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Singapore Organisation of Seamen and
Seacare Co-operative Limited

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An aerial photograph of a vast port area under a cloudy sky. Numerous cargo ships of various sizes are scattered across the blue water. In the foreground, a large red and white cargo ship is moving towards the bottom right. The water is a deep blue, and the horizon is visible in the distance.

**FIRST GLOBAL
TRIPARTITE
INITIATIVE
SG-STAR FUND TO
SUPPORT SHIP CREW
SUPPLYING NATIONS**

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Photo credit MPA

▲ MPA, SSA, SMOU and SOS signed a Letter of Intent to establish a S\$1 million Singapore Shipping Tripartite Alliance Resilience (SG-STAR) Fund to work with stakeholders in seafaring nations on concrete solutions for safe crew changes.

S\$1.68M SG-STAR FUND

FIRST GLOBAL TRIPARTITE INITIATIVE LAUNCHED TO SUPPORT CREW CHANGE

To accelerate the process and propagate best practices of safe crew change, the Maritime and Port Authority of Singapore (MPA), Singapore Shipping Association (SSA), Singapore Maritime Officers' Union (SMOU) and SOS, pulled their resources together to establish a S\$1million Singapore Shipping Tripartite Alliance Resilience (SG-STAR) Fund.

The International Transport Workers' Federation (ITF) and the International Maritime Employers' Council (IMEC) responded to Singapore's call for like-minded international partners to participate in the tripartite initiative and contribute to the Alliance fund so that actions can be scaled up.

ITF and IMEC have jointly contributed US\$500,000 to the SG-STAR Fund that is set up to work with stakeholders in seafaring nations on concrete solutions for safe crew changes, such as initiatives on best practices for crew holding facilities and Polymerase Chain Reaction (PCR) testing centres. The total fund now amounts to S\$1.68 million (approximately US\$1.2 million).

Besides ITF and IMEC, the International Chamber of Shipping (ICS) has extended its technical expertise in shipping to provide additional support for SG-STAR Fund.

In the joint release, it was reported that with the contribution and support by ITF, IMEC and ICS, the SG-STAR Fund is the first global tripartite initiative bringing together like-minded international partners from the industry, unions

and government to facilitate safe crew changes. The fund will be disbursed for use upstream in countries where seafarers come from.

"This has been a trying time for seafarers," said Transport Minister Ong Ye Kung, "They have been working tirelessly to keep goods flowing around the world. But due to health and safety concerns, many have encountered difficulties to call on ports and undergo crew change, and that has severely affected their well-being. It is therefore very important for all stakeholders to come together to ensure safe port operations and safe crew changes."

ITF General Secretary Stephen Cotton highlighted that the SG-STAR Fund has the potential to support practical solutions to reduce the severity of the crew change crisis for the world's 1.4 million seafarers.

"For over six months," Mr Cotton shared, "the crew change crisis has seen hundreds of thousands of seafarers either trapped on ships or unemployed at home, desperate to get to work. For the world's seafarers, they need practical solutions now, not tomorrow, to end this humanitarian crisis and get seafarers to and from ships in a safe manner. This joint initiative, working with tripartite partners to promote practical solutions to the crew change crisis, will be key to breaking the current deadlock."

Following the signing of the letter of intent for the SG-STAR Fund on 28 August 2020 between SOS, MPA, SSA and SMOU, a task



Photo credit MPA

force has been formed to work with stakeholders on solutions for safe crew change. Spearheaded by SSA Council Member and Chair of SSA Services Committee, Nitin Mathur, with initial members from SOS, MPA, and SMOU, the task force will first work with seafarer supplying countries such as the Philippines and India on key initiatives, which include the accreditation of quarantine and isolation facilities, COVID-19 PCR testing certification, “white-listing” of clinics for PCR testing, digital solutions for tracking crew change, and interactive training sessions for crew to help them understand crew change procedures and guidelines.

▲ A tripartite collaboration with the government, industry and unions to ensure safe crew change.

SSA President Caroline Yang will chair the Governance Committee for the SG-STAR Fund, comprising MPA Chief Executive Quah Ley Hoon, SMOU General Secretary Mary Liew, SOS President Kam Soon Huat, ITF General Secretary Stephen Cotton, and IMEC Chairman Capt. Belal Ahmed. Appointed as the Senior Advisor to the Governance Committee is Dr Lam Pin Min, Honorary Member of SSA and CEO of Eagle Eye Centre.



“The COVID-19 pandemic is unfairly trapping seafarers. This initiative is exactly the type of project needed to resolve the crew change crisis.”

Mr Guy Platten, Secretary General of the ICS

“The ILO warmly welcomes the contributions from the ITF, IMEC and ICS to the SG-STAR Fund which not only provides much-needed resources but confirms the tripartite and truly global reach of the initiative. This is exactly the type of response that we need to the dramatic and worldwide problems of crew changes.”

Mr Guy Ryder, International Labour Organization, Director-General

“This is a commendable global initiative bringing together the collective efforts of governments, the shipping industry and maritime unions to take concrete steps to address the urgent issue of crew change.”

