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COVID-19:
**SOS PLEDGES
S\$1.5M TO DEFRAY
CREW'S STAY AND
MEALS AT THE
SEACARE HOTEL**

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SOS SETS UP S\$1.5MILLION FUND TO HELP IN CREW CHANGE



In the spirit of solidarity during the COVID-19 pandemic, SOS is setting aside more than S\$1.5m to support safe crew change and help shipping companies defray the cost of accommodation and meals at the Seacare Hotel.

The Seacare Hotel is one of the two facilities designated by Maritime and Port Authority of Singapore (MPA) to accommodate crew who are unable to transfer directly to his/her vessel or flight and require a temporary rest area of up to 48 hours.

Out of concern for the crews' welfare during the COVID-19 pandemic, the SOS leadership unanimously supported the initiative to go the extra mile to offer practical help to seafarers who need to be changed over to and from the ships.

During this time, SOS doubled the e-voucher entitlements of each eligible shipping company participating in the Seacare Sailors' Home Scheme (SSS). The SSS e-vouchers can be used to redeem full board accommodation at the Seacare Hotel.

For shipping companies that do not have collective bargaining agreements with SOS, the Union sponsors three free meals daily for their crew housed at the Seacare Hotel.

"We want to show our appreciation to seafarers who are the essential frontline workers during this challenging time. SOS also wants to reduce the financial burden of shipping companies. The enhancement of the Seacare Sailors Home Scheme is our way of showing that we are in this together," said SOS President Kam Soon Huat.

"Seacare, as a co-operative set up by SOS, knows what it takes to look after the seafarers. The Seacare Hotel is a natural choice because the maritime industry knows that the hotel is for seafarers," Brother Kam said this about the 101-room hotel.

As of 17 June 2020, there are more than 100 shipping companies with valid SOS Collective Bargaining Agreements and the majority of them participate in the Seacare Sailors' Home Scheme.

"As many seafarers serving onboard vessels have worked several months beyond their contracts, we strongly encourage shipping companies to expedite crew changes and to take this opportunity to utilise the SSS e-vouchers at the Seacare Hotel to accommodate the seafarers," Brother Kam urged.



One of the first few seafarers who sought rest at the Seacare Hotel was Ordinary Seaman Carlos who had a nine-month contract sailing on board a vessel managed by Anglo-Eastern. Due to the COVID-19 travel restrictions and stringent safety measures, Carlos had to stay on board the vessel for another month before he could sign off and be repatriated back to the Philippines.

“I am looking forward to spending my time with my family whom I haven't seen for 10 months. I am grateful that my company has arranged for me to stay at the Seacare Hotel. It is comfortable, safe and nice.”

Carlos

Suneth Brian Pinto, a wiper, was also on a nine-month contract and could only sign-off a month later when the crew change issues were straightened out.

“I felt a little stressed and bored being stuck on board for longer than the contract period. The wait to be signed off and uncertainty was starting to take a toll on me and the crew members. I will fly back to India and be quarantined for 14 days before I can see my family. I am unsure what lies ahead in terms of contract assignments after this. I can only hope for the best.”

For Babu Singh, a wiper, he was just grateful to be sailing again. He flew in from New Delhi on 6 July 2020 after going without pay for eight months. He last signed off in October 2019.

“A lot of work went into preparing for the crew change. I thank everyone for making it possible. Even arranging for me to stay at Seacare Hotel before I joined the ship.”

“We are committed to ensuring crew changes happen, and have taken a lead in bringing our overdue crew members home while signing on joiners waiting to earn again. It is necessary, both on humanitarian grounds and for reasons of safety, in addition to keeping global supply chains moving. Seafarers are key workers.”

Anglo-Eastern Management





For Capt Simrandeep Singh Gill, Master on Southern Star managed by Thome Offshore, he too was appreciative for all the work that went into facilitating a safe crew change.

Since there was no available flight out of India, shipping companies banded together to arrange for a chartered flight for seafarers like Capt Simrandeep to fly from Delhi to Doha, and then a regular commercial flight from Doha to Singapore. He had to do a COVID-19 swab test within 48 hours before departure and get a fit-to-travel certification issued by a doctor.

Upon arrival on 1 July 2020, Capt Simrandeep checked into Seacare Hotel to have a good night's rest before going onboard for a two month sail.

"The arrangements done by Thome Offshore for the joining crew at Singapore were very meticulously handled. Owing to this crew change being done for the first time amidst the ongoing global pandemic, there were concerns and requirements which were addressed by Thome Offshore in close coordination with MPA, Directorate General of Shipping, India, and joining seafarers.



I would like to thank Thome Offshore Crewing, MPA and SOS for carrying out the crew change in a safe and efficient manner taking into consideration all safety measures required towards the prevention of COVID-19."

Capt Simrandeep's last sign-off was in January 2020 and he was due to sail again in March. "Due to the COVID-19 lockdown, I had to stay home. Though the quality time with my family was great, I am glad to be able to start work again after a three month delay."

"As one of the first vessels to crew change under the new regime, we did encounter several teething problems and we are grateful to Thome Agency and MPA for working constructively with us to resolve these. We also want to thank the staff of Seacare Hotel for taking such good care of our crew under difficult circumstances."

Thome Offshore Management



All photos courtesy of Maritime and Port Authority of Singapore.

DAY OF THE SEAFARER

CREW CHANGE CROSSES 13,000

The approved cases of crew change crossed 13,000 involving some 650 companies and 1150 ships as Singapore celebrated the international Day of the Seafarer on 25 June 2020.

