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SAMUDRA

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BUILDING
OUR SINGAPORE
OF TOMORROW



SAMUDRA

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A MESSAGE TO OUR PEOPLE, OUR HOME

Singapore reached the milestone of celebrating her 51st birthday this year. Prime Minister Lee Hsien Loong shares his thoughts on the nation's future in his National Day Message 2016.



On Challenges After SG50

"Last year, in SG50, we celebrated how far we had come. Our journey to become ever more united continues.

We have a harmonious multi-racial society, but extremist terrorism can tear our society apart.

Economic growth has benefitted us all, but our economy is at a turning point. Globalisation and technological change are disrupting our work and our way of life.

Our political system has thus far delivered good government, stability and progress. But our society is changing, and our unity will (be strained)."

Making a Stand against Terrorism

"We acknowledge the threat honestly. Muslim Singaporeans are not afraid to condemn terrorist attacks and the perverted ideology of the perpetrators. And non-Muslim Singaporeans distinguish clearly between their peaceful Muslim fellow citizens and jihadist terrorists. Thus we stand together, and strengthen trust in our multi-religious society."

Grooming the Potential of Singaporeans

"To enable us to prosper together, we are investing in every Singaporean. We are expanding and upgrading preschools, to give every child a good start in life. SkillsFuture will help everyone to upgrade themselves and master valuable new skills. We have (also) strengthened our social safety nets - hence the Pioneer

Generation Package, Workfare, MediShield Life, CPF Life and now, Silver Support. We will ensure that our schemes are sustainable because our children must not be burdened with debt."

Consistent Good Governance

"We are keeping our politics constructive and updating our political system. Singaporeans are coming together to solve problems and get things done, from developing Pulau Ubin to charting our future economy. We are fine-tuning our electoral system (and) the Constitutional Commission is studying improvements to the elected Presidency."

Our United Country

"It is our shared resolve to tackle challenges together that determines whether we succeed.

Our tripartite partners are working closely to upgrade our workers and our economy. Our housing estates are integrated communities where people not only live together, but know their neighbours, celebrate each other's festivals, and keep an eye out for one another. Many Singaporeans spend time with the elderly and the disadvantaged, and help the disabled get around."



Let us renew our commitment to Singapore and to one another. This is where our families and friends live. This is where our future and hopes are. They are worth defending with our lives.

– Prime Minister Lee Hsien Loong

Photo Credit: Ministry of Communications and Information

SOS BIDS FAREWELL TO FORMER PRESIDENT S R NATHAN



Photo Credit: NTUC

Singapore mourned when the Republic's longest-serving president, Mr S R Nathan, passed away on 22 August 2016. State flags on all government buildings were flown at half mast and thousands of members of the public gathered to write tribute messages on condolence boards outside Istana and said their goodbyes aduring the lying in state in Parliament House.

For SOS, the former president held a special place. The late Mr S R Nathan begun his civil service career as a medical social worker in 1955 and became a seamen's welfare officer in 1956. He was seconded Labour Movement's Labour Research Unit in 1962, first as Assistant Director and later as Director, until January 1966. In the words of Prime Minister Lee Hsien Loong, the late Mr S R Nathan "stepped up each time duty called (and) was a true son of Singapore".

Mr Nathan's life is an inspiration to us all. His was a story of how a young boy strove to triumph over his circumstances and make a contribution to society.

– **Prime Minister Lee Hsien Loong**

"Our late president Nathan started his career in a position where he could impact the lives of ordinary people, the seafarers and those who needed help. This revealed his caring nature. He has left a lasting legacy," said SOS General Secretary Kam Soon Huat.

Among the thousands who paid their last respects to him at the State Funeral held at the University Cultural Centre (UCC) at the National University of Singapore on 26 August were PM Lee and NTUC Secretary-General (SG) Chan Chun Sing. SG Chan had also led a 700-strong team from the Labour Movement to the Parliament House on 25 August.

SOS extends its deepest condolences on the loss of a true Singapore hero.