Mr Kitack Lim, Secretary-General of International Maritime Organization

“The crew change crisis caused by the COVID-19 pandemic has brought various maritime players to work together more closely than ever before. IMEC has participated and contributed to both global and Singapore based discussions aimed at finding solutions and providing guidance as the crisis evolved. We are pleased to join the SG-STAR Fund and hope bring our expertise to help find solutions to this crisis. I am confident this determined partnership will lead the way to practical approaches to a crisis that is expected to stay with us for months to come.”

Capt Belal Ahmed, IMEC Chairman

“It is the well-being of our seafarers that helps keep global supply chains remain open for essential goods to be shipped into Singapore and around the world... We look forward to the SG-STAR Fund paving the way for greater participation and synergy by the international maritime community to enable safe crew change.”

Ms Caroline Yang, President of the Singapore Shipping Association

“Now with the formation of the SG-STAR Fund, we can help strengthen safe crew change of seafarers from the labour supply countries. This is the result of a committed tripartite effort in the maritime industry which will assist more seafarers to be reunited with their families back home and at the same time, allow fresh crew to sign on safely so as to provide for their families.”

Ms Mary Liew, SMOU General Secretary

“The COVID-19 pandemic is a global crisis that demands a global response. Only by pulling our resources together can we accelerate safe crew change and help distressed seafarers who have been severely impacted worldwide. We look forward to more international partners coming onboard and participate in the SG-STAR Fund to make timely and safe crew change possible.”

Mr Kam Soon Huat, SOS President



Photo credit MPA

SINGAPORE SETS UP NEW CREW FACILITATION CENTRE

To further secure safe port operations and facilitate crew change, the Maritime and Port Authority of Singapore (MPA) with the support of PSA Singapore has set up a new Crew Facilitation Centre (CFC), a self-contained facility with onsite medical testing and holding facilities.

Starting from 1 September 2020, the Centre at the Tanjong Pagar Terminal uses an existing floating accommodation to house sign-on crew for up to 48 hours prior to them boarding their ships, if required, when their ship and flight schedule do not match. The CFC will facilitate more crew change to take place in Singapore and keep both the ships and local community safe.

Sign-off crew will proceed to depart Singapore or stay at existing designated holding facilities such as The Seacare Hotel for up to 48 hours—strictly segregated from the community.

Also in place are enhanced precautionary measures for ships that call at local waters and streamlined crew change processes. These would further safeguard seafarers during crew change.

▲ The Crew Facilitation Centre uses an automatic mass temperature screening system with AI capabilities developed by MPA.



Mr Kam Soon Huat, President of SOS, applauded MPA's move, **“SOS is heartened that MPA has taken the move forward to ensure safe and timely repatriation of seafarers and getting fresh crew on board. The streamlined crew change procedures and dedicated facility for sign-on crews are practical solutions to keep the supply chain open and to protect the rights of seafarers. Singapore has sent a strong message to the world that we recognise seafarers as essential workers and we appreciate the crucial role seafarers play in the global economy.”**

Mr Michael Phoon, Executive Director of Singapore Shipping Association (SSA) and Chair of Singapore Crew Change Workgroup, extended the praise, **“SSA welcomes the set-up and dedication of the CFC for sign-on crew in the port of Singapore. As the chair of the Singapore Crew Change Workgroup, the segregation of holding facilities to manage the different sets of sign-on/sign-off crew is another step forward to help mitigate the current critical crew change issue. We foresee that the CFC, along with other added measures, can boost the confidence and assurance for the shipping community to carry out safe crew change in Singapore.”**

▼ The new Crew Facilitation Centre, a self-contained facility with an onsite medical centre, testing and holding facilities for sign-on crew.



Photo credit MPA

EXTENSION OF ASSISTANCE TO SINGAPORE SEAFARERS UNDER SEAFARERS RELIEF FUND

To continue supporting Singaporean seafarers whose employment have been affected by the global COVID-19 outbreak, the Seafarers Relief Package (SRP) will be extended by three months.

Eligible Singaporean seafarers who are unable to secure shipboard employment between 1 May 2020 to 31 Dec 2020 may apply for up to S\$4,800 (i.e. S\$800 x 6) in financial assistance.

Since 1 May 2020, the Maritime and Port Authority of Singapore (MPA), together with Singapore Maritime Officers' Union (SMOU) and SOS, have provided up to S\$800 per month in financial assistance to each local seafarer who was unable to secure shipboard employment between 1 May 2020 to 31 July 2020, due to border control measures and crew change restrictions.

In the latest move by MPA, SMOU and SOS, the SRP will be extended by three months (i.e. the maximum support provided to an eligible Singaporean seafarer would be increased from three to six months). The extended eligibility period for the SRP is from 1 August 2020 to 31 December 2020.

The fund is open to active Singaporean seafarers (seamen registered with MPA, in the case of ratings) who have been deployed onboard foreign-going vessel from 1 November 2019 onwards and are awaiting assignment or on standby for employment onboard foreign-going vessel or unable to secure shipboard employment for 30 days or more from 1 May 2020 to 31 December 2020 (i.e. not paid seafaring allowance).

Seafarers are frontline workers who keep essential goods flowing, and they make invaluable contributions to Singapore's maritime sector. MPA, SMOU and SOS will continue to work with industry partners to support Singaporean seafarers during this COVID-19 period.