This is being done in a controlled and regulated environment through a 'safe corridor' to minimise any risk to public health within Singapore as well as to the shipping community.

The Maritime and Port Authority of Singapore (MPA) reported this at the annual tripartite event that pays tribute to seafarers and acknowledges the contributions they have been making in maintaining the flow of goods.

"During this pandemic, seafarers have been working tirelessly to keep our ports open and cargoes flowing. Today, we join the international maritime community to celebrate this important Day of the Seafarer and thank our seafarers for their contributions," said Senior Minister of State for Transport and Health Dr Lam Pin Min.

Together with MPA, Singapore Maritime Officers' Union and Singapore Shipping Association, SOS prepared 1,000 care packs for ships in the Port of Singapore, reaching out to some 10,000 seafarers. 3D-printed face shields were also presented to signing-off seafarers for their additional protection when wearing a mask during the journey home. These face shields were manufactured by a local start-up, Siege Advanced Manufacturing.

One of the highlights of the event was the delivery of care packs to a PIL vessel, 'Kota Nasrat', using a drone. The shore to ship delivery

▲ From left: SOS President Kam Soon Huat, SMOU GS Mary Liew, Senior Minister of State Dr Lam, SSA President Caroline Yang, MPA CE Quah Ley Hoon at the Day of the Seafarer celebration.





was conducted by another local start-up 'F-Drones' and demonstrated the use of new technologies to enhance safety and efficiency of deliveries traditionally performed by small launches or boats.

Those present at the event also witnessed the process of tele-medicine consultation and how the fit-to-fly certificate is being issued. As part of the celebration, Dr Lam presented MPA's contribution of S\$200,000 to seafarer missions.

▼ Brother Kam presenting the care packs at Marina South Pier.

"On the Day of Seafarer, we stand in solidarity in appreciating seafarers who are essential frontline workers. Seafarers, as key workers, must be treated with respect and dignity."

SOS President Kam Soon Huat



MEET AND GREET SIGN ON AND OFF CREW

On 12 June 2020, the tripartite team, including SOS President Kam Soon Huat, was at Changi Airport to meet and greet 54 crew members who flew to Singapore from Mumbai, India, to join six ships at the Port of Singapore and 87 crew members who took the same flight back to Mumbai. MPA, together with other government agencies, unions and the shipping industry, have been facilitating these crew changes in a safe and efficient manner, while ensuring the wellbeing of seafarers.



All photos courtesy of Maritime and Port Authority of Singapore.

WORLD'S GOVERNMENTS PLEDGE TO ACT SWIFTLY IN SAFE CREW CHANGES

Governments from across the world, including Singapore, adopted a statement expressing their appreciation to seafarers and pledging to urgently resolve issues that have arisen due to the COVID-19 pandemic.

At the International Maritime Virtual Summit on Crew Changes hosted by the United Kingdom in London on 9 July 2020, ITF General Secretary Stephen Cotton said that governments adopted a statement pledging to urgently take forward a range of actions to 'avert the global crisis that is unfolding at sea' for the more than 400,000 seafarers who are trapped working on ships beyond their contracts, and desperately wanting to return home.

He called on the ministers and officials to not ignore the plight of seafarers, and their fundamental human dignity; and to "follow through on the critical pledges by bringing in practical exemptions and waivers that allow seafarers to move freely to enable safe crew changes and repatriation to their home countries."

"After months of this crew change crisis getting worse, governments must do their bit. That means that port states where ships dock; flag states where ships are registered; transit hubs with airports; and the home countries of seafarers, all need to make visa, quarantine and border exceptions for seafarers now, not tomorrow, not next week," said Mr Cotton.

"We applaud those leaders who came together today for recognising the danger that tired, fatigued crew working beyond their contracts present to seafarers' personal welfare as well as the operation of global supply chains and preventing the potential increase of marine accidents and pollution – other nations need to step up."

"Governments must move from 'appreciation [of] the world's seafarers who have continued tirelessly to operate ships and move trade throughout this global crisis' to concrete action. Now it's about accountability, words will not get our people off these ships."

ITF General Secretary Stephen Cotton



Photo credit: ITF

GLOBAL PORT MAP FOR SEAFARERS

Seafarers now have a vital resource to count on to find out the latest information on restrictions, safety measures and procedures in effect in ports across the world and contact details for the International Transport Federation (ITF) inspectors.

ITF launched the global port map showing seafarers the effect of COVID-19 restrictions imposed by governments in different countries.

Seafarers can click on the map to view current COVID-19 information, and the contact details for ITF inspectors. The map shows countries that allow crew change with some or no restrictions; allow crew change but with increased restrictions; and countries with crew change allowed. The information is based on data from the ITF's network of around 140 inspectors and contact networks.

The ITF inspectorate coordinator Steve Trowsdale said: "The world's seafarers have been left in a uniquely vulnerable position by this crisis. They are miles from home with little access to useful or helpful information.

"This map is just another way the ITF is using everything at its disposal to be there for every seafarer caught up in this situation. Any seafarer with serious problems should use the map to contact the nearest inspector or network coordinator, or our dedicated seafarers support team."



The seafarers support team can be contacted via seafsupport@itf.org.uk, WhatsApp/Viber **+44 7523 515097** or Facebook **@itfseafarerssupport**.

SOS VETERANS RECEIVE MAY DAY AWARDS

Former SOS Trustee Leow Peng Kui and SOS Trustee Kamis Hussain were conferred May Day Awards for their outstanding contributions this year. They were both nominated by SOS.

