

Issue 6  
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# SAMUDRA

A bi-monthly Publication of the Singapore Organisation of Seamen and Seacare Co-operative Limited

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## *May Day Awards* All **Champions** of **Workers**

**ntuc**  
National Trades Union Congress

MAY DAY  
**AWARDS**

2018





## SAMUDRA

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# CONGRATS, BROTHER KAM AND BROTHER IDRIS!

## SOS GS IN ITF EXECUTIVE BOARD



**S**OS General Secretary Kam Soon Huat has been co-opted into the International Transport Workers' Federation (ITF) as its Executive Board Member. The Board consists of 41 members elected by the Congress.

Around 670 unions representing over 19 million transport workers from some 147 countries are members of the ITF. With its headquarters in London, ITF also has offices around the world, including Singapore, that campaigns for transport workers' rights, equality and justice.

SOS congratulates Brother Kam on his election.

## VETERAN OF LABOUR AWARD FOR BROTHER IDRIS

**S**OS has much to cheer about this May Day. Loud cheers from the SOS family broke out when former President Brother Mohamed Idris Mohamed Ibrahim, received the Veteran of Labour Award from outgoing NTUC Secretary-General Chan Chun Sing.

Brother Idris was among the 141 distinguished May Day Awards recipients, all outstanding men, women and organisations that have created a significant impact on the lives of workers in Singapore.

The awards presentation took place on 5 May 2018.





# CELEBRATING MAY DAY!

## CRUCIAL INGREDIENT TO SINGAPORE'S SUCCESS

**T**ripartism is the one crucial ingredient that is unique to Singapore's success that others cannot copy.

"It's not a secret in the sense that people don't know about it, but secret in the sense that they can see it but can't do it," said Prime Minister Lee Hsien Loong at the May Day Rally attended by more than 1,600 union leaders and tripartite, U Associate, U SME (small- and medium-sized enterprises), U FSE (Freelancers and Self-Employed) and NTUC social enterprises' partners.

Tripartism has seen Singapore through every crisis since independence and through many transformations of the economy. It remains fundamental to Singapore's survival and success, PM Lee said.

On the economy, PM Lee reported that Singapore can get another good year. How the economy does depends on the external environment. "Regardless what happens outside Singapore, we know what we have to do domestically and that is, we must strengthen our economy," he said.

The Government is doing to help businesses and workers to adapt to technological disruption. Workers can help themselves to take advantage of the schemes available and seize the new opportunities.

One of the examples he cited of disruption is in the transport sector to illustrate the need for Singapore to restructure and upgrade the workforce. PM Lee said that many commuters use apps on their smartphones to book rides. Today, 1 in every 2 rides is booked on Uber or Grab.

When ride-sharing first came, taxi drivers had grumbles, but "taxi drivers generally have adapted quite well to the market changes". Most taxi drivers were already smartphone users; they just needed to learn how to use the new apps. Even the older drivers did not have much problems because the apps are easy to use, and the companies provided training.

In his speech, Mr Lee also expressed confidence that the leadership changes at the National Trades Union Congress (NTUC) will help lead the labour movement to greater heights. Education Minister (Schools) Ng Chee Meng will be the new NTUC secretary-general, succeeding outgoing labour chief Chan Chun Sing, who will be helming the Ministry of Trade and Industry.

"Despite the economic situation, all of us chipped in because we believe in the value of training and preparing our workers for the next lap," said NTUC Secretary-General Chan Chun Sing who announced that the labour movement has injected its targeted \$200 million (\$50 million through sponsorships and \$150 million in matching funds from the Government) NTUC-Education and Training Fund (NETF).

The fund will be used to support the development of just-in-time and bite-sized training modules for workers.

"Helping our workers ahead of time to make sure they stay relevant, because we firmly believe that the best protection, the best welfare for workers, is a good job," Mr Chan said in his last May Day speech as NTUC SG.

For Singapore to be able to do well in the next lap, it is key for the government to see through every Industry Transformation Map, "one by one, sector by sector, company by company" until new jobs and markets are created.

"Once (workers) see the new jobs created, they see the new opportunities, they will come on board and take the training without us telling them," he said.

"We are not here to protect jobs. We are here to protect the workers," said Mr Chan.

"The aim", he added, "is not just in helping jobseekers today find jobs, but in helping the jobseeker of tomorrow secure employment in the jobs of the future."

*\* Mr Ng Chee Meng took over the helm as NTUC Secretary-General from Mr Chan Chun Sing on 22 May 2018.*



# HIGHEST MAY DAY AWARDS HONOUR FOR BROTHER SWEE SAY

**T**his year's highest accolade for the May Day Awards, the Distinguished Comrade of Labour award, was presented to former NTUC Secretary-General and former Manpower Minister Brother Lim Swee Say.