SEAFARERS RELIEF PACKAGE APPLICATION

Criteria	Documents Required
<ul style="list-style-type: none"> Singaporean who is an active seafarer (seamen registered with MPA, in the case of ratings) who has been recently deployed onboard foreign-going vessel from 1 November 2019 onwards Awaiting assignment / on standby for employment onboard foreign-going vessel / unable to secure shipboard employment for 30 days or more from 1 May 2020 to 31 December 2020 (i.e. not paid seafaring allowance) Exclude individuals who have benefited from the COVID-19 Support Grant administered by the Ministry of Social and Family Development and the Self-Employed Income Relief Scheme administered by the Ministry of Manpower and NTUC Income. 	<ol style="list-style-type: none"> Copy of NRIC Copy of Seaman's Registration Card (SRC) Copy of Seaman Discharge Book showing last sailing period Any one of the following: <ol style="list-style-type: none"> Copy of pay slip for period between 1 May 2020 to 31 December 2020, where you were on standby on shore OR Letter from employer confirming the period between 1 May 2020 to 31 December 2020 where you were on standby on shore, due to the COVID-19 situation Name of Bank & Bank Account Number

Please submit your online application after 30 May 2020 via weblink:

<https://bit.ly/2HeFTNG>

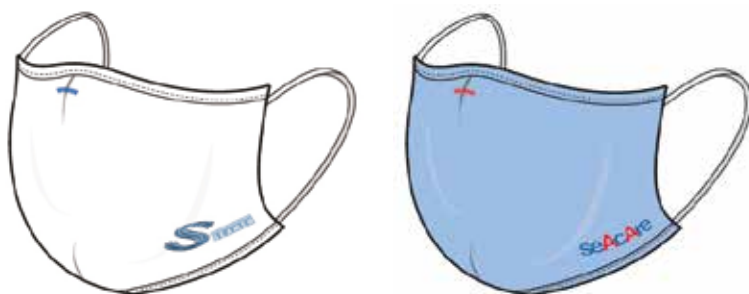
or later, after the declared period where you were unable to secure employment onboard foreign-going vessel. Applications should come in latest by **31 March 2021**.

Members who wish to apply for the SRP or have any enquiries, please contact SOS Membership & Welfare Services Division at **6379 5666**.

SOS/SEACARE REUSABLE FACE MASKS FOR THE MARITIME COMMUNITY

Since wearing face masks became mandatory six months ago for everyone when they are outdoors, more people are opting for reusable cloth mask for a number of reasons: eco-friendly, reusable, comfortable, to name a few. This is why SOS and Seacare have come up with one for the maritime community.

Durable enough for frequent wash and use, SOS/Seacare reusable fabric face mask comes in two colourways: white and sky-blue. The former is imprinted with an SOS logo on the bottom left. The latter, on the other hand, carries Seacare's.



SOS/Seacare mask collection exercise started from 17 September 2020, where local members picked up their masks at the Seacare Building. They were also given out to seafarers staying or transiting at The Seacare Hotel and to the shipping community.

We may not be able to see the smiles beneath the masks, but the smiling eyes tell a lot! Happy masking.





About Forever Family Reusable Mask

This reusable mask uses a newly discovered combination of materials and has a high bacteria filtration efficacy (BFE). It has undergone extensive testing and is able to last 30 hand wash cycles while maintaining high bacteria filtration performance.

The reusable mask comprise three functional layers:

- Water repellent outer layer
- Reinforced filtration layer that blocks off more than 95% fluid droplets
- Hypoallergenic and quick dry inner layer

The duckbill shaped design can fit a variety of face shapes and sizes. It introduces an air pocket near the nose and mouth to improve comfort and breathability. It provides good comfort and possess functionality comparable to surgical masks.



Reinforced High Filtration



Water Repellent (Outer Layer)



Breathable



Washable 30 Times



Environment Friendly



Comfort Fit

WORLD MARITIME DAY 2020: SUSTAINABLE SHIPPING FOR A SUSTAINABLE PLANET

On 24 September 2020, the International Maritime Organisation (IMO) and the global maritime community came together to celebrate World Maritime Day (WMD) in the form of an IMO-hosted online event, due to social distancing measures caused by the pandemic.

The 2020 theme was "Sustainable Shipping for a Sustainable Planet".

The IMO noted that this year saw the impact of COVID-19 on everyone across the globe. Yet the global crisis has demonstrated the importance of shipping as the most reliable, efficient and cost-effective method of transporting goods internationally.



"Shipping remains the leading facilitator of the global economy, carrying more than 80% of global trade," said IMO Secretary-General Kitack Lim in his WMD message.

Pointing to the 2020 theme as being more relevant than ever in such times, Mr Lim continued, "In the post-COVID world, much focus will be directed at the 2030 Agenda for Sustainable Development and the 17 Sustainable Development Goals adopted by all UN Member States in 2015. These goals are as relevant as ever, and shipping is essential for sustainable development. The 2030 Agenda will only be realised with a sustainable transport sector supporting world trade and facilitating the global economy."

At the webinar, global audience heard from speakers representing government, international organizations and innovative enterprises, on how innovation, the maritime workforce and the role of industry and governments can work to realise shipping's sustainable future. They raised issues and highlighted solutions facing shipping, particularly in the context of the COVID-19 pandemic.