We will always remember what you firmly believe in. That in all that we do, we must take care of our working people and our country. You have also showed us how to serve beyond our call of duty – never for ourselves, but always for our fellow Singaporeans and Singapore.

– **NTUC Secretary-General Chan Chun Sing**

“Mr Choo has made huge contributions to SOS and Seacare, both as their legal advisor and as a founder member of the Union.”

SOS General Secretary Kam Soon Huat said this upon receiving the news of Mr Choo Eng Khoon's demise on 2 September. Mr Choo was 84 years old.

“As a pioneer leader of the union and NTUC's legal advisor, Mr Choo drafted the SOS constitution and continuously provided assistance to the union to further enhance the welfare and lives of our seafaring members. His immense knowledge and experience on the work of global trade unions have helped the SOS significantly. Mr Choo will always be fondly remembered as a mentor to all of us in the union.”

A stalwart who had contributed faithfully to the Labour Movement, Mr Choo dedicated much time serving in the NTUC's Administration and Research Unit (ARU) and as SOS Legal Advisor.

Mr Choo's contributions did not go unnoticed. At the NTUC's 50th Anniversary in 2011, he was one of the 50 luminaries who were honored with a Special Recognition Award. The awards were “fitting tribute paid to the men and women who were key pillars of the formation and growth of the NTUC”. In his speech, then NTUC President John De Payva credited the 50 heroes for their deep-seated understanding of the Labour Movement's importance to the welfare of Singapore workers.

Paying his tribute to Mr Choo, Mr Leow Ching Chuan, Chairman of Seacare Co-operative and SOS Executive Advisor, commented: “Mr Choo used his legal training and sharp mind to champion workers' causes and fight for the rights of seafarers. Well respected by all, his quiet demeanor and wisdom brought calm in many challenging situations. His views and advice are well sought after. He never drew attention to himself, always putting the interests of the people he served above his own. We will miss this great, humble man and friend.”

Rest in peace, Mr Choo.

GRIEVING THE LOSS OF BROTHER CHOO ENG KHOON





UNION SHARING AT ASSM AND NASCO

SOS General Secretary Kam Huat Soon and Executive Secretary Daniel Tan represented the union at the 33rd Asian Seafarers' Summit Meeting (ASSM) and the 25th Norwegian/Asian Seafarers' Committee Meeting (NASCO) on 21 and 22 June, respectively.

The ASSM focused on seafarer-related issues such as membership expansion and the maintenance of

communication channels in cases of ship abandonment or accidents, while the NASCO featured a discussion on annual reports and offshore industry updates.

Held in Manila, Philippines, both meetings registered close to 70 affiliates from various countries like Korea, Hong Kong, Japan, Indonesia, Singapore and Russia.

DAY OF THE SEAFARER 2016

Riding on the theme “At Sea For All”, the International Maritime Organisation (IMO) Day of the Seafarer 2016 highlights the essential role of maritime workers and their invaluable contributions to the economy. June 25 is internationally recognised as the actual day.

“Once again, we are calling for worldwide appreciation for the workers who quietly and unassumingly keep the wheels of the world in motion,” IMO Secretary-General Kitack Lim said. “The Day of the Seafarer gives us a chance to reflect on how much we all rely on seafarers for most of the things we take for granted in our everyday lives.”



IMO Secretary-General Kitack Lim



SMS Josephine Teo at the Day of the Seafarers 2016



Without shipping, the movement of goods on the scale necessary for the modern life would not be possible. Seafarers play a key role in sustaining this lifeline and their work benefits all of us.

- *Senior Minister of State for Foreign Affairs and Transport Josephine Teo*



SMS Josephine Teo (2nd from right) speaking with the ELP trainees on board

For this year's Day of the Seafarer, SOS and Singapore Maritime Officers' Union (SMOU) jointly sponsored over 600 gift hampers to be given to the crew of shipping vessels that berthed at Singapore's ports.