The May Day Awards 2020 honours exemplary union leaders, workers and tripartite partners who contribute towards better wages, welfare and work prospects for the workers.

This year, over 100 exemplary individuals and organisations are being recognised for their efforts in making a difference to workers' lives.

Due to the COVID-19 pandemic, no physical May Day Awards presentation event was held this year. NTUC announced that "alternative arrangements to honour this year's awardees will be advised at a later date."

Friend of Labour Award

LEOW PENG KUI

Former Trustee

Singapore Organisation of Seamen

Leow Peng Kui was one of the founding members of SOS, faithfully serving as a Trustee from 1986 till 2019.

A veteran unionist, he worked for more than 33 years in different capacities in NTUC. His insights on the Labour Movement reinforced the growth and development of SOS, while his wisdom and composure brought robustness to the union's important strategic discussions.

Known for his ability to connect with workers from all walks of life, his heart and empathy for union members have made a difference to how SOS serves its members today.





Veteran of Labour Award

KAMIS HUSSAIN

Trustee

Singapore Organisation of Seamen

Kamis' strong conviction and outspokenness on seafarers' welfare has earned him much respect among his peers.

He has been a tireless advocate of seafarers' interests since 1993, when he started serving as a Member of SOS Executive Committee, before stepping down and being appointed as a Trustee in 2019.

His unwavering commitment to represent members' well-being, in areas such as workplace protection and better wages, was distinctly displayed in his involvement in the Industrial Relations Committee. His passion to reach out to SOS local and foreign members led him to contribute purposefully in the Corporate Communications Committee, where he provided the members' perspective on media coverage and outreach.



SINGAPORE UNIONS ASSIST CREW OF RUSSIAN-FLAG VESSEL RECOVER US\$160,000 WAGES

Russian container ship Sevastopol, owned and managed by Gudzon Shipping, was arrested in Singapore on 22 October 2019. The vessel was docked in Singapore since February 2019, where it experienced auxiliary-engine failure.

At the point of the seizure of MV Sevastopol, there were 13 crew on board, and access to the ship was restricted while judicial proceedings continued. The Russian Embassy in Singapore arranged with the employer to continue paying the crew members' wages, which went on until December 2019. Thereafter, when wage payments ceased from January 2020, both SOS and SMOU were approached to assist with recovering the crews' wages.

On 13 February 2020, SOS Vice President Mohamad Abu Bakar and IR Executive Alan Kor joined representatives from the Russian Embassy, Law firm Gurbani & Co and SMOU to go onboard MV Sevastopol to witness the signing of the Warrant to Act, to help the crew file their wage claims. With sufficient documentary proof of actual wages paid to each crew member, the lawyers managed to file the crews' Statement of Claims to the court,



which amounted to almost US\$160,000. These were wages owed to the 13 crew members since January 2020. It was agreed that seafarers' wages would be recovered from proceeds of the sales of the ship.

Other welfare issues that plagued the seafarers were concerns over their safe sign-off and return to their country. Due to border control restrictions and crew change rules imposed as a result of the current COVID-19 situation, the Russian Embassy is working closely with the Sheriff's agent, MPA, and other government agencies to facilitate the repatriation process.





STRONG SOS DIGITAL PRESENCE AT CAPITAL LINK OPERATIONAL EXCELLENCE IN SHIPPING FORUM

SOS digital presence was flying high at this year's biggest digital maritime conference – the 10th Annual Capital Link Operational Excellence in Shipping Forum.

Held on 16 and 17 June 2020, the forum featured a stellar line-up, with industry leaders from all over the world, connected on-line and addressing a global audience on critical industry topics.

The unique two-day networking event, enabled through technology connected stakeholders in the maritime industry such as shipping companies, charterers, government and non-government industry associations, classification societies, P&I Clubs, Registries, technology & service providers and the financial and investment community. Through an interactive platform, conference attendees could join live chat rooms, participate in group discussions, tour and engage with exhibitors and could even manage their conference materials with their own virtual briefcase.





SOS had a digital booth set up at the forum, where participants could go on a virtual tour and view how the union has been looking after the welfare of seafarers who are key workers. It was a unique experience for the global audience and a great way of connecting through technology.

Into its 10th run, the Capital Link Shipping Forum is the only forum that showcases Operational Excellence in the Maritime Sector and explores Best Industry Practices across all major areas such as fleet management, technological innovation, crewing, energy efficiency and the environment, safety & security. This year, the forum paid special attention to operational challenges brought about by COVID-19, sustainability and environmental, social, and governance (ESG) considerations and new challenges on ship safety, security and human resources.