Brother Swee Say first joined NTUC in 1996. He left NTUC to join the Government in 1999 and returned to the Labour Movement in 2004. His leadership and strong relationship with the tripartite partners cushioned the impact of the global financial crisis on workers in Singapore. As he rallied the workers together, he also persuaded employers to agree to “cut costs to save jobs” and the Government responded with measures to help businesses keep jobs for our workers. As a result, Singapore was able to “upturn the downturn”.

To help bridge three divides in the workforce – an ageing workforce, widening income gap and greater dependency on foreign manpower, Brother Swee Say steered the Labour Movement to reposition itself as an inclusive “All C. A. N.” Labour Movement – one that is for all collars, all ages and all nationalities of workers in Singapore.

Under his leadership, union membership grew from less than 500,000 before the LM’s repositioning to over 850,000 by the end of his term,



reaching out to all collars and three generations of workers – workers of today, yesterday and tomorrow.

In his eight years as Secretary-General, Brother Swee Say championed initiatives which included skills redevelopment, job re-creation, employment and employability, re-employment, progressive wage, individual and collective representation of professionals, managers and executives, outreach to migrant workers, freelancers, back-to-work and flexible work arrangements for women.

The establishment of the Devan Nair Institute for Employment and Employability (e2i) was testament of his dedication to make every worker a better worker, and every job a better job.

He put in place a “3 Flow” system for the flowing-in of young activists, flowing-up of promising unionists and flowing-on of mature union leaders in a planned and more orderly manner.

The Labour Movement has been made stronger with selfless leaders such as Brother Swee Say.



## SINGAPORE MARITIME WEEK POSITIONS

# SINGAPORE AS A GLOBAL MARITIME HUB

The Singapore Maritime Week (SMW), featuring 19 forums and conferences, 11 networking receptions and four public outreach activities, created waves in the international maritime industry and demonstrated the dynamism of Singapore as an International Maritime Centre and Global Hub Port.

Driven by the Maritime and Port Authority of Singapore (MPA), this year's SMW centered on the theme, "Positioning for Future Growth - Driving Connectivity, Innovation and Talent". Held from April 21 to 29 2018, the action packed event, now in its 13th year, addressed the critical challenges facing decision-makers, including technology and disruption, sustainability, and the global talent crunch.

Leading industry professionals discussed the state of the maritime industry and how they are preparing for future growth.

Among the highlights were the the Maritime HR Forum, the Capital Link Singapore Maritime Forum, and the International Sportsweek for Seafarers. Read on.

## MARITIME HR FORUM 2018

# MOU ON HUMAN CAPITAL DEVELOPMENT FOR SEAFARING SECTOR

As a determined sign of SOS's commitment to Singapore's vision to be the Global Maritime Hub for Connectivity, Innovation and Talent, the Union pledged to work collectively with tripartite partners in introducing, promoting, implementing and co-funding relevant manpower development programmes and initiatives to develop well-trained, well-equipped future-ready Singaporean seafarers.

SOS signed the Memorandum of Understanding on Human Capital Development for the Seafaring Sector with MPA and tripartite partners on 23 April, at the Maritime HR Forum 2018 which featured industry practitioners sharing their insights on HR trends and developments, and emerging skillsets to equip maritime employees to remain relevant in today's automated and digitalised environment.



At the Forum, the panel comprising leading industry experts highlighted how maritime companies can take steps to better equip their employees for industry transformation, as well as how HR practitioners can play a strategic role in attracting, developing and retaining talents.

Said SOS General Secretary Kam Soon Huat: "SOS welcomes the strong commitment to identify and advance the skill sets of seafarers as part of the human capital development for the seafaring sector. We will work closely with our tripartite partners to create initiatives and programmes to develop well-trained, future ready seafarers to meet future demands."

## MARITIME HR FORUM 2018

Enabling Industry Transformation through Human Capital Development

Guest-of-Honour  
**Mr Andrew Tan**  
Chief Executive,  
Maritime and Port Authority



# CAPITAL LINK SINGAPORE MARITIME FORUM SINGAPORE AS GATEWAY



The Capital Link Singapore Maritime Forum, held in conjunction with the Singapore Maritime Week, attracted over 500 delegates from the maritime industry, and had speakers and panelists who are experts and top decision makers from global organisations addressing critical topics of interest to the industry.

The Forum, which took place on 24 April 2018 at Westin Hotel, highlighted the significant role of Singapore as the gateway to Asia and the global shipping markets. The event discussed the developments and trends in the energy, commodities, the various shipping sectors, the global financial and capital markets, as well as issues pertaining to regulatory developments, technical and competitive positioning and advantages of Singapore as a maritime hub.