Senior Minister of State for Foreign Affairs and Transport Josephine Teo was the Guest-Of-Honour at the ceremony organised on 24 June by the Maritime and Port Authority of Singapore (MPA). In her address, she delivered the noteworthy news about PSA – which used to be known as the Port of Singapore Authority – recently clinching its 28th “Best Seaport in Asia” award for its consistent reliability and great quality of service.

The agenda also included the launch of three new SkillsFuture Earn and Learn programmes (ELP) for Seafaring Deck Officer, Seafaring Marine Engineer and Port Operations Officer.

Developed by MPA in conjunction with Singapore Workforce Development Agency (WDA) and Singapore Polytechnic, the maritime-related ELPs aimed to expand the career possibilities for fresh polytechnic graduates by sharpening their skills with training and mentorship.

As part of the event, SMS Teo boarded the container vessel Kota Sabas to interact with the trainees taking the ELPs.

The shipping industry can help to advance the world's two future plans, the 2030 Agenda for Sustainable Development and the Paris Agreement on climate change. We must ensure that seafarers themselves benefit from the UN Sustainable Development Goals, even as we acknowledge the benefits seafarers have given us.

- *United Nations (UN) Secretary-General Ban Ki-moon*

PENDING PAYMENT OF USD794,000 IN WAGES

Data released by the Singapore High Court shows that the number of ship arrests in the republic have steadily declined for the third consecutive year. The 114 ship arrests in 2012 fell to 85 in 2013, dropped further to 60 in 2014, and then went down to 56 last year.

The optimistic trend points to a robust tripartite corporation between the port state control, shipping companies and the unions, facilitated by the approval of the Maritime Labour Convention (MLC) 2006.

But SOS President Mohamad Abu Bakar says that they are not out of the woods yet. The working and living conditions of seafarers remain a justified and valid concern given that grievances are still brought to the union's attention, albeit fewer in recent years.

International Transport Workers' Federation (ITF) records showed that there is generally a long delay between the arrest and the payment of wages once a vessel has been sold. The crew would not receive any income during this time.



Panamax Bulk Carrier Ao Hong Ma was arrested in Singapore in January 2016. Following the union's intervention on 11 March, the vessel was auctioned off on 18 July for \$8 million. Despite this, the claim of USD794,000, filed by the 42 crew members who were owed payment, remains pending as of 1 August.

Selling Ao Hong Ma below its valuation of \$12 million could have deferred the payout. "Another possibility could be due to falling oil prices and the failure to meet financial obligations lowering the profitability of resale vessels," Mr Mohamad observed.

Nevertheless, the SOS IR team is keeping a close watch on any updates of disbursement to Ao Hong Ma's former crew.



ENRICHING SEAFARERS' LIVES WITH SHIP VISITS

Weekly ships visits by the SOS IR division is the trademark of the union, which prides itself on connecting with people on the ground since it was founded some 45 years ago.

A typical day entails boarding about three to four ships - sometimes during the wee hours of the morning - which have either berthed or are arriving at local ports.

"Besides gifts of duffel bags, we also bring along reading material such as newspapers, magazines and copies of Samudra to keep the crew abreast of our union's development," said SOS President Mohamad Abu Bakar as he emphasised the importance of offering emotional support to seafarers.

"In the past, crew members would often raise issues regarding unpaid wages or poor working conditions, but these problems are less common now thanks to the enforcement of the MLC," he added.

IR officer Maximillian Thordore said, "Besides checking their SPF accounts to ensure they have collected their monies, we also listen to their problems and provide advice and guidance to the best of our abilities."

"This is all part of building better relationships with our members. Not only is it a therapeutic session for them, it also serves as an enriching experience for us."



Crew members with their SOS duffel bags



QUALITY RATINGS IN THE MAKING

There are many words that I was unfamiliar with, and the course helped to enhance my verbal and writing abilities. I also learnt about the safety precautions we had to follow while on board. The trainers were really professional.

– **SQRT graduate Qian Xiaofeng, 31, from Jiangsu**

I've gained much knowledge about safety on board, such as fire-fighting and emergency alarms. I think the teaching methods are very good. Thank you to both the trainers and SOS!

