

Aug + Sept 2007

# samudra

## **SOS CBA Vessels Cross 600 Mark!**



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**seAcAre**

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## WORKING TOWARDS SINGAPORE'S SUCCESS

When 8,800 participants congregate to perform for the country, that's unity. When that same performance entails putting up a national symbol, that's patriotism. And together, the formula is one that spells unwavering solidarity.

The labour movement put up an impressive feat at this year's National Day Parade forming the largest human flag formation, re-writing the record in the Singapore Book of Records. This year's NDP was a great celebration of style and exuberance, featuring a barrage of colours and visual treats for all. It also marked the first time the parade was held on a floating platform.

Prime Minister Lee Hsien Loong likened the NDP performance to Singapore's progress. In his National Day message, he articulated: "The largest floating stage in the world, with the new city skyline taking shape around us...There is buzz and excitement in the air, as our city changes before our eyes day by day. We are poised to take off. Many projects are already underway. We are building the Integrated Resort, the banking and financial centre, and soon the new botanic gardens. We are not just creating a new downtown, but building a first-class living environment for all Singaporeans."

And we can indeed look forward to better things. Singapore is growing not just because of more investments or more workers. "Our people are adapting and working smarter. We are organising ourselves more efficiently, and making better use of our resources. In short, we have increased our productivity. Our efforts to transform our economy are paying off. The global economy is continuing to change. If we keep on adapting and readapting to it, we can keep growing strongly for many more years."

NTUC Secretary-General, Mr Lim Swee Say reinforced PM Lee's sentiments, describing Singapore as "A Land of Opportunities in a Region of Possibilities". Singapore may be a small country, but we have emerged as a big winner in this world of globalisation. We have to be able to move fast.



"To stay as a winner, we must continue to think creatively, move swiftly and adapt quickly to the changing environment. We must continue to compete fiercely for the good jobs and the best investments. This is the best way to ensure that Singapore will always be a land of opportunities in a region of possibilities," SG Lim stressed.

It is no longer a vision, but a reality. Tripartite partners have and will continue to work together to help workers and the people to take on these good and better job opportunities that are created here in Singapore – old jobs re-created and re-designed to become more productive jobs; turn cheap-sourcing to best-sourcing; making workplaces more age-friendly and family-friendly; re-training and re-deploying workers.

Said a jubilant SG Lim: "In short, we want Singapore to be our land of opportunities for everyone, young and old. Working together as Singapore United, let us strive to make Singapore a nation with one of the highest employment rates and lowest unemployment rates in the world."

And this aspiration is within reach. In fact, with forty-two years of independence and forty-two years of sovereignty, Singapore has every reason to be confident about our future.

PM Lee said

"The global backdrop is favourable. The winds and tides are with us. Our spirit is high, and our ship is ready. My fellow Singaporeans, let's seize the moment to sail ahead, into the bright and exciting future that we can already see. Together, let's transform Singapore, and make this a special home for every one of us."



# SOS CBA VESSELS CROSS 600 MARK!

*For the first time in the history of SOS, the number of ships under the Union's Collective Bargaining Agreement (CBA) grew to a new height and hit the 600 mark and beyond.*



In 2002, the number was at 396. Within five years, the CBA number grew by 54% to 610 (as of September 2007).

Total Number of Vessels Covered by SOS Collective Agreements:

Year	Total
1997	313
1998	356
1999	389
2000	419
2001	401
2002	396
2003	408
2004	405
2005	488
2006	521
2007 (Sept)	610

An important contributing factor of this growth has been the corresponding increase in size of Singapore's merchant fleet as the bulk of the increase was from ships registered under the Singapore flag. This corresponds to the growth of the Singapore shipping registry, which is the largest in Asia and fourth largest in the world. The Singapore Register of Ships (SRS) is well-regarded as a quality flag due to its excellent safety and environmental records and offers numerous advantages such as financial incentives and recognition of foreign Certificates of Competency (COCs).

The government strategy to promote Singapore as an International Maritime Centre and the introduction of the Approved International Shipping Enterprise (AIS) Scheme is paying off. The Scheme encourages international shipowning and ship-operating companies to establish operations in Singapore. Established international shipping companies with worldwide networks and a good track record can apply for the AIS status. An AIS will be exempted from tax on income from the operation of its ships outside of Singapore. The incentive is granted for a period of 10 years. More and more shipowners continue to be attracted to the Singapore registry.

Another significant contributing factor of the jump in the CBA signed is the SOS's persistent pro-active effort to remain relevant to the changing global shipping operations, new regulations and ILO conventions. The Union undertook a review to restructure and refine the terms and conditions of the Singapore flag collective agreement.

"The caring shipowners could see that we are adding value to their companies and to their crew. By signing a CBA with the SOS, they are assured that the welfare of their crew is well taken care of. A happy, satisfied crew makes a productive crew. Everyone stands to gain," SOS General Secretary Mr Leow Ching Chuan told Samudra.



The good news resulting from the greater number of SOS CBA ships is the continued upwards progression of SOS membership strength. All sea going members have been enjoying our funding schemes for medical services and retirement benefits. These funding schemes have been a standard feature of service in SOS collective agreement ships. With more ships under SOS agreement meant more sea-going members have been brought within the ambit of our funding schemes.

In addition to the Seafarers Provident Fund Scheme (SPF), SOS introduced the Seacare Medical Scheme (SMS), Seacare Maritime Training Fund (SMTF) and Seacare Gift Scheme (SGS) as funding elements in the Singapore flag agreements.

Mr Kam Soon Huat, SOS Executive Secretary, commented: "Shipowners are aware that the SOS is always on a lookout for ways to enhance the quality of life of their seafarers, who are our members and comrades. They know that our mission includes promoting good industrial relations and they see us as their partners."

On the employment of Singapore seamen, the Union continues to promote training and retraining courses to help enhance the employability of our members and also ensured that a reasonable number of jobs on board ships under SOS collective agreements are available for Singaporeans.

### *Latest CBA Signed*

In the year 2007 (up to September), SOS signed new CBA with 11 shipping companies.

The latest three CBAs were signed with

<b>Companies:</b>	<b>Covering:</b>	<b>Duration:</b>
Chinese Maritime Transport (S) Pte Ltd	Bulk Carriers	3 years 1 Feb 2007 – 31 Jan 2010
Regional Shipping Services Pte Ltd	LPG	2 years 1 June 2007 – 31 May 2009
Crystal Water Navigation Pte Ltd	Bitumen Carrier	2 years 1 July 2007 – 31 Dec 2009

Other shipping companies that signed CBA with SOS this year are:

- Wallenius Marine Singapore Pte Ltd

- Columbia Shipmanagement Ltd

- Blue Marine Management (Pte) Ltd

- Hong Lam Marine Pte Ltd

- Kist Engineering Pte Ltd

- Orchid Shipmanagement Pte Ltd

- Regional Shipping Services Pte Ltd

- Vega Line Pte Ltd and

- Sibamar Ship Management Pte Ltd.