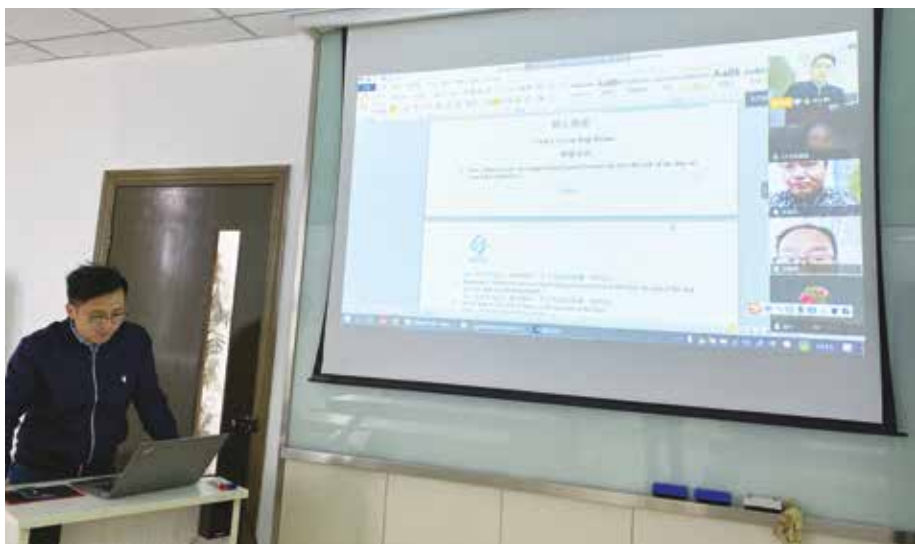
▲ Kickstarting online lessons was Capt Jiang.

SQRT69 GOES ONLINE

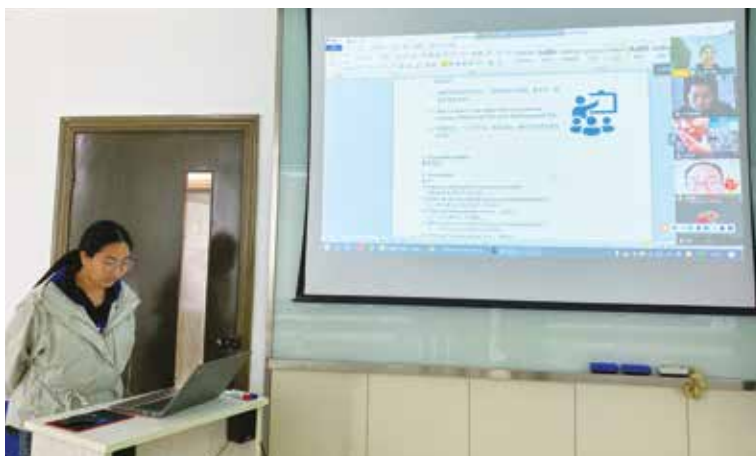
The COVID-19 pandemic has caused chaos and disrupted educational activities across the world. As it will not be pragmatic to let time go by and allow important education to remain stagnant, the educational industry responded by switching to online platforms. Singapore (Nantong) International Maritime Institute (SNIMI) was one such educational player that responded swiftly by using online platforms to conduct its lessons.

From 27 April to 22 May 2020, the 69th Seacare Quality Rating Training (SQRT) course went online for the first time in SNIMI history. Lessons were conducted on campus in Nantong China, while its students participated from their computer or mobile devices in their homes.

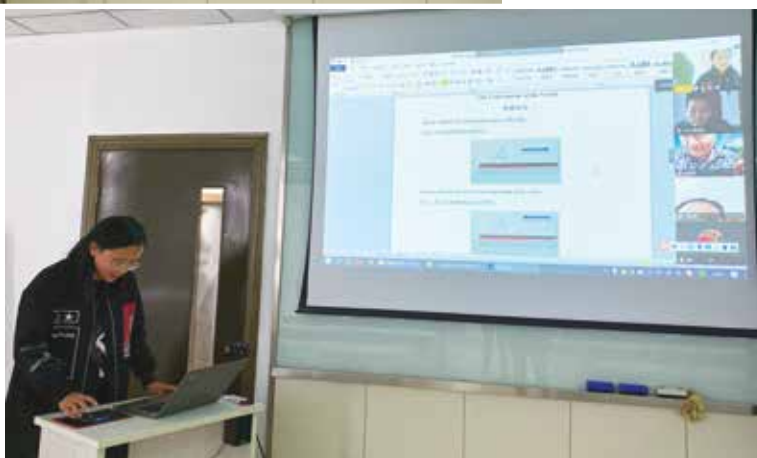
So, how effective were the online classes?



► Trainers found that with the online platform, there was greater participation among students.



▲► Two-way interaction in class via WeChat video calls and group chats becomes a new normal in student engagement.



Ensuring learning outcomes were uncompromised

Despite the distant learning environment, it remained important to engage the students. SNIMI conducted its online training using Tencent Conference, WeChat video call and group chat. These platforms allowed seamless two-way interactions and were an effective way for trainers to easily monitor students' attention and concentration.

Attendance was also taken twice a day, once in the morning and once in the afternoon by SNIMI trainers to ensure the ratings' presence throughout the whole day of training.

An interesting discovery about conducting the lessons online was the increased participation of students. In previous courses, the more enthusiastic or outspoken ratings tend to outshine the more reserved ones during lessons. However, with the online platform there was greater participation even from students who were more reserved.

During the first week of the course, when the trainers evaluated the ratings, they found that the students had a below average score (50 to 59/100). However, after nearly three weeks into the programme, most of them attained an 'average' level (60 to 69/100) with some attaining a 'good' rating level (70 to 79/100). Notably, one rating had a 'very good' score.

An overall evaluation score indicated that the 15 ratings rated 4.75 out of 5. The evaluation results displayed that the quality of the training was not compromised despite it being conducted online.

The ratings and their families are happy that training can still be done without the need for physical attendance and in the safety and comfort of their homes despite the on-going pandemic. This way, everyone stays safe, no time is wasted and the ratings are ready and prepared for stints on board vessels when the situation improves.

It is all about staying united and learning together in times of crisis.