The programme included The Future of Shipping, a high-level roundable discussion on the evolution of the shipping industry; the Maritime industry – Game Changers, a discussion among leading industry participants on the major regulations and more.

SOS/SeaCare was the official sponsor of the Capital Link Networking Cocktail Reception which took place after the Forum. The reception was a fruitful platform for members of



ITF General Secretary Stephen Cotton (first from left) was among the invited speakers and panelists at the forum

the international maritime community, including shipowners, marine technology experts, P&I Club executives and flag registries to interact and network.







## INTERNATIONAL SPORTSWEEK FOR SEAFARERS OLDEST BUT THE FITTEST

**T**hey may be the oldest in age but they made their mark as big winners of the highly anticipated two-day International Sportsweek for Seafarers.

With strong support from SOS/Seacare staff and fellow members who cheered them on, Team SOS/Seacare, made up of 21 sporting members, displayed their fitness and determination and was declared first and second place winner of the tug of war (local category).

They also out ran, out jumped and out threw all the participants and came out tops in categories like the 100 dash (for above 40 year old), shortput and long jump at the annual sports event organised by MPA in conjunction with the Singapore Maritime Week.

Held at the Toa Payoh Stadium on 23 to 25 April 2018, the event had Rev Kirsten Eistrup from the Danish Seamen's Church as the guest of honour.

Congrats Team SOS/SeaCare!







# UNIFICATION OF KOREAN MARITIME UNIONS

**S**outh Korean maritime unions are now consolidated into one new federation - the Federation of Korean Seafarers' Union (FKSU).

This milestone was commemorated in Busan, Korea on 9 March 2018 and celebrated by some 300 guests comprising Korean government agencies, Korean shipping associations, members of FKSU, the ITF secretariat as well as the ITF-affiliated unions. The latter comprised of the All Japan's Seamen's Union (AJSU), Associated Officers' and Seamen's Union of the Philippines (AMOSUP), KPI (Seafarers' Union of Indonesia), Singapore Maritime Officers' Union (SMOU) and SOS.

The unification plan for the unions was drawn up and brokered through a committee known as Korean Interim Seafarers' Steering (KISS) group organised by Asian seafaring unions, including SOS.

Highlights of the event included congratulatory speeches given by the representatives of the various government agencies, shipping associations and union affiliates; and the presentation of the Appreciation Plaque to the ITF, AJSU, AMOSUP, KPI, SMOU and SOS.



## A NEW IBF FRAMEWORK AGREEMENT 2019-2022

**T**he International Bargaining Forum (IBF), shipping's largest industrial relations collective, concluded its final round of negotiations for the 2019-2022 IBF Framework Agreement. The International Transport Workers' Federation (ITF) and maritime employers comprising the Joint Negotiating Group (JNG) met in Manila from 19 to 22 February 2018, for the final round of negotiations.

After navigating through challenging negotiations, due to the profit instabilities in certain parts of the industry, both parties acknowledged the need to support the growth of

the market, but also the need to maintain sustainable and fair employment for the seafarers employed on JNG vessels worldwide. The talks successfully concluded with the signing of the IBF Framework Agreement. The main points of the agreement were:

- A salary increase of 2.5% from 1 January 2019
- An increase in JNG members' rebate from the ITF Welfare Fund to 16%, with an additional 2% available based on an incentive system
- Re-grading of the Warlike Area off the coast of Somalia to a High Risk Area and the addition of a Warlike Area 12nm off the mainland coast of Yemen
- Changes to various contractual clauses, including a revision to the article covering non-seafarers' work effective 1 March 2018
- Enhanced welfare support for seafarers



# THIRD MEETING OF THE SPECIAL TRIPARTITE COMMITTEE OF THE MLC, 2006



SOS External & Industrial Relations Manager, Eugene Guo (3rd from left) with tripartite members of Maritime Singapore

The Special Tripartite Committee met for the third time at the International Labour Organization headquarters (ILO) in Geneva from 23 to 27 April 2018. It functions to keep the Maritime Labour Convention, 2006 (MLC, 2006) relevant through continuous review to ensure seafarers' rights to decent conditions of work.

SOS Manager of External & Industrial Relations, Eugene Guo, attended the meeting with fellow maritime tripartite members from Maritime and Port Authority of Singapore (MPA) - Mr Martin Marini, General Counsel, Mr Mun Wei Jun, Manager (Seafarers Management), and from Singapore Maritime Officers' Union (SMOU) - Mr Terence Tan, Industrial Relations (IR) Assistant Manager, and Mr Kelvin Lin, IR Officer.