All the CBA companies contribute towards the SPF and SMS. In addition, the companies also agreed to contribute towards the Seacare Gift Scheme (SGS) with effect from 1 Jan 2008.

## 700,000 Seafarers to Benefit from 8% Wage Increase

With effective from 1 January 2008, some 70,000 seafarers of all nationalities employed on over 3,500 ships will take home a substantial eight per cent increase in wages.

This came about when the IBF which comprised of ITF representatives and the Joint Negotiating Group (JNG) which brings together employer's groups met in London, UK on 27 September 07, and agreed on changes to seafarers' pay and conditions.

Besides the eight per cent wage increase, the IBF also agreed on change in contracts in line with the International Labour Organisation's Maritime Labour Convention. The agreement also covered a number of important changes to IBF systems and structures.

According to the ITF press release, both the ITF and employers' representatives commented that amending crew contracts towards full compliance with the convention was a considerable achievement. They considered that the IBF contracts were in the forefront

of making the industry as a whole compliant with the best and most recent international labour standards for seafarers.

The JNG spokesperson, Mr Ian Sherwood, was quoted as saying that there were a number of measures agreed by the IBF that appealed to the employer organisations. The agreements on implementing IBF contracts more effectively and more flexibly were of particular importance and most welcome

According to the press release issued by the ITF, the delegates reported that it had been a particularly difficult and challenging series of meetings, starting in Sydney in May and proceeding via Tokyo and Pusan to end in London. They expressed their satisfaction that the IBF system had managed once again to deliver an outcome that represented best practice in the industry and a series of measures that would benefit both seafarers and maritime employers.



## ICSW'S FIRST SOUTHEAST ASIA REGION SEAFARERS' WELFARE SEMINAR

For the first time in the region, the International Committee on Seafarers' Welfare (ICSW) held a meeting that could result in a major injection of funds and resources into improving support for seafarers in South East Asia.

The ICSW Southeast Asia Region Seafarers' Welfare Seminar 2007, assisted by the ITF's Seafarers' Trust and TK Shipping's TK Foundation, was held at Downtown East from 17 to 20 September. One of the aims of the seminar was to explore the possibility of instituting a four year programme to assess and then develop seafarers' welfare activities.

The highlights of the seminar included the meeting by the delegates from Indonesia, Malaysia, the Philippines, Singapore, Taiwan, Thailand and Vietnam to discuss how best to:

- Promote seafarers' welfare, in particular ILO Convention 163, Recommendation 173, and the Consolidated Maritime Convention;
- Assess the level of current seafarers' welfare activities in the region;
- Encourage organisations to become members of the ICSW and participate in its international programmes;
- Develop a regional programme to strengthen seafarers' welfare structure and services in South East Asia.

### Workers' Welfare No 1 Priority

Improving the welfare of workers has been the top priority for the past 30 years.

Mr Lim Swee Say, NTUC Secretary-General and Minister, Prime Minister's Office, said this at the official opening of the ICSW Southeast Asia Region Seafarers' Welfare Seminar 2007 on 17 September attributing the success to effective tripartism which is the partnership between the employers, unions and government.

"With tripartism, we were able to adjust, adapt, compete and grow," the NTUC Chief commented.

In his speech, Mr Lim also highlighted the efforts of SOS in looking after the welfare of the seafarers. He announced that the Union has set up and will fully fund a brand new Seacare Drop-In Centre for International Seafarers.

With the growing emphasis on security measures within port areas, seafarers are finding it harder to obtain

shore leave or to leave the port area for their shopping and communication needs. In recognition of this new development, two Drop-in Centres for Seafarers which are located within the port area have been set up by MPA and various missions, whereby seafarers can call home, access the Internet, catch up on the latest news and relax in the centre without stepping out of the port area". The SOS's Drop-in Centre will be the third centre and will be fully operational in November 2007.

Other welfare projects in the pipeline by the SOS includes a 'Seacare Hotel' in Singapore to provide affordable accommodation for international seafarers and the shipping community in 2008 and a Maritime Telemedical Services Centre at the Seacare Maritime Medical Centre which will provide round-the-clock remote medical advisory assistance to seafarers serving on board ships trading in this region.





# SOS PLAYS HOST



SOS played dinner host to the group of appreciative ICSW Southeast Asia Region Seafarers' Welfare Seminar delegates and organisers on 17 September 2007.

Addressing the guests, SOS General Secretary Mr Leow Ching Chuan expressed his confidence that the seminar would bring about positive development of seafarers' welfare in the region.

Mr Bjorn Lodoen, Chairman of ICSW was just as optimistic. He said that Singapore was "the right choice" and venue for the seminar as the country plays an important role in the global maritime industry. "You already have the system but you can do better; to bring up new ideas and better services," he commented.

Co-operation and networking are his favourite buzzwords. In fact, Mr Lodoen revealed that his wish is to see better co-operation in every port for the seafarers. "There are different ports in different parts of the world. We must co-operate to better the service to the seafarers. We have to rethink of what we are offering the seafarers. We need to go to them and find out their needs. We are very interested in the idea of networking in the port," he said with conviction.



*"I have full admiration of what SOS has achieved - finding jobs for their members and innovative ways to create work when seafaring jobs were dwindling. The Union has been really good to the Seafarers Trust; helping us to get regional projects started and finding opened doors for us. Leow Ching Chuan's position in the MPA Welfare Board is very useful."*

**Mr Bjorn Lodoen**, Chairman of ICSW



*"It is not uncommon for a seafarer never to set foot ashore for the whole period of his or her contract. Recent research has shown that they want and need visitors on board their ships. This seminar gives seafarer's welfare workers, port authority officials, unions, churches and government officials a chance to mix and exchange views. Out of those discussions we hope a consensus will be reached that there is a need for a regional programme in this area of the world."*

**Mr Tom Holmer**, Administrative Officer of Seafarers' Trust, the charity arm of the ITF



*"The care of seafarers is a shared responsibility. If we work together, none of us will bear the whole burden on our own. We need to sit down and look at the whole picture and see what can be done to acknowledge and meet the needs of seafarers. The model in Singapore is unique and very good. SOS and Seacare achieved what very few agencies have done."*

**Mr Andrew Elliott**, Operations Manager of ICSW



## WORLD MARITIME DAY CELEBRATED; SEAFARERS APPRECIATED

A tradition since 2003, World Maritime Day is usually celebrated in the last week of September. This year, it is brought forward to 18 September to coincide with the opportunity to celebrate with distinguished guests from the International Committee on Seafarers' Welfare (ICSW), International Labour Organisation (ILO) and the International Transport Workers' Federation (ITWF), who also participated in the hamper presentation ceremony.