FIGHTING ADVERSITY WITH FORTITUDE



Singapore's \$33 billion Fortitude Budget, which was presented by Deputy Prime Minister and Finance Minister Heng Swee Keat in Parliament on 26 May 2020, builds on the Unity, Resilience and Solidarity Budgets to help businesses and individuals adapt and build resilience, amid the COVID-19 pandemic.

Together with the Unity, Resilience and Solidarity Budgets, the Government is dedicating \$92.9 billion, the amount of which is 19.2% of Singapore's GDP. This is a landmark package, and a necessary response to an unprecedented crisis.

"The central focus of this Budget is jobs. This Budget will continue to support workers and businesses who remain affected by border

closures and safe distancing measures. Given the significant changes in the global economy ahead, we will provide support to enable our businesses and workers to adapt, transform and seize new opportunities, to emerge stronger. We aim to enable workers and businesses to go through this difficult period together, in a synergistic way," DPM Heng said.

Calling it a "landmark package, and a necessary response to an unprecedented crisis", DPM Heng in his speech made on 26 May 2020 also highlighted that additional support is given to households and community to cope with the disruptions, and seize new opportunities in adversity. This will help us build a stronger and more inclusive society.

"The battle against COVID-19 will be a long one. The road ahead will be uncertain, with more ups and downs. Our generation must have the fortitude to persevere, to adapt and to emerge stronger, just like our founding generation. This is why I have named this our Fortitude Budget – courage in adversity.

Moving forward with Fortitude – as we stay United as one people, remain Resilient in the face of adversity, and stand in Solidarity with one another. We will overcome. We will emerge stronger together as Singapore United, Singapore Together."

Deputy Prime Minister Heng Swee Keat

Here are some of the measures under the Fortitude Budget.

SG United Jobs and Skills Package

- **\$2 billion** to create close to **100,000 jobs**, traineeships, and training opportunities.
 - **SGUnited Jobs**: **40,000** new jobs, with **15,000** offered by the public sector and **25,000** offered by the private sector.
 - **SGUnited Traineeships**: **21,000** traineeships to help local first-time jobseekers gain valuable relevant experience in high-demand areas.
 - **SGUnited Mid-Career Traineeships**: **4,000** traineeships to help local unemployed mid-career jobseekers gain new skills and start new careers
 - **SG United Skills**: Training courses for about **30,000** jobseekers to upgrade their skills while looking for a job, with training allowance of **\$1,200 per month** to cover basic expenses.
- **Enhanced Hiring Incentive of up to \$12,000 per worker**, for employers that hire local workers who have completed eligible reskilling and training schemes.
- **SkillsFuture Next Bound**
 - **\$500** SkillsFuture Credit top-up for Singaporeans aged 25 and above
 - Special **\$500** SkillsFuture Credit top-up for Singaporeans aged 40 to 60
- **SEP Training Support Scheme**
 - Extended till **end-2020** for eligible self-employed persons (SEPs) to train and **up-skill** during downtime
 - Enhanced training allowance rate of **\$10 per hour**

Financial Relief for Workers

- **Additional \$800 million** for the COVID-19 Support Grant (CSG) to continue supporting Singaporeans who have lost their jobs, are placed on no-pay leave, or are facing significant income loss due to COVID-19.

Supporting Seniors

- **Seniors Go Digital**
 - **Build digital literacy** for seniors through one-to-one coaching and small-group learning
 - **Financial support** for lower-income seniors to own digital devices
- **Matched Retirement Savings Scheme**
 - Government will **match CPF Retirement Account top-ups dollar-for-dollar**, up to an annual cap of \$600, from 2021 to 2025
 - **Up to \$3,000** in matched savings over 5 years
- **Silver Support Scheme**
 - **Up to \$900** in quarterly cash payouts from 2021
 - Raise total CPF contributions threshold from \$70,000 to **\$140,000**
 - **New payout tier** for eligible seniors with monthly household income per person above \$1300 but not more than \$1,800
- **Care and Support Package**
 - **\$100 cash** for all Singaporeans aged 50 and above in 2020 (replaces PAssion Card Top-up)
- **Defer Higher CPF Contribution Rates**
 - Defer the planned increase in CPF contribution rates for senior workers for one year, from 1 January 2021 to 1 January 2022

For the full list of the key measures, please check out www.singaporebudget.gov.sg

MEMBERS CAN TAP ON NTUC CARE FUND (COVID-19)

In view of the economic uncertainties that was brought about by the COVID-19 outbreak, NTUC rolled out the NTUC Care Fund (COVID-19) for union members who face financial distress during this challenging period.

A total of \$25 million has been set aside for the Care Fund, contributed by NTUC, the Government and NTUC affiliated Unions and Associations. The fund is applicable for those retrenched, whose benefits do not exceed S\$6,500, or those suffering an income drop of at least 30%. Union members (including self-employed union members) who meet the criteria, stand to receive a one-off relief payment of up to S\$300 whose income has been affected by COVID-19.

Since May 2020, some 42 SOS members have successfully applied for the NTUC Care Fund through SOS.

Some members who were unsure about the application process dropped by SOS Membership Department and were guided through step by step, how to check eligibility criteria and quantum, how to apply and what supporting documents are required for their application.

SOS members who qualify for the funding are encouraged to tap on this fund and submit their application by 30 September 2020.



NTUC Care Fund (COVID-19)

One-off cash relief for members in hardship

Union members, we've got you covered!