The new amendment addressed potential problems relating to seafarers' contract when they are held captive in the unfortunate event of piracy or armed robbery against ships. The new amendment, when adopted and in force, will ensure that seafarers continue to receive wages and other contractual entitlements during the entire period of captivity; offering the seafarers and their families a certain relief, when faced with such traumatic situation. A seafarer is entitled to repatriation if they claim it within a reasonable period of time, unless they are held captive.

Apart from the agreed amendments, the Seafarer Group, represented by the International Transport Workers' Federation (ITF), tabled resolutions calling for better facilitation of shore leave for seafarers, and action to be taken when seafarers are abandoned.

The week-long deliberation resulted in a tripartite agreement reached on important matters addressing identified gaps within the convention. The agreement, which includes a new amendment to the MLC, 2006, have been submitted for adoption at the next International Labour Conference in June 2018.

These much-welcomed amendments and call-to-action played an integral role in protecting and promoting seafarers' rights; while ensuring a level-playing field for reputable ship owners who genuinely contribute to the wellbeing of seafarers. It is important for all of us to play our part in ensuring decent working and living conditions for the 1.6 million seafarers who risk their lives daily to move over 90 percent of the world's cargo by sea – without whom, the world may come to a standstill.





## FRUITFUL SHARING AT THE 35<sup>TH</sup> ASSM



**S**OS GS Kam Soon Huat and AS David Shoo were amongst the 65 representatives from 20 Asian seafarers unions across 14 countries, who gathered at the 35th Asian Seafarers' Summit Meeting (ASSM) in Busan, Korea on 12 April 2018.

Trade unions representing seafarers in Asia, had a fruitful knowledge and information sharing which focused on three main issues - the abandonment of seafarers, promotion of seafaring as a career and the automation of ships.

The full day summit, saw delegates exchange information on sea-going campaigns and initiatives to recruit prospective seafarers in their respective countries.

Delegates also discussed ways to promote a positive image of the maritime industry to the public.

The meeting deepened the delegates' understanding of each country's situation and strengthened the roles they play to improve the lives of Asian seafarers.

Separately, a Memorandum of Understanding was signed between Federation of Korean Seafarers' Unions, SMOU and SOS, to further strengthen and promote links of cooperation, friendship and solidarity between the unions.





## ITF YOUNG TRANSPORT WORKERS PREPARE FOR CONGRESS

As the ITF 44th Congress, to be held in Singapore between 14 to 20 October 2018 draws near, the Young Transport Workers' (YTW) Committee gathered for a three-day ITF YTW Committee Meeting held at Istanbul, Turkey from 27 to 28 March 2018.

The ITF YTW Committee Meeting saw strong support from SOS officers Sarah Chen and Sharon Li, who was there in her capacity as the Co-Chair.

ITF Global Youth Coordinator Baker Khundakji, said: "This committee meeting is important because young transport workers are the present and future of the ITF. They are going to be at the forefront of the ITF tackling key global issues that will affect all transport workers in all sectors, such as automation and digital inequality."

Items in the agenda for discussion focused on:

- The position of young transport workers in the ITF structures and Constitution, so as to ensure representation of young workers.
- ITF priorities for young transport workers which include establishing a workplan for 2017-2018 where the goals are set and strategies delivered by this year with activities happening in the upcoming Congress.
- Updates from the ITF young transport workers' congress group on key events and ideas for the Congress. The committee was given a headsup on the progress of the preparation works and a summary of what was discussed during the pre-Congress meeting held in Singapore last September.
- Planning for the upcoming ITF Congress and Young Transport Workers Conference, which is scheduled to be on 17 October 2018. The young transport workers wanted to explore how to increase the global youth presence during the Congress period.

The ITF YTW Committee Meeting provided the platform for committee members to present their regional reports on engaging youths in their own countries and to share the challenges and ideas. These ideas and recommendations would be presented at the ITF Executive Board for endorsement before the congress.



# SOS ENHANCED WELFARE SCHEMES ONE YEAR ON



**T**he SOS Enhanced Welfare – Seacare Medical Scheme (SMS), Seacare Maritime Training Scheme (SMTS) and Seacare Sailors’ Home Scheme (SSS) have received much positive feedback from shipping companies, since it was introduced on 1 April 2017.

To date, more than 100 companies have taken up the schemes, which was initiated by SOS to defray operation overheads incurred by shipping companies during the global shipping downturn.

The schemes form part of the SOS’s Collective Agreement (CA) with shipping companies, covering the accommodation, medical and training needs of members and shipping companies, via a \$3 million funding.

SOS Welfare Manager Ivy Tang, shared how CA companies are tapping on the scheme: “More than half of all shipping

companies that signed up for the Seacare Medical Scheme (SMS) and Seacare Maritime Training Scheme (SMTS) are already in the process of claiming their medical and training reimbursements, respectively.”