As a gesture to show appreciation to seafarers for their commitment to their vocation and craft, gift hampers have been presented to ships that call at Singapore's ports every year. Minister of State for National Development Ms Grace Fu, flanked by MPA Chief Executive BG Tay Lim Heng, SOS President Mr Tan Jing Bock and SMOU President Capt Robin Foo, presented tokens of hampers to the Captain of Steward's Riverboat.



A conservative estimate of 20 crew per vessel at 600 vessels will see this well-meaning initiative reaching out to some 12,000 seafarers every year for the last four years. This year, each 'goodies bag' contains foodstuff, magazines, DVDs and informational material on Singapore.

Said BG Tay: "Without them, global trade and economic progress would quite literally come to a standstill. For a major maritime nation like Singapore, whose economy is highly dependent on the free and continuous flow of cargo, this point cannot be understated."



And that is where unions like SOS play its part. SOS received a special mention from GOH Ms Grace Fu. "SOS has played an active role in promoting the welfare of the international seafarers visiting Singapore. The SOS will, on its own, be setting up its third drop-in centre for seafarers in Singapore. The Seacare Drop-In Centre for International Seafarers at Pasir Panjang Terminal will be fully operational in November 2007."

The maritime sector is expected to continue to grow with bright prospects. Contributing some 7% in direct value-add to Singapore's GDP and providing jobs for about 95,000 employees, Singapore's port and maritime industry has always thrived on providing cost-competitive, reliable, efficient and undisrupted services to customers. And this has been possible because there is close understanding and a strong partnership between the government, industry and unions. This close tripartite co-operation has been fundamental in keeping us ahead of our competitors, and has also been an important attraction for companies to set up operations in Singapore.



**As both a major flag administration and global hub port, Singapore appreciates the important contributions of seafarers. If international shipping is the lifeblood of global trade, then seafarers must form the heart that keeps the blood flowing and ensures that trade continues uninterrupted. As such, the MPA works in close partnership with SMOU, SOS and various seafarer missions in Singapore to promote and protect the well being of seafarers calling at our port and serving onboard our ships.**

**Ms Grace Fu,**  
Minister of State for National Development



# WE CAN IMPACT LIVES

**The labour movement is for all Collars, Ages, Nationalities (CAN). This vision is about impacting lives.**



Mr Heng Chee How, NTUC Deputy Secretary-General and Minister of State, Minister of Health, offered this inspiring perspective at an informal dialogue with the SOS and Seacare leaders. At the dialogue, which was held at the Seacare Building on 2 August 2007, Mr Heng shared about the Labour Movement 2011 and how that would translate into improving the lives of people of all collars, ages and nationalities.

The vision, he said, is not limited to the traditional way of union membership work. Traditionally, there were only the blue and white collar workers. In the present situation, there are different job types such as contract workers who can be classified as 'no collar'; the older workers of the 'silver collar' as well as the professionals and knowledge workers in the 'gold collar' bracket.

On 'all ages', Mr Heng commented that traditionally, the union work is limited to working age people. Now, we reach out to young families, couples and more.

All nationalities is about everyone. The Singapore economy has grown to 8.2 per cent in the second quarter and the robust economy is the result of everyone's contributions.

Mr Heng also spoke about the 'Dragon Boats' and how each of the dragon boat is driven by the package of specific needs of the specific target groups.

Another buzz word for the labour movement is the word 'Centrics' which is about focusing on five groups of key customers or what Mr Heng described as the 'engine of growth and impact'.

To truly help workers, an all-inclusive labour movement must give focus to the five centrics of the labour movement: Worker-Centric, Member-Centric, Union-Centric, Global-Centric and Tripartism-Centric.

**Worker Centric:** Headed by NTUC Secretary-General Lim Swee Say, six kinds of workers have been identified – Lower-Wage workers, No Collar contract workers, Silver Collar mature workers, "Retrenched" workers, Small & Medium Enterprise workers, and PMETs (Professionals, Managers, Executives and Technical people). The aim is to improve workers' employability through skills upgrading.

**Member-Centric:** The labour movement is targeting 500,000 members by August 2007, 650,000 members by 2011 and 1 million members by 2015. Possibilities are being explored to improve membership benefits, to attract more members and to extend its membership base to meet the different interests of its members. More members would mean more branches, leading to more and bigger unions, which can in turn be more proactive and more caring.

**Union-Centric:** The labour movement is to realise the effects of globalisation on all, while engaging in learning sessions where members share their experiences and ideas.

**Global-Centric:** Today's workers are mobile, moving around between countries. Similarly, unions do not exist in a world of their own. A Global-Centric labour movement can engage unions overseas and gain international recognition and understanding for Singapore's unique form of tripartism.

**Tripartism-Centric:** It takes many hands to clap. The labour movement needs its tripartite partners to work together to achieve its vision and workers stand to benefit from it.

The dialogue ended with an interesting exchange of ideas on attracting women back to the workforce and more.



# 16,000 MEMBERS AND GROWING

**The figures are in – SOS membership numbers have now crossed over 16,000 members.**

As at August 2007, membership figures stood at 16,323, a great accomplishment for a union of humble beginnings. In fact, since 2001, the increase in membership is highest between August 2006 to August 2007, at 2,498.

This laudable effort is by no means achieved by any one person, but instead, is a joint effort as mighty as the organisation. With different levels working towards a common goal, it is indeed a case of many hands make light work.

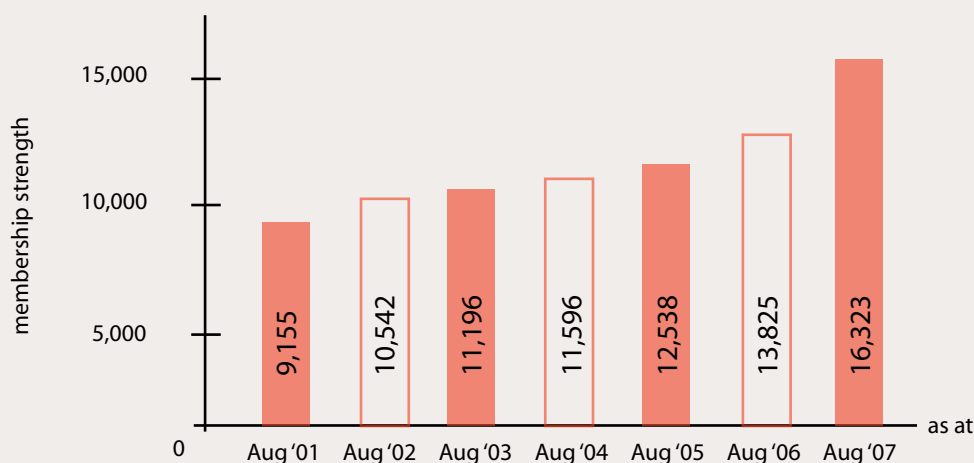
The Union's relentless efforts to recruit local Ordinary and General Branch (GB) members and the SOS Industrial Relations Division's breaking the mark of 600 CBA vessels have contributed to the increase in foreign members. Together, these have aided the drive of the membership figures to beyond 16,000.