Do you:

| | |
|--|--|
| Stay with dependants in the same household in Singapore? | Have no dependants staying in the same household in Singapore? |
|--|--|

Is this you?

| | |
|---|---|
| Used to earn not more than \$3,400 in Gross Monthly Personal Income, and | Used to earn not more than \$1,500 in Gross Monthly Personal Income, and |
|---|---|

EITHER

suffered income drop of more than 30%?

OR

are self-employed and had events or jobs cancelled?

You are eligible to receive:

| | |
|--|---|
| \$300 (existing member) \$200 (new member*) | \$100 (existing member) \$50 (new member*) |
|--|---|

* Sign-ups after 1 March 2020

Apply for NTUC Care Fund (COVID-19) now

Know of any union members who are affected? Share this with them!

Find out more at www.ntuc.org.sg/Ucare

Terms and conditions apply.

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#everyworkermatters





SEACAREFocus

SEACAREFocus



THE SEACARE HOTEL – A SAFE HAVEN

To support safe crew changes and the shipping companies during the COVID-19 pandemic, SOS has set aside more than S\$1.5million to help defray the cost of accommodation and meals for seafarers staying at the Seacare Hotel.

Since 2 July 2020, the Seacare Hotel is solely reserved to accommodate seafarers who are unable to transfer directly to his/her vessel or flight and require a temporary rest area of up to 48 hours.

The Seacare Hotel provides a safe haven for seafarers, many of whom have spent months at sea beyond their original contracts. For them, it is a long-awaited respite to be able set foot on a welcoming shore, being another step closer to their journey home.

During the guests' stay in the hotel, stringent safety protocols are put in place to safeguard the health and safety of seafarers and hotel staff. Delicious warm meals are delivered to guests' doorsteps. There are security guards posted to keep the hotel area safe. The hotel staff is always ready to meet the hospitality needs of every guest.





A seafarer guest who stayed at Seacare Hotel, after being able to sign off was grateful for the experience. "A lot of work went into preparing for a comfortable, safe and secure stay. Thank you Seacare Hotel for the nice experience."

"In times of crisis such as this, I am so proud to see how Seacare Hotel rise up to its call to provide a safe haven and great hospitality."

Francis Choo, General Manager, Seacare Hotel



The Seacare Hotel is one of the two facilities designated by Maritime and Port Authority of Singapore (MPA) to be able to accept bookings by shipping companies / agents applying for crew change in special circumstances.

The 101-room hotel is owned by Seacare Co-operative Limited (Seacare), a co-operative founded by the Singapore Organisation of Seamen (SOS). It is the first hotel in Singapore that is owned by a co-operative.



HOSPITALITY HEROES: HOW IVY BUSH ROYAL HOTEL SERVES NHS STAFF

Amid the COVID-19 pandemic in the United Kingdom, the move by Ivy Bush Royal Hotel in Carmarthen to stand behind the National Health Service (NHS) is lauded by Carmarthenshire Council.

The hotel opened its doors to provide safe and secure accommodation to the frontline medical workers who are working tirelessly at Glangwili General Hospital so that they can have much needed rest and avoid long commute. Ivy Bush Royal Hotel is only about a 15-minute drive from the hospital.

“The NHS got in touch with us and asked about availability. We were only too happy to help,” said Mrs Alison Jones, General Manager Ivy Bush Royal Hotel.

“I was overwhelmed to see how well the whole team set about preparing the hotel for the arrival of the doctors and helping them settle in with as little fuss as possible. We understood that this was going to be a very difficult time for them, so if we could make them feel welcome and give additional support, then this was our way of doing our little bit for the NHS heroes working on the

front line whilst being away from their families and loved ones.”

From March to May 2020, Ivy Bush Royal hotel has accommodated NHS junior doctors from the hospital and supported NHS with 1634 room nights.

Aside from providing rooms, in the true spirit of hospitality, Ivy Bush Royal Hotel staff went the extra mile by taking care of their laundry and servicing their bedrooms at their convenient time, working around their shift patterns. Fridges and microwave ovens are also installed to give the doctors the option of having flexible meal times.

“In addition to the excellent breakfast, courtesy of the hotel, most of the junior doctors have used the hotel's restaurant facilities at some point too. I've had several conversations with others praising the hotel's kitchen team. In instances of self-isolation, the hotel has provided meals and room items in a prompt and professional manner. Crucially and more importantly, the hotel has also taken extra measures to prevent the spread of COVID-19 amongst guests and staff with posters and signages reminding individuals to maintain social distancing and with provision

of hand sanitising stations near public areas. In summary, the junior doctors have been well provided for and have enjoyed their sojourn in the Ivy Bush Royal Hotel," the NHS Wales Travel Manager commended.

The hotel team is provided with personal protective equipment (PPE) to carry out their daily duties, ensuring additional cleaning measures with particular attention to areas of contact.

"On a personal note, I have found the staff to be lovely people and having got to know several of them over the course of my stay I believe they are a real credit to the hotel. They have been warm and friendly, and have put up with the oddities of my own room when cleaning, and have been central to the very positive safe stay I have had in the Ivy Bush."

Dr Zach du Toit, a long-stay guest

In addition to receiving the NHS front line workers, the hotel has also supported with accommodation of more than 330 room nights from Dyfed-Powys Police Force and London Metropolitan Police and over 500 room night bookings from the UK Ministry of Defence (MOD) for Army Military personnel working on CV19 Track & Trace at the local Carmarthen County Showground.