Ivy also noted that among the schemes available, the Seacare Sailors’ Home Scheme (SSS) is the most popular and well-received, with 97 percent of participating shipping companies actively using the SSS gift certificates to redeem Seacare Hotel room stays, conference facilities and Club@52 lounge packages.

The SOS Enhanced Welfare Schemes will run over a two-year period until 31 March 2019.





# CONNECTING PEOPLE AND VALUING RELATIONSHIPS



It is all about people – connecting with them and valuing their relationship. And that was the skill 49 SOS Executive Committee, Standing Committee and staff put aside time to equip themselves with.

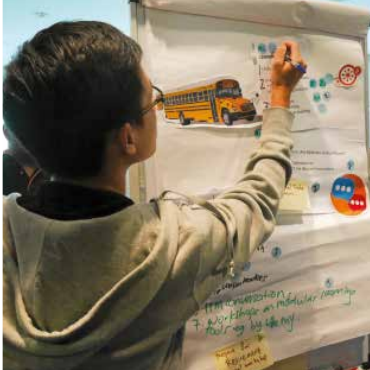
Organised by the SOS Leadership Development Committee and conducted by Ong Teng Cheong Labour Leadership Institute (OCTi) trainer Enrico Varella, the leadership course focused on refining the way union leaders and staff build positive relationships with different people from different backgrounds from union members to key management personnel.

The participants picked up useful tips on collaboration and relationship building techniques and strategies to help them develop their communication capability. They also learned what it takes to be an effective influencer and to look at the big picture.

Held on 21 March 2018 at the Maritime Hall, the session was well-received as the participants came with a proactive spirit to want to serve as “thinking leaders”.







# BUILDING AND ALIGNING TOWARDS YOUNG NTUC 2018 WORKPLAN

**B**uilding consensus, aligning youth leaders towards Young NTUC 2018 workplan, and building symbiotic relationship amongst Young NTUC and Young PAP – that was the aim of the Young NTUC Workplan Seminar, held on 24 March.

SOS was represented by Sharon Li, who joined some 60 youth representatives from various affiliate unions at One Marina Boulevard.

The Annual Workplan Seminar kicked off with a half day marketplace discussion on the workplan for the horizontal sub-committees. This new approach that Young NTUC has taken to engage with OB leaders, through three new horizontal sub-committees – social club, youth positive organisational development, and sports and recreation, sought to enable interaction and cross learning between 3 different sectors (ie industrial, public and service sectors) which the current 41 youth chapters are organised.

The leads of the three sub-committees prepared and presented their workplan to the young leaders. Young leaders took the chance to share ideas, ask questions and clarify with the leaders on the workplan. The respective sub-committees would then pick up their top two activities to develop into action plan and execute in collaboration with Young NTUC secretariat staff moving forward.

A fireside chat session with Brother Ong Chin Ang, a veteran unionist for the past 40 years, inspired youth leaders, as he shared his vast experience of being a unionist and shed insights in his role as a unionist and changes in the Labour Movement. Comparing the difference of the past situation and now, he explained how the new generation live an easier life as unionists today. He also shared on how to better serve members by keeping true to the cause for workers.

The second half of the day commenced with the first Young NTUC and Young PAP Exchange.

29 Young PAP leaders joined the Exchange which started with a networking lunch followed by a seminar and discussion conducted by Ong Teng Cheong Labour Leadership Institute (OTCi). Barry Chou (Assistant Director from OTCi) set the context for the Exchange by sharing on Labour Movement & Politics, and value of PAP and NTUC for each other. The discussion focused on how Young NTUC and Young PAP could take this relationship forward.

Following the Exchange, a dialogue session was conducted with Executive Secretary of Young NTUC, Desmond Choo, Young PAP Chairman, Dr Janil Puthuchear, Young PAP Vice Chairman, Amrin Amin and Advisor to Young PAP, Dr Tan Wu Meng. It was a good platform to foster stronger symbiotic relationship between Young NTUC and Young PAP.



# SOS/SEACARE CALENDAR OF EVENTS

## MAY 2018 TO MARCH 2019

**May 2018**

**12**  
Saturday



Mothers' Day Celebration

**Nov 2018**

**10**  
Saturday



Deepavali Celebration

**June 2018**


**29**  
Friday



Hari Raya Aidilfitri Celebration

**Dec 2018**

**15**  
Saturday



Members' Night

**July 2018**

**29**  
Sunday



Family Day & Community Project

**Jan 2019**

**19**  
Saturday



New Year Party

**August 2018**

**25**  
Saturday



SOS Talk & Members' Night

**Feb 2019**


**12**  
Tuesday



Hong Bao Presentation & LNY Celebration (初八)

**Sept 2018**


**28**  
Friday



Seacare Co-operative Ltd:  
Annual General Meeting / World  
Maritime Day Celebration

**March 2019**


**30**  
Saturday



Members' Night

**Oct 2018**

**6**  
Saturday



Study Grant Presentation Ceremony

\* Please note that the dates / events / venues are subjected to changes.