More importantly, it represents members' belief in the union's work, and the recognition of the union's labour for the benefits of members.

Mr Kam Soon Huat, SOS Executive Secretary who heads the IR Division remarks: "We are glad our CBA shipowners see us as their working partner. The increase in the number of SOS foreign members shows that shipowners trust us to complement their work by taking care of their workers."

It is a formula tried and tested, and will continue to be utilised, with adaptations along the way if necessary. "We don't intend to rest on our laurels. Now, we are also actively recruiting contract workers working under Seacare Manpower and other companies under the category of SOS GB members. As for foreign membership, our IR Division headed by Mr Kam will continue to actively promote SOS CBA to shipowners. New developments over time may deem it necessary to adapt our strategy, but that is something we will explore accordingly," said Mr David Sim, who heads the Membership Division.

SOS hopes to achieve a sizeable increase in membership by year 2009, barring any unforeseen circumstances that may affect the shipping industry in the near future.





## MEETING FACE TO FACE

***Ninety-seven crew members on board twelve various vessels were beneficiaries of SOS' concern and hospitality, extended through Mr Mohamed Idris B Mohamed Ibrahim, SOS IR Officer.***

Paying visits to these crew members through the months of August and September this year, Mr Mohamed Idris also brought along tokens of gifts and souvenirs for them. At a time when the turnaround time is short, crew members have little time to go on shore. To have Mr Mohamed Idris touched base and made sure that their welfare is taken care of is a gesture that these seafarers appreciate.



The vessels that Mr Mohamed Idris went on board include:

Vessel	Nationality of Crew
Maersk Taiki	Filipino
APL Kennedy	Singaporean, Indian
APL Pusan	Singaporean, Filipino
APL Cyprine	Singaporean, Indian
Kota Hadiah	Indonesian, Burmese, Sri Lankan
APL Cairo	Singaporean, Filipino
APL Jeddah	Singaporean, Filipino
Kota Kaya	Indonesian, Burmese, Sri Lankan
APL England	Filipino
APL Iris	Singaporean, Indian
Kota Wisata	Indonesian, Burmese, Sri Lankan
Kota Wirawan	Indonesian, Sri Lankan

# A GOOD CHANGE

No one likes change. It's disorienting and causes stress, but it's unavoidable. If change is a fact of life, how does one cope with them?

All these hard questions were answered at a full-day course on Managing Change and Crisis at Work on 15 September 2007, organised by SOS especially for its members. The invited guest speaker for the topic was Mr Arul John Peter from the Ong Teng Cheong Institute of Labour Studies (OTCILS). Held at the Seacare Building, the session attracted 25 SOS members who were keen to know just how to effectively manage change at the workplace.

During group discussions, participants were encouraged to express their concerns and to examine their own reactions. Through a time of personal reflection, members also discovered the reasons behind their resistance toward change. The highly interactive session consisted of a good balance between theory and practical. There were lectures, small group discussions, individual evaluation, case studies and even role-play. There was also opportunity for personal interaction among individuals with Mr Arul.

By evening, unseen barriers that were initially not apparent at the onstart of the course had simply been identified and dealt with.

It may just have been a day's workshop, but to those who have benefited, it was a GOOD CHANGE.





# INSPIRING THE YOUNG



A total of 153 recipients were awarded Study Grants this year, courtesy of SOS. Of the recipients, 11 were also rewarded for their academic excellence. They received the Best Award, which were book vouchers ranging from \$100 to \$200, sponsored by Seacare Co-operative Ltd.

Held on 1 September 2007 at the NTUC Auditorium, nearly \$45,000 was disbursed in this 30-year tradition, which has seen some \$1.15 million worth of grants given out to date to well-deserving students.

Premium on education may have risen sharply, but Prime Minister Lee Hsien Loong highlighted in his speech at the recent National Day Rally that whatever one's background may be, the government will provide support to develop talents and help him climb as high as he can. Besides Government, unions also do their part to support education. And SOS is glad to partner the government in these initiatives to nurture the young.

Guest-of-Honour Mrs Josephine Teo, MP for Bishan-Toa Payoh GRC and Director of NTUC Human Resource Department pointed out: "I am very glad that SOS is doing your part! For more than 30 years, you have given the best opportunity to your members' children, and I am proud to know that you will continue this practice. Because with education, our children will have a better chance in life; they can better contribute to community and create an even better future for their children. Just as how parents support their children, our unions will support and help your parents."

## Grant Amount Disbursed

	Amount	Number of Recipients
Primary	\$150	40
Secondary	\$200	55
ITE	\$250	14
Junior College/Polytechnics/Pre-University	\$450	30
University	\$700	14
	<b>\$43,250</b>	<b>153</b>





### The 'Long' Way is not the 'Wrong' Way

Ms Law Ngiap Fung is just like any 23-year-old you may find on the streets. But while students would have generally graduated from university by 21 years of age, she is presently a third year undergraduate majoring in Electrical and Electronic Engineering at National University of Singapore (NUS). And she harbours a simple ambition of being a teacher, specifically, an ITE teacher, simply because she was inspired by one of her teachers while studying at ITE.

"Unlike others, I did not take the 'conventional' route; I took the 'long' way. After I completed my secondary school education, I went to ITE, then the polytechnic and finally, the University. It took me a lot of work to get to where I am today. I faced many challenges and difficulties along the way and yes, there were times I could hardly cope."

But each time, she strengthened her resolve and pulled herself together. And with that, her efforts and diligence materialised to become her reward along the way – she has received the Study Grant Award from SOS, for no less than nine times.

It was no mean feat to get to where she is today, and the determined lass hopes to specialise in radiography in future. Her mother, Madam Wee, is all smiles, having seen her daughter mature. "I am happy that she is driven by her own initiative. As a parent, I try to give her what I can. But I can say the help and support we have received from the union is definitely a big welcome."



### Being the Role Model

Syed Abdul Rahman sets an example for his younger siblings. According to his mother, Madam S. Lubaina, he is his own competitor, pushing himself to work harder and better each time. Her pride shows: "I am happy and proud of him."

### Being the Best

And these Best Award recipients say...

"I like studying, and I like going to school. I learn a lot of new things everyday. I think I will save the money and work hard to try to get both awards again next year!"

#### - Seven-year-old Nurin Husnina is studious and sensible indeed!

"I want to further my studies, so the money will come in handy. On top of that, the book vouchers from the Best Award will save me more money. I am certainly going to aim for these 'double' awards next year!"