An overarching theme was that the pandemic could and should be the catalyst for positive change, with international and cross-sector cooperation being the key.

Here are some highlights:

Praising the unprecedented level of cooperation amongst maritime sector in response to the pandemic.

“Never has the spirit of cooperation been more important than now. I can assure you that IMO, as the global regulator of international shipping, is ready to establish new partnerships for cooperation and sustainable economic recovery, and to help drive the SDGs, for the benefit of all humankind.”

Mr Kitack Lim, IMO Secretary-General

The need to protect our marine environment.

“Today's summit is testimony to our international efforts. It is right that as we build our way out of the COVID-19 pandemic, we double down on protecting our environment to deliver a greener future.”

H.E. Mr Robert Courts, Minister for Aviation, Maritime and Security, Department for Transport (United Kingdom)

Coordinated and international cooperation

“The pandemic has not changed our shared sustainable shipping target. But, in a competitive world, it is easier to follow than to lead – easier to let others take risks. The solution is to have coordinated and international cooperation.”

Mr Alastair Fischbacher, President Elect & Trustee, The Institute of Marine Engineering, Science and Technology (IMarEST)

On shared responsibility in response to a question about how to combine ambitious goals on international ship emissions and sustainable growth of developing countries.

“Strong action calls for more collaboration between the health sector and the maritime sector because health is a shared responsibility.”

Dr Jaouad Mahjour, Assistant Director-General, Emergency Preparedness, WHO Health Emergencies Programme (WHO)

On maritime careers

“The old way of looking at maritime careers is outdated. Instead, a ‘lifespan’ approach that mixes onboard and onshore work is needed. We need to move to achieve work-family fusion to attract the best and broadest range of talents, because new generations have different values and expectations about how they are spending the hours in their lives.”

Ms Birgit Liodden, Founder and CEO, The Ocean Opportunity Lab

On ocean plastic

“To tackle the problem of illegal littering we need new approaches and mechanisms which goes beyond regulation. We need to adopt measures within a circular economy and focus on systematic approach involving all stakeholders.”

H.E. Prof Ricardo Serrão Santos, Minister of the Sea, Portugal

SEAFARERS HAPPINESS INDEX REVEALS SEAFARERS' PLIGHT

According to the latest Seafarers Happiness Index report, published by The Mission to Seafarers, seafarers continue to face a bleak future in the face of the COVID-19 pandemic.

The Seafarers Happiness Index is a barometer of the key issues facing those at sea, conducted every three months. Seafarers are asked 10 key questions about their experiences, via an online survey.

The survey, undertaken with the support of the Shipowners' Club and Wallem Group, reports on the experiences of seafarers between July and September 2020.



Data tells us:

- The average SHI results showed happiness levels of seafarers at 6.35/10 surprisingly up from 6.18 in Q2.
- Happiness levels took a rather surprising uptick this time round.
- There was some positivity early in the Quarter, and signs of an increasing optimism as national borders appeared to be opening once more.
- As the Quarter closed, there was very much a sense that the second wave of COVID-19 was beginning to put paid to hopes of many to get home, or indeed back to work.
- As optimism evaporated, seafarers felt they were “reaching the end of their tether”.
- The data plunged as the Quarter progressed – with a sense that the initial hopes of leave were dashed.

General Impressions show:

- “Life during COVID is hell” was a response that seemed to capture much of the mood unfortunately.
- Frustration as trips have gone far over the expected time frames.
- Tolerance is being stretched and working 12 hours a day, 7 days a week for such sustained periods is taking a toll.
- Crew who perform manual tasks feel utterly exhausted, their bodies, as well as their spirits, are approaching broken.
- Tensions are rising. Masters and officers were accused of working crews without due consideration of the circumstances
- Calls for the pressures of the job to be scaled back. “We are working as hard as ever for longer than ever” ran one comment.
- The pressures of vetting were mentioned on multiple occasions, and there were once again numerous reports of bullying, with nationality seemingly the biggest catalyst for such problems.
- “The only reason to smile is the contact to my family”. Being connected is no longer simply important it is absolutely vital.

“All of us who care about our seafarers must act now and act faster to deliver the immediate support and relief that they need, along with a longer-term plan of action; one that meets the needs of those serving at sea and those stranded ashore.”

Andrew Wright, Secretary General of The Mission to Seafarers.

Visit www.happyatsea.org to find out more, and to complete the survey.

Source: www.happyatsea.org



MOONCAKES DELIVERED WITH LOVE

This year's Mid-Autumn Celebration with AWWA took a different route due to COVID-19 visiting restrictions. SOS hand-delivered mooncakes to AWWA Senior Community Home (SCH).

SOS' Corporate Social Responsibility (CSR) project, which was co-funded by NTUC U Care, saw union leaders and staff rolling up their sleeves and packing some 140 gift sets containing mooncakes and essential health and hygiene products on the morning of 24 September 2020. Thereafter, SOS representatives comprising Vice-President Mohamad Abu Bakar, Executive Secretary Chen Chuanyi, Senior Manager Shirley Lai, and Manager Jullienne Low delivered the gift packs to AWWA SCH. There to receive the gifts were Mr Sairam Azad, Deputy Director, Health and

Senior Care and Ms Karen Choong, Programme Executive of AWWA.