# 10 CHEERS

## SOS & SEACARE STAFF LONG SERVICE AWARD PRESENTATION & CONGRATULATORY DINNER



It was a night of many cheers – 10 in fact! The SOS & Seacare Staff Long Service Award Presentation and Congratulatory Dinner on 30 April 2018 honoured eight SOS and Seacare staff receiving their 10 and 20-year Long Service Awards and congratulated SOS General Secretary Kam Soon Huat, and former President brother Mohamed Idris, in a joyous celebration attended by SOS and Seacare staff and key officers.

SOS advisor Zulkifi Mohammed and Seacare Holdings Chairman Mr Kong Mun Kwong presented the SOS - 10 Years Long Service Award to Mohamad Abu Bakar; SOS - 20 Years Long Service Award to Koh Soo Lee, Mariana Amad and Sia Ai Nghoh; Seacare - 10 Years Long Service Award to Saravanan Subramaniam from Seacare Environmental, Connie Low from Seacare Manpower Services, Melissa Lim from Seacare Maritime Medical Centre and Lim Chye Teen from Seacare Properties.

The event also highlighted SOS GS brother Kam Soon Huat's co-option into the ITF Executive Board, and former SOS President brother Mohamed Idris's conferment of the May Day Veteran of Labour Award. Both leaders delivered their speeches before joining the recipients and key officers for a group photograph and champagne toasting.





## SOS - 10 YEARS LONG SERVICE AWARD RECIPIENT

### •••• Mohamad Bin Abu Bakar

Brother Mohamad, President of SOS, was a Bosun before joining SOS as an IR Executive in 2007. His experience at sea allowed him to understand the concerns of seamen and to better represent them. Actively enhancing members' well-being and promoting good industrial relations, Mohamad is well-liked and has earned the respect of his peers and fellow colleagues.



### •••• Koh Soo Lee

Sister Soo Lee began her career with SOS as an Administrative Executive in 1997. Today she is a Senior Manager in the General Secretary's Office, serving as the main point of contact for the GS Office. She also serves as a liaison to the Executive Committee and management teams. Much loved by her colleagues, Soo Lee is gentle, has a calm demeanour and never loses her temper.



### •••• Mariana Binte Amad

Sister Mariana, Manager of Welfare & Membership Services, has been with SOS for 20 years. She takes pride in her work and always deliver excellent customer service and communications to members. Her dedication, commitment and experience have led to her additional appointments in the Seacare Group of Companies.



### •••• Sia Ai Ngoh

Sister Ai Ngoh, a Chartered Accountant of Singapore, joined SOS some 20 years ago. As Deputy COO of SOS Finance & Investment Division and CFO of the Seacare Group of companies, Ai Ngoh juggles multiple roles as adviser, gatekeeper, manager and strategist for both organisations. She works tirelessly throughout the year to ensure all accounts are in order and their datelines met.

## SEACARE - 10 YEARS LONG SERVICE AWARD RECIPIENTS

### Saravanan A/L Subramaniam, Seacare Environmental Pte Ltd

Saravanan joined Seacare Environmental Pte Ltd in 2007. He is responsible for maintaining the office cleanliness of Seacare Environmental's clientele at Tuas Avenue. With his years of experience as a cleaning specialist, Seacare Environmental readily counts on Saravanan to meet customer's requirements with uncompromising standard of service.



### Connie Low, Seacare Manpower Services Pte Ltd

Connie joined Seacare Manpower Services Pte Ltd in 2007. She handles clients and employees' enquiries, resolves disputes and drafts employment and service contracts. Despite her busy workload, Connie takes time to mentor junior executives to excel at work. She is diligent, dependable and a role model for her colleagues.



### Melissa Lim, Seacare Maritime Medical Centre Pte Ltd

Melissa joined Seacare Maritime Medical Centre Pte Ltd a decade ago. As a Clinical Assistant, her responsibilities include receiving calls, registering patients, scheduling appointments for laboratory tests, specialist referrals and performing basic clinical procedures. Melissa plays an important role in providing doctors with the right information to deliver the best care. She is an excellent team player and a conscientious worker.