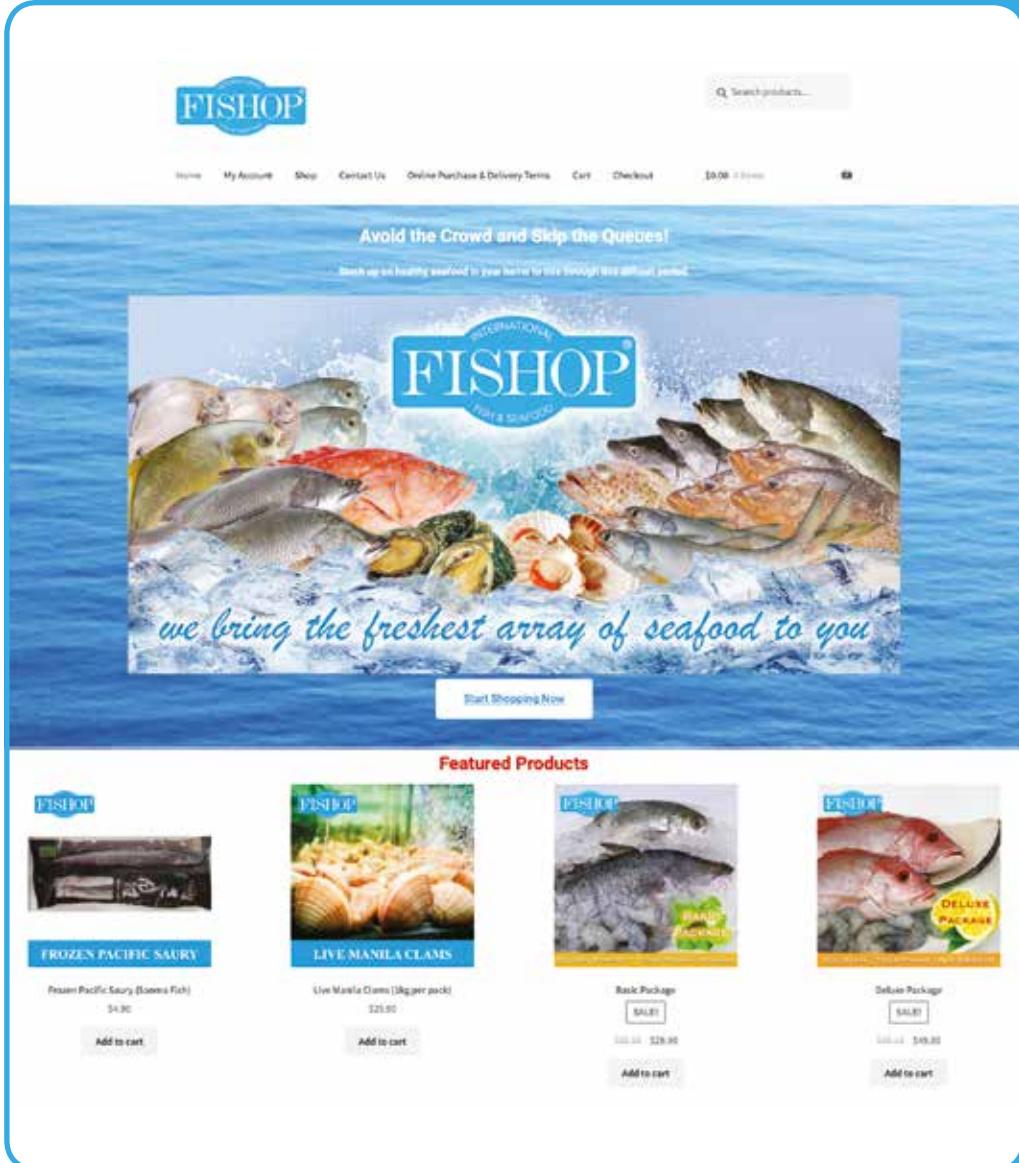


▼ Ivy Bush Royal Hotel was awarded Ashley & Newey Hotel Partner of the Year 2019.



FISHOP SUPPORTS THE ARTS DURING PANDEMIC

Fishop Pte Ltd, a subsidiary of BLU Ventures Holdings, which Seacare Foundation has a vested interest in, is making waves and bringing their unique offering to discerning tastes, through Fishop's online store which was launched on 5 April 2020.



Fishop Pte Ltd is partnering with The Fool Theatre (TFT) to support the arts community by targeting to raise S\$20,000 to help the freelancers in the community to cope with the loss of jobs and income due to the COVID-19 outbreak.

Customers who order through the Fishop online store will get to enjoy 6% off their total purchase and free delivery when they spend a minimum of S\$60. Fishop will donate the discounted amount to TFT to lend a helping hand to the freelancers in the arts community.

Through the Fishop online store, consumers not only have convenient access to fresh seafood, they can enjoy having their purchases delivered right to their doorsteps.

*Use coupon **TFT5** to enjoy free delivery and 6% off the total online purchases at **www.fishop.com.sg** and Fishop will donate 6% to The Fool Theatre Ltd (UEN: 201736761K). A minimum purchase of S\$60 applies.*



Fishop Pte Ltd is a premium seafood retailer with its flagship store in Anchor Point Shopping Centre, Alexandra Road.

It forms part of an international group of companies with consultants and specialists who are veterans in the seafood industry.

With a global network covering Asia, Europe, Americas and Africa, Fishop Pte Ltd also has more than 50 years of experience in the manufacturing, handling and distributing of high quality and sustainable seafood products such as Boston live lobsters, Australian salmons and Japanese tunas.