Being one of SOS's adopted charity organisation, AWWA SCH has been a beneficiary when SOS organise social events, festival celebrations and excursions, as part of its community outreach efforts. SOS was informed that the senior residents were delighted to receive the mooncakes and appreciated the variety of flavour. The thoughtful gesture from SOS brought back good memories of past events such as SOS Hong Bao Presentation and Lunar New Year Celebration, Family Day, National Day, Hari Raya Celebration where AWWA had been part of.

Given the current COVID climate, activities and outings had grinded to a halt, but nevertheless, senior residents at AWWA SCH were thrilled and touched by continuous acts of kindness from SOS. Although group activities and outings are still not allowed to prevent the risk of infection, senior residents are looking forward to the day when COVID-19 safe management measures relax.

AWWA posted on their Facebook page:

Thank you Singapore Organisation of Seamen (SOS) for bringing so much joy to our seniors at AWWA Senior Community Home! They were thrilled to receive these mooncakes and essential items!





SAFE LESSONS CONTINUE WITH SQRT 73 AND 74

With the global COVID-19 situation in China gradually improving, Singapore (Nantong) International Maritime Institute (SNIMI) held its second round of physical classes.

From 17 August to 11 September 2020, SNIMI opened its doors to 30 ratings for the 73rd and 74th Seacare Quality Rating Training (SQRT) course. The four-week training programme, conducted in Shanghai, continued to adopt safe management measures such as safe-distancing and mandatory wearing of face masks during lessons to ensure the safety of all students.

As with the recent cohort of SQRT 71 and 72, the trend of female ratings participation continues to be seen with two female ratings in SQRT 73.

Zhang Zhi Wen was particularly enthusiastic about the training. The 21-year-old youth who hails from Jiangsu, has not worked on board a vessel yet and is looking forward to applying his newly acquired skills into practical use.

One particular issue the ratings faced with regards to learning English was the pronunciation,





since many of them come from different provinces of China and possess distinct local accents. The SNIMI trainers had the ratings undergo consistent reading of the International Phonetic Alphabet (IPA) during the four weeks. This not only helped them to improve their pronunciation but also improved their confidence to use English in their course of work.

Among the best takeaway from the course were lessons on how to use Personal Protection Equipment (PPE) effectively during work on board. Ratings found this useful as they did not know much about PPE prior to the course.

The SQRT course, an initiative by the SOS, under the Seacare Maritime Training Scheme (SMTS) does more than just train ratings to communicate effectively in the English language so as to minimise misunderstanding and miscommunication with other team members while onboard vessels, but it also equips ratings with essential skills such as basic watchkeeping requirements and safety aspects of handling seamanship tasks.

The next upcoming SQRT courses will be held in Nantong in October 2020.



PRESS ON, SINGAPORE!

The National Jobs Council has curated 117,500 opportunities under the SGUnited Jobs and Skills Package as of end-August.

"This is good progress, but we must press on," said Deputy Prime Minister, Coordinating Minister for Economic Policies and Minister for Finance Heng Swee Keat during his Ministerial Statement in Parliament on October 2020.

DPM Heng announced that the Council is working closely with companies to hire mid-career jobseekers looking to make a switch in their careers, and to redeploy workers in affected sectors where activities are low, such as aviation

and tourism, to areas of need and where their skills are valued, such as healthcare and childcare.

It is also engaging companies to offer traineeships, company attachments, and training opportunities, which can later lead to good jobs.

"The key task now is to make sure that workers know of, and are successfully matched to these opportunities," he said. "I encourage everyone to step out of your comfort zones and keep an open mind to learn new skills and take on new jobs."

"Together, we will overcome this crisis and emerge stronger."

SGUnited Jobs and Skills Centres in the heartlands

Not sure how the SGUnited Jobs and Skills Package can help you look for jobs or training opportunities? Visit the SGUnited Jobs and Skills Centre nearest to you and speak to the Career Ambassador.

The centres are open on Mondays to Saturdays, 10am to 5.30pm, and closed on Sundays and Public Holidays. For the full list of the SGUnited Jobs and Skills Centres, check out page 20.

Job Security Council Jobs Alert

To keep you updated on the latest jobs, NTUC Job Security Council (JSC) has two Telegram channels to alert job seekers on the latest job vacancies.