- **Ms Sam Wei Xian, a third-year Banking and Finance Polytechnic student** and her mother, Madam Moi said she never had to worry about her daughter, who is motivated to work hard, and motivated to strive for the award herself.



# TOMBOLA NIGHT ROLLING OUT THE FUN

Some 139 people were seen scribbling furiously at the paper clutched tightly in their hands on 17 August 2007, but no, it was no examination. In fact, they were participants at the recent SOS Tombola Night, where the only stress possible was to go home empty-handed.



After all, there were twenty participants, who walked away with NTUC FairPrice vouchers during the Lucky Draw segment. And there were those who strategised and beat the odds to emerge winners of the 'Line-Game' and the 'Full-House Game'. In fact, this year, SOS turned up the heat in the Tombola game by offering more attractive prizes.

In all, the event at Holiday Inn Atrium Hotel was a boisterous one, with piping hot dinner served up, and members having so much fun gunning for their numbers to be called. Indeed, their shouts for their numbers might have been a few decibels higher, but it certainly sounded like music to their ears!



## MEMBERS JOIN IN THE FEAST!

A night of fun and feast was in store for 120 members, when they popped by Club@52 for the SOS/ Seacare Members' Night on 25 August 2007. Taking care of their growling stomachs, the spread of food was much-welcomed and cleaned out soon enough. They adjourned for some catching up and 20 members were rewarded with NTUC FairPrice Vouchers in the lucky draw.



## CHEERS TO WORLD MARITIME DAY!

The World Maritime Day Celebration this year saw a successful conclusion to the event, with a hamper presentation ceremony by Guest-of-Honour Ms Grace Fu, Minister of State for Ministry of National Development on 18 September. In addition, some 95 members were also treated to a celebratory lunch held at Club@52 on 28 September 2007.

The theme for this year's World Maritime Day 2007 was "IMO's response to current environmental challenges", adopted to give the seafaring community around the globe the opportunity to focus on environmental work. Turning the spotlight on green issues, the IMO hopes to bring attention to and intensify efforts to add value and contribution to the international community, to protect and preserve the environment before it is too late.





## NEW IR OFFICER IS A FAMILIAR FACE



Everyone knows Mr Mohamad Abu Bakar as the Assistant Secretary of SOS. With effect from 15 September 2007, he has a new portfolio added – He joins the SOS Industrial Relations Team as an IR Officer.

As an EXCO member, he had the opportunity to meet and greet members during SOS/Seacare events. Having stopped sailing since 1996, he misses the good ol' days of spending days mingling with other foreign seamen. But today, he relished the opportunity to be able to connect once again to these foreign members.

"Of course, re-learning their styles is a challenge. But it is one I'm looking forward to, because that's when I can learn more about them and their needs and be mindful of their welfare," he highlighted.

Mr Mohamad already spots a busy schedule, but he is thoroughly enjoying his work. After all, he sees this job as an extension of his old one. And the affable man says he is appreciative that he can count on his colleagues for help whenever he is unsure. "They are ever ready to help! That makes things a lot easier."

## COMING EVENTS

**Year-End Reception for Filipino Members (14 Dec'07)**

**Year-End Reception for Indonesian Members (28 Dec'07)**

**SOS 36th/Seacare 13th Anniversary Dinner (18 Dec'07)**

**In-House Talk (23 Jan' 08)**

**Visit to Welfare Homes (21 Dec'07)**

## ◆◆◆◆ CONDOLENCES ◆◆◆◆

SOS offers our condolences to the family of Mr Ng Lian Tong and Mr Leong Chew.

Mr Ng had passed away on 2 August 2007, and his wife, Madam Cheng Ah Peng, received the Death Benefit of \$800 from SOS.

Mr Leong had passed away on 29 August, and his wife Madam Gaiem Choy Yoke received \$900 in Death Benefit from SOS.





# Seacare Focus





# SEACARE TURNS STRONGER AND REACHES HIGHER

One bold move that the Seacare Group made was to critically examine its business operations with the view to improve its viability.

The Board of Directors squarely faced the performance and potential of each Seacare subsidiary with the focus firmly fixed on the core operations and hiving off unprofitable operations. The sound business strategy resulted in restructuring, explorations of new businesses and expansion of existing businesses.

"We are confident our position has become stronger by all our efforts and will lead to a better performance and higher returns," Mr Leow Ching Chuan, Chairman, Seacare Co-operative Ltd reported at the Annual General Meeting held on 28 September 2007 at the Seacare Multi-Purpose Hall.

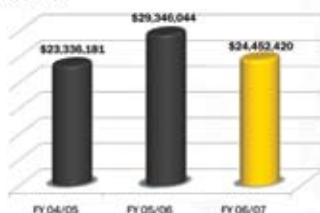
So though the revenue is one-fifth less as compared to previous year and there was a reported one-third decline in profit before tax, the review year has been "rather not too unsatisfactory". The Revenue in review year was at \$24,452,420 while profit before tax was at \$567,122. Staff strength remains at about the same level at 1,000.

*"The key to our continued success is to synergise and consolidate its resources and add greater value to its services."*

Mr Leow Ching Chuan,  
Chairman of Seacare Co-operative Ltd

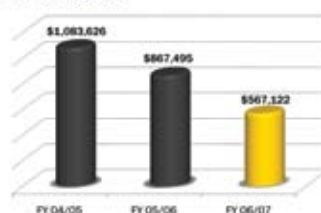
KEY INDICATORS FOR THE SEACARE GROUP OF COMPANIES

Yearly Revenue:



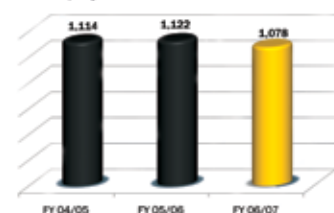
KEY INDICATORS FOR THE SEACARE GROUP OF COMPANIES

Yearly Profit before Tax:



KEY INDICATORS FOR THE SEACARE GROUP OF COMPANIES

Number of Employees:



## SEACARE MARITIME MEDICAL CENTRE PTE LTD

Current List of overseas affiliated clinics:

NAME OF CLINIC	LOCATION	EFFECTIVE DATE
CHINA <i>-Shanghai Jingan District Central Hospital</i>	<i>Shanghai</i>	<i>February 2007</i>
INDONESIA <i>-Klinik Baruna</i>	<i>Jakarta</i>	<i>September 2005</i>
MALAYSIA <i>-Klinik Sentosa</i>	<i>Klang</i>	<i>September 2005</i>
PHILLIPINES <i>-Micah Medical Clinic &amp; Diagnostic Laboratory</i> <i>-Galenus Clinic Inc.</i> <i>-Gillamacs Diagnostic &amp; Medical Laboratories Inc.</i> <i>-Medicus Diagnostic Center &amp; Medical Clinic</i> <i>-Illano's Medical &amp; Dental Clinic</i>	<i>Manila</i> <i>Manila</i> <i>Cebu</i> <i>Iloilo , Antique, Capiz</i> <i>Cavite</i>	<i>May 2005</i> <i>July 2006</i> <i>November 2006</i> <i>August 2007</i> <i>August 2007</i>
VIETNAM <i>Australian Clinic &amp; Pathology Diagnostic</i>	<i>Ho Chi Minh City</i>	<i>July 2006</i>

### Restructuring

Due to minor operational corrections or what Mr Leow aptly described as "pruning dead branches", the review year saw the exit of Seacare GolfLink Pte Ltd. The subsidiary ceased all golfing related businesses and wrote off its assets which was reflected in the poorer profit before tax of the Seacare Group.