– **SQRT graduate Pan Chang Hua, 26, from Guang Xi**

I grew to love English as I enjoyed the class activities and the interaction with the trainers. It motivated me to learn.

– **SQCT graduate Yang Tao, 34, from Shanxi**

Since their launch in 2008, the Seacare Quality Rating Training (SQRT) and Seacare Quality Cooks Training (SQCT) courses have proved popular among seafarers from China.

18 SQRT and 17 SQCT attendees underwent training in Nantong from 20 June to 15 July. The trainees made up the 40th and 41st batches of graduates.

Both courses are initiatives by the SOS to boost the seafarers' language, safety, cooking and other seafaring skills.

"The trainees are very polite and possess a strong desire to learn English. I'm sure they will be qualified seafarers after taking the course," SQCT trainer Lilith said as she commended them on their positive attitudes.

SQRT trainer Qian Wei added, "They may not be good in the language, but they still studied very hard and did their best. Most of them were afraid to speak English at first, but the course increased their confidence. They are ready to work on board."

COOKING THEIR WAY TO COMPLETION

Ten Indonesian able seamen (ABs) cum chief cooks from Ocean Tankers Pte Ltd took time off their busy schedules to attend the Seacare Thrift Certified Cooks Training Course on 13 and 14 July.

The course, which is recognised by the Maritime and Port Authority of Singapore (MPA) and aligns with the Maritime Labour Convention (MLC) 2006 requirements, touches on food hygiene and personal safety – the basics of being a chief cook.





"We make use of group discussions, videos, photos and slide presentations to demonstrate examples of good practices to the participants," Trainer Maximillian Theodore said.

"In carrying out dual roles as AB and chief cook, they may have a general awareness of personal and food safety but may not actively or conscientiously practise it. This course sets clear guidelines and shows them how to achieve the high standards required in the galley. I believe they will be able to perform better at work after this," he added.

"The training on Food Hygiene was useful as it covered important points about sanitary food handling, like preventing cross contamination and checking the temperature danger zone. I enjoyed the class" said one of the participants, 30-year-old Johannes.

"We were taught lessons that would come in handy during our jobs. For example, the training on galley safety showed that we should not spray water below the cooking range when washing because this may cause a blowout."

Another participant, 32-year-old Gato Brando, was appreciative of the knowledge he had gained. "A healthy crew is a happy crew, so we must stay healthy. Although I have five years' worth of sailing experience, this is my first time delving into these topics. I was unaware that a single hair strand can contain so many bacteria."

In addition to learning about work responsibilities, the trainees were also given a refresher course on First Aid and the MLC, and had to pass a gruelling 80-question assessment in order to obtain the certificate.

For more information or enquiries about the course, please call **6379 5666** or email **thrift@seacare.com.sg**



Participants with their Certified Cooks Training Course certificates, together with trainer Maximillian Theodore (far right)

IN PURSUIT OF KNOWLEDGE



It is important to upgrade your skills and knowledge in related fields to have more and better career opportunities, and I was able to do so with help from SOS.

– Mohamed Keling

“Start from sea, end from sea.” That is the philosophy of SOS member Mr Mohamed Keling, who is so fond of the seafaring life that he has resolved to retire from a sea-going job.

The former able seaman, a father of three and a union member since 1988, is currently employed in the Oil and Gas industry. Seeing that the market’s profitability had dipped, Mohamed took it upon himself to enhance his employability by enrolling into a diploma course. The course fee of \$4,000 was supported by the SOS Training Grant benefit.

The seven-month course, offered by the Institute of Maritime & Business Management (IMBM), teaches participants the best practices of shipping, logistic and seafaring-related industries.

Juggling work and studies wasn’t easy. Three times a week, he had to attend evening classes covering subjects on Maritime Transport, Maritime Law, Marine Insurance, Fundamentals of Economics, International Trade & Business, Principles of Management, Ship Chartering, and Logistics Management. “Most of the students were younger than me. It was tiring, but my goal to improve myself is worth my time and effort,” he explained.