Subscribe to JSC Telegram channels today! If you don't have Telegram, get more info on how to download the app at <https://telegram.org/>



Job Alert for PMET
Join Our Telegram

<https://bit.ly/jsc-ja-pmet>



Job Alert for non-PMET
Join Our Telegram

<https://bit.ly/jsc-ja-nonpmet>

CONTINUED SUPPORT FOR WORKERS AND JOBS

Supporting Jobs



go.gov.sg/

Jobs Support

- Support for wages **extended up to March 2021**, bringing total coverage up to 17 months of wages
- Up to 50% support, based on projected recovery of the different sectors



go.gov.sg/gi

Jobs Growth Incentive

- \$1 billion programme to support firms to increase their headcount of local workers from September 2020 to February 2021
- For each new local hire, the Government will co-fund the **first \$5,000 of gross monthly wages** for up to 12 months
 - Up to 25% for those below 40 years old
 - Up to 50% for those 40 years old and above
 - **[New]** Up to 50% for all persons with disabilities (PWDs)

Supporting Workers



go.gov.sg/csg

COVID-19 Support Grant (CSG)

- Application period **extended till 31 December 2020**
- Open to both existing CSG recipients and new applicants from 1 October 2020
- Unemployed applicants must demonstrate job search or training efforts to qualify



go.gov.sg/csp2020

Workfare Special Payment

- Eligibility **widened** to those who received Workfare Income Supplement for work done in 2020, and who are not already receiving the Special Payment
- One-off payment of **\$3,000** to be received from October 2020 onwards



Enhanced Training Support Package

- **[New]** Six-month extension till 30 June 2021
 - Enhanced course fee subsidies of 90% for hardest-hit sectors, including the Marine and Offshore sector
 - Absentee payroll support rate will be lowered to 80% from 2021, capped at \$7.50 per hour

Supporting Firms



startupsg.gov.sg/
programmes/4894/
startup-sg-founder

- Up to \$150 million, to enhance the **Startup SG Founder programme** in phases, to boost the pipeline of new innovative startups in Singapore

- Raised the startup capital grant amount from \$30,000 to \$50,000
- Raised the Government matching ratio from 3:1 to 5:1
- Introduced three-month venture building programmes



- **[New]** Extension of the Temporary Bridging Loan Programme till September 2021 at reduced levels, to provide working capital for business needs

- **[New]** Adjustment of support under the Enterprise Financing Scheme, to help Singapore enterprises access financing in areas such as trade and project needs
- **[New]** Extension or enhancement of capability-building grants for businesses seeking to internationalise, transform, and digitalise
 - Market Readiness Assistance Grant, Productivity Solutions Grant, Enterprise Development Grant, and PACT programme

SGUNITED JOBS AND SKILLS CENTRE

Locations	Address
Bishan Community Club	Level 2, Activity Room, 51 Bishan Street 13, S(579 799)
Boon Lay Community Club	10 Boon Lay Place, #02-08, S(649 882)
Bukit Batok Community Club	21 Bukit Batok Central, #03-02, S(659 959)
Bukit Panjang Community Club	Room 02-06, 8 Pending Road, S(678 295)
Canberra Community Club	Room 02-01, 2 Sembawang Crescent, S(757 632)
Cheng San Community Club	Level 1, opposite service office, 6 Ang Mo Kio Street 53, S(569 205)
Ci Yuan Community Club	Level 4, Multi-Purpose Room 5, 51 Hougang Avenue 9, S(538 776)
Clementi Community Centre	Room 01-07, 220 Clementi Avenue 4, S(129 880)
Kampong Chai Chee Community Club at Heartbeat@Bedok	11 Bedok North Street 1, #01-31, S(469 662)
Keat Hong Community Club	2 Choa Chu Kang Loop, #03-05, S(689 687)
Macpherson Community Club	Room 02-02 400 Paya Lebar Way, S(379 131)
Marine Parade Community Club	Level 3, Activity Room 6, 278 Marine Parade Road, S(449 282)
Marsiling Community Club	100 Admiralty Road, #01-04, S(739 980)
Nee Soon South Community Club	30 Yishun Street 81, #01-03, S(768 455)
Queenstown Community Centre	Activity Room 01-05, 365 Commonwealth Avenue, S(149 732)
Sengkang Community Club	2 Sengkang Square, #04-11, S(545 025)
Social Service Office @ Bukit Merah (Mondays to Fridays, 9:00am to 5:30pm)	3779 Jalan Bukit Merah, #01-01, S(159 462)
Pasir Ris Elias Community Club	93 Pasir Ris Drive 3, #02-02, S(519 498)
Punggol 21 Community Club	Level B1, 80 Punggol Field, S(828 815)
Tampines East Community Club	Level 5, Activity Room 5-1, 10 Tampines Street 23, S(529 341)
The Serangoon Community Club	Room 03-10, 10 Serangoon North Avenue 2, S(555 877)
Toa Payoh West Community Club	Level 2, Classroom 2, 200 Lorong 2 Toa Payoh, S(319 642)
Whampoa Community Club	Room 01-08, 300 Whampoa Drive, S(327 737)
Yuhua Community Club	Level 1, 90 Boon Lay Way, S(609 958)

If you prefer to have a deeper discussion on your career development and plans, you may request for the Career Ambassador to make an appointment at the nearest WSG's Careers Connect or NTUC's e2i centres. Otherwise, you may also access our online career resource to read at your own pace.



SEACAREFocus

SEACAREFocus

CROWN SPA HOTEL IN FULL SWING

The pandemic forced many hotels in the UK and others around the world to cease operations. The Crown Spa Hotel in Scarborough, however, remained open to house national healthcare and key workers. This was achieved by an allocated team that provided round-the-clock hospitality service, working together to create a comfortable and safe environment for all guests during their stay. The success of this endeavour was not only seen through the revenue achieved, but also in the excellent guest feedback received during this extremely challenging time.