Seacare GolfLink's scope was subsequently enlarged to include horticultural and landscaping services so as to take over the work of Seacare Environmental's Landscape Division, what had been set up earlier. The subsidiary was renamed Seacare Landscape Pte Ltd, that is in keeping with the primary activity.

Another restructuring exercise took place in Seacare TradeLink Pte Ltd which was transformed into Seacare i-Connec Pte Ltd as, in addition to its trading and logistics activities, has its scope enlarged to cover events and social facilities management, including Club@52 and Seacare Multi-Purpose Hall.

Mr Leow described the whole exercise as "like taking one step sideways so as to move two steps forward".

### New Businesses

The Seacare Chairman highlighted the exploration of "new options of promise" and pointed out three new avenues of investment which were made in the review year.

- Seacare Education entered into a joint venture with Hua Lan Education Investment Pte Ltd with the objective of managing bilingual and international schools in China.
- Seacare Evolution set up a joint venture company, Seacare Digital Office Pte Ltd, with Vaughn International Ltd and ELO Digital Office (Asia) Pte Ltd.
- Seacare Holdings (M) Sdn Bhd set up a joint venture company, ETOP Services Malaysia Sdn Bhd, with Interpay International Airtime Pte Ltd and a Malaysian investor. ETOP Services aims to be the flagship operation in the prepaid business segment and benefit from the growing trend of doing business online.

### Growth Beyond Singapore

On the growth of established Seacare businesses, the Seacare Maritime Medical Centre Pte Ltd (SMMC) was noteworthy with the appointment

of its first affiliated clinic in Vietnam and its ninth affiliated clinic in the Philippines. At the AGM, the list of SMMC affiliated clinics was revealed as at the date of meeting.

In his report, Mr Leow noted that the Seacare Group of companies is well on course with its development. Though there were hitches during the year in review, they were unavoidable. "Fortunately, we are able to respond with alacrity to the pulls and pushes of market forces and remain not only a viable but also a vibrant enterprise," the Chairman disclosed.

### Corporate Governance

A strong and independent element on the board of every Seacare company is demonstrated through the appointment of independent directors. As far as possible, Seacare seeks to make the component of independent directors form one-third of each board membership. Mr Raymond Chia and Mr Peter Boo joined the Seacare Group as a director and a board chairman respectively. Mr Chan Tee Seng's appointment as a board chairman took place after the review year.





## SEACARE LANDSCAPE

# A FLOURISHING TRADE

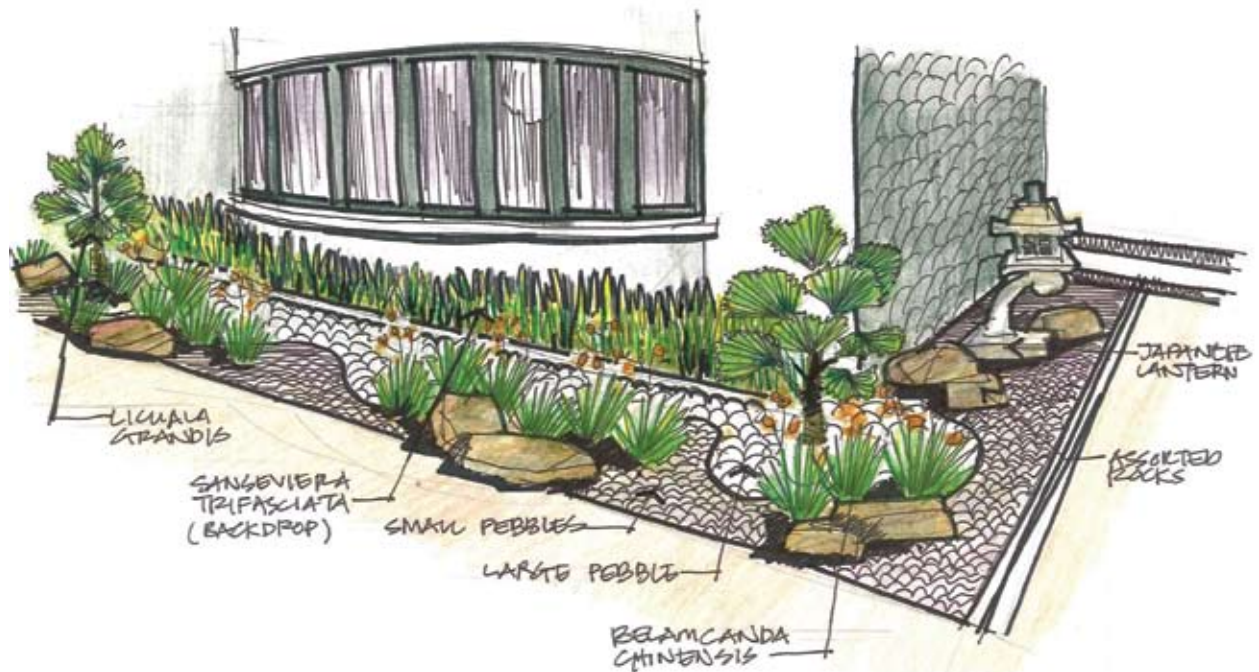
Just as in any landscaping projects where there may be hardscapes and softscapes involved, Mr Firos Angullia points out that there are “hard” skills and “soft” skills required as well. Tools of the trade are more than just equipment or skills and knowledge necessary to create a beautiful landscape. The General Manager of Seacare Landscape Pte Ltd has a definition that transcends beyond to physical tools to intangible skills like customer service. Specifically, tip-top service to every client. And by client, Mr Firos refers to existing clientele and potential ones.

This underlying principle is probably what steers Seacare Landscape since day one of its establishment. “Being customer-centric is our competitive edge. We value-add, we personalise, and so far, we have, without fail, catered to every need of our customers.”

And the numerous projects that Seacare Landscape has under its belt are testaments to its quality of work and well-rounded service that the team provides. Contracts renewed accord recognition for a job well done, while new contracts illustrate the clients’ confidence in the Seacare Landscape brand name. It is not at all surprising that the company has attained both.

