015年突破百万会员人数的目标，职总将集中落实两个关键策略。

首先，职总将继续加强建立具包容性的工会。这意味着，除了继续深化与普通工友的联系，职总将通过专业提升、社交网络平台、保健及娱乐等管道吸引专业人士、经理、执行人员和技工（PMET）加入工会。

为了招揽更多会员，一些工会也落实集中与主导策略，进行重组与合并，将有限的资源集中在主要增长领域。这些工会也将更主动地与各阶层、各年龄层和各国籍的员工接触，以便在各个领域中占主导地位，塑造更全面和更具包容性的工运。

林瑞生表示，职总将加快工会重组的步伐。在落实集中与主导策略后，新成立的工会已成功引进了1万5700名新会员。

### 老中青会员策略

职总打算落实的另一关键策略是“老中青会员”策略，除了更积极地吸引半退休和已退休的会员和工友外，于2007年成立的、以学生为对象的nEbO俱乐部也将正式加入工运组织的大家庭。

林瑞生说：“学生是明日的工友，因此职总为这个俱乐部重新定位，以协助会员更深入地了解工运，更深入地了解工运组织在为社区、经济及工人服务方面所扮演的角色。我们希望他们进入职场后成为工会会员，更希望其中一些人会肩负起工会领袖的责任。”

## 会员人数 屡创高峰

全国职工总会会员人数取得强劲增长，要归功于各工会、社区、社会企业和策略伙伴积极通过招募（Recruitment）、保留（Retention）和关系（Relation）的3R策略，成功地让工运组织稳健迈向百万会员的目标。他们的努力付出，在职总会员署于2010年10月13日举办的U创高峰颁奖礼上获得了肯定。当晚，职总会员署颁发了36个奖项。奖项类别如下：

- ★U成就奖（U Achiever Merit Awards）
- ★U伙伴奖（U Partner）
- ★U冠军奖（U Champion）
- ★U突破奖（U Breakthrough）
- ★U峰会特别奖（U Summit-Special Recognition）