### Lim Chye Teen, Seacare Properties Pte Ltd

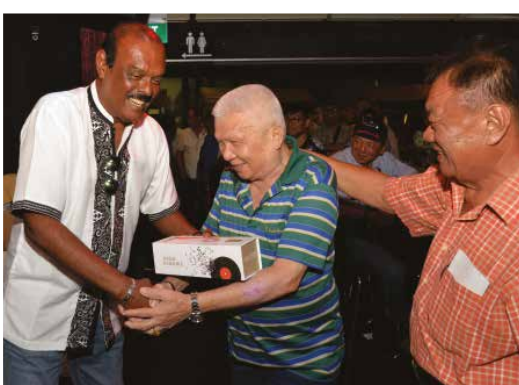
Chye Teen joined Seacare a decade ago and kicked off his career at Seacare GolfLink Pte Ltd, Seacare Landscape Pte Ltd and Seacare Foundation Pte Ltd. He was later transferred to Seacare Properties Pte Ltd in 2010 and is now the CEO of the company. Chye Teen serves concurrently as CEO of Seacare Hospitality Pte Ltd and Chairman of the Seacare UK Hotels Management Team. Chye Teen is one who knows the way, goes the way and shows the way.



# FORGING THE KAMPONG SPIRIT AT MEMBERS' KAMPONG NIGHT

The kampong spirit was an all-time high at SOS Members' Night, held at Club@52 on 24 March 2018. This year, some 130 SOS members re-ignited the good old kampong days with a lineup of programme and mouth-watering buffet of kampong delicacies such as nasi lemak, durian ice kacang, otak otak, colourful nyonya kueh kueh.

Singapore's famous Lydia Sum personality and comedian, Happy Fei Fei and emcee Jesson Chng entertained the excited crowd with kampong games and quizzes that brought back fond memories of the good old days where the sense of community was strong. There were also stage games on customs and traditions of different races to forge stronger bonds. Everyone was entirely immersed in the ambience. Some were singing and dancing along with popular live band Pianistar while others were enjoying poses at the instant photo booth. And of course, the much anticipated Lucky Draw closed the night with much expectancy for the next Members' Night!







SEACAREFOCUS

SEACAREFOCUS

SEACAREFOCUS

SEACAREFOCUS







# STAR-STUDDED LUNAR NEW YEAR CELEBRATION FOR 400 JALAN KUKOH RESIDENTS

The star-studded Lunar New Year celebration held at Red Star would be talked about and remembered for a long time to come by the senior residents of Jalan Kukoh.

To celebrate the festivity, SOS, Seacare and Chip Eng Seng Group jointly put forth an unforgettable program on 20 February 2018 for the enjoyment of 400 Jalan Kukoh residents with Mr Lim Tiam Seng, Honorary Chairman & Advisor of Chip Eng Seng Group, as the event special guest.







The lo hei and eight course lunch was just the icing on the cake. The appearance of celebrities like actors Chen Zhicai, Xiang Yun and their son Chen Yixi had the seniors mesmerized while the presence of the god of fortune mascots added flavor and colour to the fun event. The guests were also entertained with familiar songs by Ruping, Bao Bei Sisters, Wang Lei, Qiu Wen and more.

The generosity of the hosts touched the residents who each went home with a \$60 hong bao and a Lunar New Year goodie bag. Ten among them had the pleasure of returning home with a lucky draw prize.

What a wonderful way to kick off the new year!







## BRINGING THE CELEBRATION TO THE DOORSTEP

Thirty selected households in Jalan Kukoh estate were in for a nice surprise when a team of 10 SOS and seacare volunteers and two Jalan Kukoh Resident Committee volunteers came knocking on their door; all ready to wish them a prosperous Lunar New Year.

The special visit on 21 February 2018 came complete with Hong Bao of \$60 each and a goodie bag containing Chinese New Year goodies and mandarin oranges – courtesy of SOS and Seacare.







The presence of the god of fortune mascot was the icing on the cake and the residents eagerly posed for polaroid photos to be taken and given as a souvenir.

The three hour visit was specially arranged for residents who had missed the Lunar New Year celebration luncheon held at Red Star the day before due to their walking difficulties.

The beneficiaries were more than happy to welcome the visitors to their homes and grateful that SOS/Seacare had brought the celebration right to their doorsteps. They might struggle with mobility but they are not forgotten.





# SEACARE HOSPITALITY EXPANDS TO 10

Seacare Hospitality has expanded its UK hospitality portfolio with the addition of another two hotels. By August 2018, Seacare Hospitality would acquire the Ivy Bush Royal Hotel in Carmarthen, Wales and the Best Western Station Hotel in Dumfries. This brings the total number of Seacare-owned hotels in the United Kingdom to 10!



## IVY BUSH ROYAL HOTEL CARMARTHEN, WALES

Voted the best place to reside in Wales in 2017, the Ivy Bush Royal has long welcomed leisure and business guests in considerable comfort and style. The 70-room hotel is located in the heart of the iconic Carmarthen town centre and commands a spectacular position at the gateway to the Golden West. Once a favoured retreat for Lord Nelson and Lady Hamilton, the hotel has been modernised to blend its old countryside charm with modern facilities.