### Seacare Landscape Attains Grading

“We have attained the Building and Construction Authority (BCA) grading of L1. This means that Seacare Landscape can tender projects with a limit of up to \$500,000,” Mr Firos explains. Having completed projects relevant to the particular workhead, with the total value of these projects surpassing this capacity, the L1 grading was awarded to Seacare Landscape based on track records.



He adds: "What this means is that we are now poised to go for bigger contracts, which will certainly aid further expansion. We are going to work very hard and qualify for L2, the next grading level, which will then open up a whole new market. We are looking into achieving this over the next two years."



### New Projects Unveiled

Seacare Landscape secured two new contracts to maintain their estates' lush greenery. The Marbella, located near Holland Village, is a three-year-old condominium. The professional services provided by Mr Firos had struck a chord with its Management that they wasted no time in engaging the right person for the job once the previous contract with another organisation expired. The present contract is effective for one year to 31 August 2008.

Similarly, Reed Hycalog Singapore engaged Seacare Landscape to maintain external plantings and its internal potted plant rentals. Reed Hycalog had previously awarded a probationary term contract to Seacare Landscape in April this year, and having passed with flying colours, the new award of a subsequent two-year contract was handed to Seacare.

### Renewed Contracts

Contracts of three previous projects were also renewed ahead of expiry, namely Beauty World Centre, Church of St. Ignatius and 29 Heng Mui Keng Terrace. With these renewals, all contracts formerly secured under Seacare Landscape were renewed for a second year running and in fact, this is an achievement uncommon in the industry.

### New Excitement



Seacare Landscape has undertaken the responsibility of providing for the landscape design, landscape and water feature construction and Mechanical & Engineering (M&E) services for a modern concept private housing. Presently at the construction stages, Seacare Landscape has already sent its team down to begin work on the landscape.

In another accomplishment, Seacare Landscape was awarded a plant display project by NUS Political Association to provide plant display for an important seminar on 21 September. The NUS Political Association had organised the seminar at the Lee Kuan Yew School of Public Policy, at which Prime Minister, Mr Lee Hsien Loong graced the event as the Guest-of-Honour.

Seacare Landscape was tasked to provide decoration for the auditorium, stage and based on requirements, craft a special set-up for PM Lee at the VIP section. NUS Political Association gave Seacare Landscape two-thumbs up!

This bumper crop is no means by chance or a matter of luck. Mr Firos offers his insight: "The landscape team works very well together because we are clear about the role each of us play, and we go beyond the scope of what is expected of us. This synergy has driven Seacare Landscape to what it is today. We have plans to push boundaries and achieve more, because we are hungry for more. I am confident we can surmount greater heights."

# BRUNEI ENTOURAGE IMPRESSED



Seacare Building was teeming with senior officials from the Brunei Darussalam National Co-operative Federation (BNCF) and Brunei Industrial Development Authority (BINA), Ministry of Industry and Primary Resources (MIPR) on Friday 31 August 2007.

The delegation was on a working visit to Malaysia and Singapore, with an objective to exchange ideas and information among participating members, as well as to learn more about the successful co-operative movements.

Their visit to Singapore brought them to the Singapore National Co-operative Federation (SNCF), as well as various other co-operatives in Singapore. Seacare Co-operative Ltd's reputation earned the privilege of being one of the organisations worth visiting.



Mr Leow Ching Chuan, Chairman of Seacare Co-operative Ltd shared how the Co-operative was birthed in 1994 out of a mission to help and benefit Singapore seamen and their families through more work opportunities and appropriate investment projects. By 2005, Seacare had blossomed into the Seacare Group with two holding companies, Seacare Holdings and Seacare Foundation, covering businesses ranging from human resource, shipping agency, property management, investments, cleaning, landscaping, medical services, fund management, education, solutions integration and many more.



The Brunei entourage was impressed with the sharing and learnt much. Their visit concluded with a tea reception held at the Club@52.

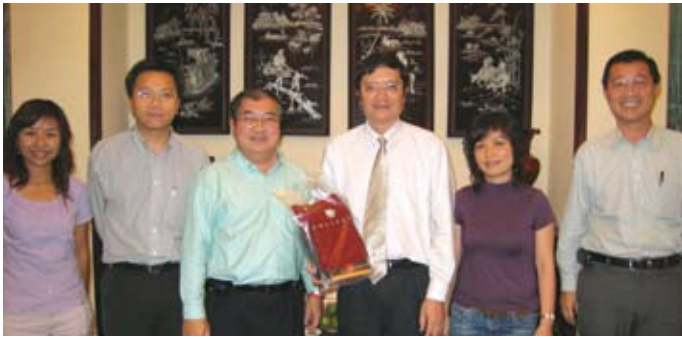
#### **Brunei delegates:**

- Yang Di Muliakan Pehin Orang Kaya Dewa Pahlawan Dato Paduka Haji Dani Bin Haji Ibrahim (Deputy Minister of Home Affairs/President of BNCF)
- Yang Di Muliakan Pehin Dato Haji Mahdini Bin Dato Hj Basir (Deputy President of BNCF)
- Yang Mulia Haji Jumin bin Haji Marsal (Bursar of BNCF)
- Yang Mulia Pengiran Dato Paduka Haji Othman Bin Pengiran Haji Omar (National Working Committee Member of BNCF)
- Yang Mulia Pengiran Dato Paduka Haji Jaludin bin Pengiran Haji Limbang (National Working Committee Member of BNCF)
- Yang Mulia Pengiran Sharifuddin bin Pengiran Hj Matali (Director of BINA)
- Yang Mulia Awg Mohd Serudin bin Haji Tuah (Director of BINA)

#### **Seacare officials:**

- Mr Leow Ching Chuan, Chairman, Seacare Co-operative Ltd
- Mr Mohamed Idris Mohamed Ibrahim, Project Manager, Seacare Foundation Pte Ltd
- Ms Jacquelyn Lam, Group Senior Manager, Seacare Co-operative Ltd
- Ms Mariana Amad, Manager, Seacare Foundation Pte Ltd





## A HANOI TOUR OF STUDY...

in the month of September, saw a delegation from Seacare, led by Mr Goh Yeow Tin, CEO of Seacare Education Pte Ltd visiting two colleges under VCA (Vietnam Co-operative Alliance).

The delegation were welcomed by VCA Vice-President Mr Hien, who shared with them the vision and mission of two of their colleges ie Vietnam Institute for Small-scaled Enterprises and Co-operatives (VISEC) Training College and College of Management & Technology (CMT). After personally hearing about these two colleges, the team saw for themselves how the schools were run.

VISEC Training College was founded with the objective of helping small-scale enterprises and co-operatives to be democratically and efficiently organised. To this end, since 1982, it has been training the leaders and members of such target groups and is expanding its trainer strength to centers in the provinces.