Constant communications and courses

The hotel's ability to excel during lockdown could firstly be attributed to the effective and constant communication across all staff members. All are well-informed about COVID-19 and mentally and physically prepared to work whenever called upon. These are said to be part of the "Crown Spa Family" ideals—ready and steady. Thus when lockdown measures eased up on 4 July 2020, the hotel and its team were raring to go.



Secondly, staff were equipped with skills from the Flow Hospitality Training that touched on topics like protecting one's own safety and hygiene as well as the guests'. Many were also certified ready under environment consultant Common Sense Compliance's tutelage. Credit to the hotel management, the latest training and service protocols put together and executed digitally via Zoom, enabled almost 300 staff trained and readied in just a short span of weeks.

"I enjoy training and developing individuals, so this was something I could readily embrace. I had the opportunity to meet other managers, whom I had not met before. It was good to speak to staff at all hotels and reassure them that they are safe to return to work. I think it has been a very difficult time for people in many different ways. As managers we are trying to juggle between bringing staff back at the correct time and ensuring the safety of guests and staff. Employees have also struggled with returning, concerned about their safety and well-being. I've done my best through the training to assist and reassure everyone."

Vicky, HR Manager

These proactive steps enabled the hotel to reopen ahead of its competitors, and after an initial slow booking pace at the start of July, it quickly changed as hotel guests left good reviews about the hard work done to safeguard guests' well-being. The reviews serve as a testament that The Crown Spa Hotel is a safe and comfortable place to reside in.

As national restrictions halted health and beauty services, the opening of the hotel's health club, pool, and spa facilities was phased out; but has since successfully reopened.

COVID-19 Response Approved Health Club

“We’re now just over a month since reopening and are excited about how the first steps have been. We’ve seen a steady return of users to the club and been really encouraged by how well the measures we have taken to ensure user safety have been adopted. Right from the start we have ensured we would uphold all the guidelines set out by the UK Government and our governing body UKActive. I’m proud to say our health club is COVID-19 RESPONSE APPROVED.”

Stuart, Health Club Manager

To encourage member usage, the health club developed a member journey to help them regain not just their fitness level but also their confidence. Fitness coaches work with members to discuss fitness goals and nutrition because now more than ever, health and well being is critical in the fight against COVID-19.

Like all other businesses, during the pandemic, the health club has faced operational challenges, but with each challenge, they found an opportunity to move the business forward.



“Our guests immediately commended the staff on their complete dedication to service and for providing such a relaxing place to visit, after spending so much time at home. COVID has affected the way we run the hotel, from establishing a one-way system and clearly defined entry/exit points, to pre-bookings for dinner and breakfast; and much more frequent cleaning and sanitising of all areas and touch points. But all these measures hasn’t affected our love for the job which is to provide a great customer experience. After just a few weeks, the Crown has never been busier. Since mid-July, we have been running on almost full occupancy. I couldn’t be prouder of all the efforts of our fantastic team and their continued support to each other and our valued customers. The season is very much still in full swing, as the sun shines over the stunning Yorkshire Coast. May it continue.”

Emma, Sales Manager

The Crown Spa Hotel team is well established, and has always shown excellent commitment to the hotel management and the company. Over the past six months through such unprecedented times, the commitment within the team has become even stronger and better.



SEACARE CO-OP SHENA FOO RE-ELECTED AS SNCF SERVICE SECTOR CHAIR

SNCF 14TH TRIENNIAL GENERAL ASSEMBLY 2020

The Co-operative community got together for SNCF 14th Triennial General Assembly on 3 September 2020. Due to the COVID-19 pandemic, the Assembly was held virtually for the first time.

At the e-TGA, Mr Kwek Kok Kwong, Chairman of SNCF, highlighted the good works the Singapore Co-operative Movement had engaged in on the local and global front during the period of review FY2017 to FY2019.

The e-TGA hosted some 54 representatives from affiliated co-operatives in the four co-operative sectors, i.e., Credit, NTUC, Service and Campus. One of the highlights of the Assembly was the online election of the new SNCF Executive Council (Exco) for the new three-year term.

Deputy Group CEO of Seacare Co-operative Shena Foo was re-elected for the new term 2020 to 2023, and retained her position as Chair of SNCF Service Sector.

In the TGA report, Mr Kwek pointed out that the outbreak of COVID-19 has spurred the Co-operative Movement in Singapore to quickly step up and urgently respond to the needs of the SNCF affiliates and the community. As the apex body, SNCF has worked with the Registry of Co-operative Societies and developed measures that help co-operatives readily respond to challenges. The Central Co-operative Fund (CCF) Support Package, costing around S\$1 million, has been rolled out to assist co-operatives. It comprises the reduction of first-tier CCF contributions for the first S\$500,000 surplus from five to zero per cent for one year; and a grant of S\$2,000. This is in addition to the various measures announced by the Government such as the job support scheme, wage credit scheme and property tax rebates.

Many co-operatives too have reacted by assisting the different vulnerable groups.

"We have achieved much over the years. We have shown that together co-operatives can create more – more value, more opportunity, more impact to society. So, let us continue to stay resilient especially in this current climate. This is the time to dig deeper to grow our roots on the co-operative principles and values and stay true to our mission of delivering social impact sustainably. Co-operatives are certainly crucial players for building a better future and I am upbeat that we will grow from strength to strength in the next three years," Mr Kwek said.