# BEST WESTERN STATION HOTEL

## DUMFRIES, SCOTLAND

The Best Western Station Hotel in Dumfries, Scotland is an award-winning Victorian railway hotel with an excellent location. It is just a 5 minutes' walk from Dumfries town centre and a good base for visiting popular points of interest like the Dumfries Aviation Museum, Castle Douglas, Robert Burns House, as well as the beautiful Sweet Heart Abbey. Located next to Dumfries station, the hotel provides convenient links to many other destinations in and out of Dumfries. The hotel boasts a unique brand of hospitality, not to mention its award-winning restaurant and modern conference facilities.







OVERALL CONCEPT

# SEACARE PROPERTY JOINTLY ACQUIRES BALMORAL SITE

Seacare Property Development Pte Ltd, together with its SGX-listed partners Tiong Seng Holdings Limited, Ocean Sky International Limited and Progen Holdings Limited have successfully acquired two plots of land at 17 Balmoral Road on 24 November 2017 through their Joint Venture (JV) company – TSky Balmoral Pte Ltd.

TSky Balmoral will be 70:20:10 owned by TSky Development, Progen Industrial and Seacare, respectively.

17 Balmoral Road belong to the current site of the historic Sloane Court Hotel which has been operating since the 1960s. The land area will be developed into a 52-unit freehold luxury residential project with the sale launch for the residential site to commence in 4Q 2018. Construction is scheduled to start in 2Q 2018 and expected date of completion is to fall in 2Q 2020.







# SEACARE MEDICAL SCHEME (SMS) EYE CARE REIMBURSEMENT BENEFIT



**T**ap on your SMS benefit valued up to **S\$100**, for eye-related medical costs - such as eye examination, consultation, medication and treatment from any eye centre, clinic and/or hospital.

## Make a Claim In 3 Easy Steps

1



Visit SOS Membership Services Division office (claim must be made within 3 months from date of receipt)

2



Bring original receipt containing your name. Fill up reimbursement form

3



Reimbursement will be made within 4 weeks upon the submission of both documents

### Terms & Conditions

\*Qualified SOS Local Members are eligible to a reimbursement benefit of up to S\$100 per member for eye check-up, consultation, treatment and/or related costs (for non-cosmetic purpose) from any licensed healthcare establishments in Singapore, such as eye centre, clinic or hospital, between **1 April 2018 to 31 March 2019**.

The benefit is non-transferable. Unutilised benefits cannot be carried forward or encashed.

\*Qualified local members comprise: SOS Ordinary Member, Participating Local Member and Participating Staff – all of whom must be a paid up member in the month of the appointment. All Associate for Life, Cadre and Founder Member are automatically eligible.

For more information: <http://www.osea.org.sg/s-smssgeye-1.html>

For enquiries, call SOS Membership Services at 63795666



# CREATING SERVICE OPPORTUNITIES

Building trust and rapport goes a long way to enhance service opportunities – this is what 15 trainees learned at the SkillsFuture Singapore (SSG) approved competency-based training programme organised by Seacare Manpower Services Pte Ltd.

Service excellence was given a boost at the two-day course held on 16-17 March 2018 at The Meeting Suite, Orchard Plaza where participants from schools and government agencies picked up relevant skills and knowledge that equipped them to be better service-oriented professionals.

Through case studies, guided discussions, role play and group discussions, the participants gained practical tips on how to develop trust, anticipate needs, perform follow up actions to gain customer confidence and apply persuasive and convincing skills when offering a form of service.

The course, Building Rapport to Create Service Opportunities, also enabled the participants to identify the qualities and characteristics of a service-oriented professional. It is a module in the National Service Excellence framework.





# SEACARE MANPOWER'S EMILY LEE WINS NTUC MEMBERSHIP CARDS SALES CHALLENGE

When it comes to promoting the NTUC Membership Card and its privileges, Ms Emily Lee Choy Ling from Seacare Manpower Services Pte Ltd does it with tenacity and conviction.

Ms Lee was one of the three winners of the NTUC Membership Card Sales Challenge (from an outsourced agency). She closed 15 per cent more sales between September to November 2017, compared to previous two months.

To celebrate the achievement, NTUC Membership Department hosted a appreciation lunch on 15 December 2017 at the Kublai Khan Mongolian BBQ & International Seafood Buffet for Ms Lee and the other winners. The Seacare team was there to cheer her on. Congratulations!





**SiNG→LOUD**  
**SiNG→PROUD**  
**SiNG→APORE**  
**14.10.2018**



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**CONGRESS 2018**  
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