WHAT'S NOT TO LOVE ABOUT A GUILT-FREE LOW CALORIE ICE CREAM?

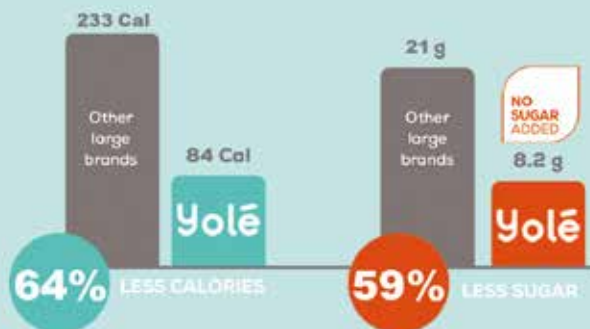
Yes, you heard right. Yolé ice cream has less calories, fats, and sugars than any other brand in the ice cream market. With the use of natural finest ingredients from Spain, Yolé has perfected an ice cream that is rich, and full-flavoured with no sugar added (NSA).

Meet the all new Yolé NSA tubs, the first to be launched in Singapore. Available in five delightful flavours such as **Natural Frozen Yogurt, Strawberry, Mango, Chocolate and Cookies and Cream**, the Yolé NSA range has 64 per cent less calories and 59 per cent less sugar compared to any other brands in the ice cream market. It's the healthiest choice dessert in the world!



Nutritional value of a 100g of Yolé ice cream compared to another brand.

| | Standard rich strawberry ice cream brand | Strawberry flavour Yolé |
|----------|--|--------------------------------|
| Calories | 233 cal | 84 cal |
| Fats | 16.2g | 1.9g |
| Sugar | 21g | 8.2g |
| Protein | 3.5g | 5.7g |



Nutritional values per 100g
Example: Yolé Natural Strawberry vs Strawberry from other large brands

As the appointed sole distributor of Yolé in Singapore, Yolé Distribution Services Pte Ltd (YDSPL), a subsidiary of BLU Ventures Holdings Pte Ltd, which Seacare Foundation Pte Ltd has a 20 per cent stake in, has already flooded the Singapore market with its five flavours in 500ml tubs, and added 100ml size of these new Yolé NSA tubs.

Since last year, YDSPL has increased its delivery by 20 per cent, from 224 to 264 points of delivery for supermarkets. Yolé NSA tubs (500ml and 100ml) are now available at major supermarket chains island-wide such as Sheng Siong, Giant, FairPrice, Cold Storage, Hao Mart, Cheers, 7-Eleven stores and online platform Redmart and Amazon Prime. The presence of Yolé is fast expanding with a growing appetite for healthier choice. It's finding its way into food and beverage (f&b) businesses such as hotels, restaurants and airlines.



Yolé is developing its range of products with NSA popsicles as well to cater to a wide variety of markets globally. Through its R&D laboratory in Spain, it's developing innovative product lines. Look out for more exotic flavours such as NY Cheesecake and other fruity variants that will be introduced to the line-up of Yolé NSA tubs. YDSPL is also excited to bring in more new innovations such as cone ice cream and Yolé chocolate coated popsicles, the world's first NSA popsicle, into Singapore by 2021.

There's everything to love about these Yolé NSA tubs that contain less calories without compromising on taste. It's all the company you need whenever you wish to indulge and treat yourself to a healthier choice dessert. Choose Yolé NSA!



Congratulations



Friend of Labour Award

Dolly Goh

Former Chief Executive Officer

Singapore National Co-operative Federation

seAcAre



The All New Yolé Tubs



Yolé

The all new NSA (No Sugar Added) YOLE Tubs are made with a reinvented recipe that is newly launched in Singapore. They are available in five delightful flavours such as Natural, Mango, Chocolate, Strawberry and Cookies and Cream. The ice cream features premium natural ingredients from Spain, containing less calories and has no sugar added. YOLE NSA Tubs has 64 per cent less calories, less fats, and 59 per cent less sugar compared to any other brands in the ice cream market; but it is rich and full-flavoured. Look out for more exotic flavours such as NY Cheesecake and other fruity variants that will be introduced to the line-up of YOLE NSA Tubs. With YOLE, you can enjoy a healthier choice dessert without any guilt at the comfort of your home!

Available at all major supermarkets such as NTUC FairPrice, NTUC FairPrice Xtra, NTUC FairPrice Finest, Cold Storage, Sheng Siong, Giant and Redmart.



Seacare Hotel

Exclusively for Seafarers

*A*s a designated holding facility to accommodate approved crew change, Seacare Hotel offers a comforting, safe and secure place for seafarers to recharge.

Shipping companies covered with a valid SOS Collective Bargaining Agreement (CBA) and participating in Seacare Sailors' Home Scheme (SSS) can use SSS e-vouchers to redeem for full board accommodation at the Seacare Hotel.

CBA shipping companies not participating in SSS will be offered a special room rate at 20 per cent discount and SOS will sponsor three meals per day for their seafarers staying at the Seacare Hotel.

For shipping companies that do not have CBA with SOS, the Union will also sponsor three meals per day for their seafarers housed at the Seacare Hotel.

During the pandemic, Seacare Hotel opens its door exclusively for seafarers.

Seafarers are key workers. We welcome you.



For Hotel Stay bookings,
please call: **+65-6818 2688** or **email: reservations@theseacarehotel.com.sg**

For SSS E-Vouchers,
please call: **+65-6379 5666** or **email: thrft@seacare.com.sg**

* conditions apply.