In her report as the Chairperson of the Service Co-operative Sector, Ms Shena Foo wrote about how the service co-operatives, though diversified and covering a host of economic and social sectors, from medical to travel to education services, “are all aligned on a social mission to make a difference in a sustainable way”.

For the past three years, the Service Co-operatives Sector has continued to stay relevant and resilient. Through strong collaboration among the affiliates, the pursuit to “Do Good, Do Well” for the community has driven the co-operatives to serve better.

On the Co-operative Advantage, Ms Foo highlighted that the co-operatives in the service sector “have in more ways demonstrated the power and strength in unity”.



“Motivated by the same purpose, values and principles, partnerships become a natural progression. While each co-operative has its own reach and set of relationships within the community it functions in, together, we all have a coherent identity that we anchor ourselves to. That is the Co-operative Advantage. Leveraging our Co-operative Advantage, we can collaborate and build a more sustainable future for the Co-operative Movement to continue to contribute to the greater good in Singapore.”

Ms Shena Foo, Chairperson, SNCF Service Co-operatives Sector





Mr Kwek Kok Kwong was re-elected as the Chairman for the new term 2020 to 2023. Existing Exco members Mr Tng Ah Yiam and Mr Yeo Chun Fing, who renewed their terms of appointment, were re-elected as the First and Second Deputy Chairpersons respectively. Other Exco members who were re-elected for the new term were Ms Adeline Kee from NTUC Enterprise Co-operative, Ms Shena Foo from Seacare Co-operative, Mr Leow Teck Sim from Ngee Ann Polytechnic Consumer Co-operative and Mr Shareef Abdul Jaffar from TCC Credit Co-operative.

Four new members were elected to the SNCF Exco – Ms Thian Ai Ling from the NTUC First Campus Co-operative, Mr John Raghavan from the Singapore Government Staff Credit Co-operative Society, Mr Allan Tok from the Singapore Teachers' Co-operative Society and Mr Mike Chian from the Love Empowered Co-operative.

SNCF gets a new Chief Executive

Mr Ang Hin Kee has been appointed SNCF Chief Executive with effect from 1 November 2020. His appointment is concurrent with his roles as the assistant director-general of the National Trades Union Congress (NTUC), and its director of operations and mobilisation. A former Member of Parliament in the Ang Mo Kio Group Representation Constituency, Mr Ang brings with him more than 15 years of experience in working closely with the ground to ease employment and employability concerns.

MID-AUTUMN FESTIVAL WITH JALAN KUKOH COMMUNITY SHINES BRIGHT

Seacare has a soft spot for the Jalan Kukoh community. For the past four years, SOS and Seacare has been blessing the community through the gifting of mooncakes. Come rain or shine, pandemic or not, Seacare's corporate social responsibility (CSR) effort has never shone brighter.

This year, for the Mid-Autumn Festival, Seacare with the help of Jalan Kukoh Residents' Committee (JKRC), continued to reach out to Jalan Kukoh residents. On 24 and 25 September 2020, booths were set up at the Jalan Kukoh Activity Centre to enable some 300 residents to collect their mooncakes. Seacare representative Kathryn Ang and JKRC working committee worked tirelessly to ensure safe management measures were in place, whilst presenting the gifts. For residents who were unable to collect their gifts, another day was dedicated to personally deliver it to their homes, extending the festive spirit.





“Thank you Seacare for the continuous support to bring the festive spirit to our residents every year. They are always eager to take part in the festive events organised by Seacare whenever the festive period is nearing!”

Lim Kay Yong, Chairman of Jalan Kukoh Residents' Committee

SEACARE DISTRIBUTES THE SEACARE HOTEL MOONCAKES TO MEMBERS

To spread some care and encouragement during the pandemic, Seacare distributed an elegant box of The Seacare Hotel mid-autumn moon cakes and teapot set to Seacare and SOS members.





On 17 September, a stand was set up at Seacare Building's ground floor for eligible Seacare and SOS members to collect The Seacare Hotel mooncakes. The mooncake packagings are highly sought after gifts as they are custom-made. This year, the packaging is a cleverly-designed, minimalist container. The two-tiered box holds an aesthetic teapot set with complementary premium-grade tea leaves on the top tier. Slide the drawer open to reveal lunar confections. The Seacare Hotel logo is emblazoned on the red textured box, which also has a magnetic lid.

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ATTENTION



ALL SOS Seafarers' Provident Fund (SPF) Members!

With the termination of the SPF Scheme, all SOS SPF members can come forward to apply for withdrawal from their SPF account. Deadline for submission of Withdrawal Form and Supporting Documents are to reach SOS Singapore Office by:

31 AUGUST 2021

All applications received after the above date **WILL NOT BE PROCESSED NOR ENTERTAINED.**

Withdrawal Application Form is available at www.ispf.org.sg
You may also contact us at:

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**SPREAD THIS MESSAGE TO ALL YOUR SEAFARING
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***NOTE: SPF IS NOT APPLICABLE FOR SAILING PERIOD AFTER 30 JUNE 2012**