CMT on the other hand, has been concentrating on tertiary education, technology, scientific research and co-operative training. The college which was founded in 1978, sits on a four hectare property with 40 classrooms and a 1000 capacity hostel. Under the approval of the Ministry of Education, the staff strength of 79, manages the running of the school and trains students mainly in Accounting, Information Technology, Enterprise Management, Textile and Electrical Engineering.

Through discussions with VCA and the two colleges, Seacare Education was able to explore future collaborations in the area of providing training programmes and trainers.

### Hanoi Visit

When: 26-28 September 2007

Seacare Delegation: **Mr Goh Yeow Tin**, CEO of Seacare Education Pte Ltd  
**Mr Jimmy Lim**, GM of iHub-Sinnet Education Pte Ltd (associated company of Seacare Education Pte Ltd)  
**Mr Max Lee**, Regional Representative and Coordinator (SEA) of Institute of Financial Accountants, UK  
**Ms Jacquelyn Lam**, Group Senior Manager of Seacare Co-operative Ltd



# RESOLVED TO RESOLVE CONFLICTS

They came from different walks of life and they didn't know each other. But there was one thing they had in common – they faced conflicts at home and at the workplace. 30 participants signed up for a two-day work camp from 8-9 September 2007, on Managing Conflict Resolution and Difficult People, organised by Seacare Manpower Services Pte Ltd.

The participants who hailed from more than 20 schools, were teacher aides, clerks, office support staff, administration assistants, librarians, lab assistants and counsellors. They took time from their precious weekend to understand and minimise conflict in their environment and how to resolve it.

These participants are not the only ones who face conflict everyday. In fact, every workplace, every organisation and every home has a difficult colleague, boss, client, member lurking somewhere. And they seem to make life so difficult to handle.



For two days, through lectures, discussions, simulations, case studies, role-play, teamwork sessions and presentations, the workshop attendees dug deep into the root of their conflicts with difficult people. Eventually, they completed the camp with radiant smiles on their faces, a sign that they had an understanding on how to deal with their issues. Certainly they are in a better position than when they first started, thanks to Seacare Manpower Services.

## Workshop Objectives:

- To provide a framework for understanding conflict resolution, conflict management, conflict transformation, negotiation and change management
- Explain relationship between power and emotion
- Use case studies and role plays to enhance learning
- Increase self awareness in the issues involved
- Understand and minimise conflict in the environment and help to resolve the issue

## Key Issues Covered:

- The term of conflict resolution, conflict management and conflict transformation
- Getting to the heart of the problem
- Dealing with uncomfortable feelings
- Applying different conflict resolutions for different situations
- Turning arguments into discussions
- Understanding the roles people play
- Feeding the solution not the problem
- Creating a win-win outcome
- Understanding emotions and power struggles
- The role emotions play in a conflict
- Hierarchical power and equity power in conflict
- Negotiation in resolving conflict



# MEET OUR NEW COLLEAGUES!

Seacare welcomes five new colleagues to join the big family!



## Hi, My Name is Sharifah Munirah Syed Ahmad...

"...and I joined Seacare Manpower Services Pte Ltd in July 2007 as an Administrative Executive. I am in charge of the NTUC LinkCard Recruitment and my responsibilities range from planning events such as roadshows, to handling administrative duties. I also play a part in informing Seacare Manpower's contract staff about the benefits of being part of the union.

I enjoy my work because I get to meet and interact with people from all walks of life – liaising with recruiters to handling feedback from the general public, definitely a difference from my previous employment with the Ministry of Education. And because my job involves liaising with people, I have learnt that it is necessary to provide personalised and good customer service to everyone. After all, it is essential to ensure good rapport with all, whether the recruiters or workers."



## I am the New IT Executive...

"I am Yanto, and I have been with Seacare Evolution Pte Ltd since July 2007. This is my first job upon graduation from school, and my primary focus is to provide IT services to both SOS and Seacare.

And because I have to perform software development for Seacare Evolution projects, I am grateful for the friendly guidance that is readily available. For instance, Mr Haidar, the Senior Operation Manager has been most helpful and taught me a lot. There is still much for me to learn, and I want to acquire more skills so that I can perform my job even more efficiently. In time to come, I am certain these will stand me in good stead and enable me to overcome any future challenges."



## Anisah Begum as the New Accounts Executive...

"I play an important role because people need me to process their salaries. But seriously, my responsibilities include handling the accounts of Seacare Landscape Pte Ltd and Seacare Environmental Pte Ltd, such as payroll and such. I also have administrative duties to perform, as well as playing a supportive role to both companies.

I have eased into my job rather easily because I have prior experience in this line. I feel right at home here at Seacare, even though I've been here for only half a year. It's like a big family where everyone is friendly and helpful.



## Over at the SMMC...

"My name is Melissa, and I am the new Clinic Assistant at the Seacare Maritime Medical Centre. However, I am not new to the job. In fact, I have been in this line for the last seven years. The only difference is that at SMMC, patients are mainly seafarers. I assist the doctors in a variety of tasks like performing tests for patients, drawing blood for tests.

I am appreciative of this opportunity to bring my existing skills and experience to SMMC, while at the same time, SMMC offers me new learning opportunities. I am so much happier working here, because I have nice bosses and great colleagues!"



## At Seacare since June 2007...

"At Seacare Manpower Services Pte Ltd where I work, people know me as Connie. As the Admin Assistant, I support the operations through administrative duties. I also help prepare contracts. Over at Seacare Manpower, I like the working environment and I have great colleagues. I used to work at a local secondary school, and I am glad for the change of environment."



# *Wine Up Your Senses!*



**The promotion is now on at Club@52!**

At only **\$209** for two bottles of Chivas Regal,  
you can now indulge yourself or pamper your friends!  
The promotion ends in 31 December 2007.

club@52

**seAcAre**  
i-ConnecZ Pte Ltd

For enquiries and bookings, please contact Mr David Sim at:  
52 Chin Swee Road, #06-00, Seacare Building, Singapore 169875. Tel: 6379 5636 Fax: 6836 6285 Email: [iconnecz@seacare.com.sg](mailto:iconnecz@seacare.com.sg)





Seacare Landscape

## *Workforce of Nature Designer of Landscape*

We make it our business to decorate nature's gifts and breathe life into your garden. Through continual innovation and flawless execution, we turn your lawn into a work of art.

### **Landscape Architecture**

- Landscapes Design & Build
- Mechanical & Engineering (M&E) and Hardscapes

### **Landscape Maintenance**

- Horticulture Maintenance
- Turfing & Grass Cutting
- Tree Felling & Pruning
- Rental of Potted Plants

If you need more landscape design ideas, talk to our Landscape team at Seacare today, and be amazed by what we can do for you.



**seAcAre**

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