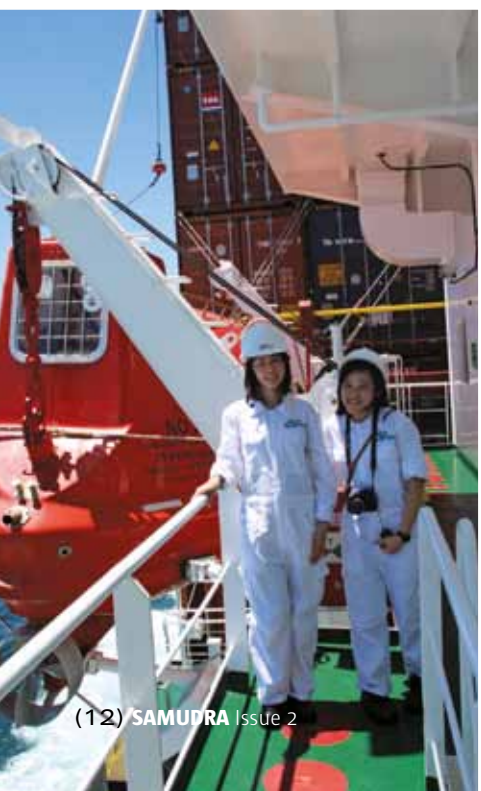
Mohamed’s diligence paid off when he graduated with a diploma in Maritime Studies (Express). Now, he will be able to advance his career or find a sea-based job such as a marine surveyor.

He is grateful to SOS for making this possible. “SOS’s programmes and schemes for members are excellent. My children also get to benefit from the annual union study grants. From the bottom of my heart, thank you!”

THANK YOU



Visit www.sosea.org.sg/t-abouttraining.html for more information on courses under Training Schedule 2.



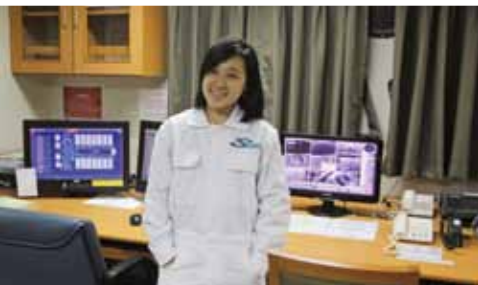
SAILING AND LEARNING TOGETHER

What better way to get to know the working conditions of SOS members who are out at sea, than to be on the same vessel with them?

As participants in the union's Ship Familiarization Programme, that was exactly what SOS Assistant Secretary Shena Foo and Accounts Executive Peggie Neo did.

On 17 June, they set off to Hong Kong on APL Dublin, a container vessel owned by Neptune Shipmanagement Services Pte Ltd. The six-day journey not only allowed them to observe how the ship's 25-member crew handled challenges, but provided plenty of opportunities for interaction with officers and non-officers of varying nationalities such as Malaysians, Filipinos and Burmese.

Shena Foo (left) and Peggie Neo on board APL Dublin



Having first-hand experience of the working environment on board, the complexities of the vessel and the possible challenges while at sea has equipped us with better knowledge so as to serve our seafaring members better. Our thanks go out to Neptune Shipmanagement Services Pte Ltd for supporting this programme!

- Ms Shena Foo, SOS Assistant Secretary

It was a unique experience for me. Seafarers may be away from home for months, and it is admirable that they are willing to sacrifice that time in order to provide for their loved ones.

This programme can enlighten participants on the difference between past and present working conditions, such as being able to keep in touch with loved ones via the aid of current technology. Equipped with a greater understanding of this difference, more Singaporeans can be persuaded to pursue a seafaring career.

- Ms Peggie Neo, SOS Accounts Executive



Prior to boarding, they witnessed crane mechanisms and pilot and tug boats in action at the local port.

The Chief Officer educated them on the functions of the Deck, Engine and Catering departments; container planning and the different types of cargoes it entails; and how to identify various distress signals. They were also given guided tours on the open deck, the navigation deck, and engine room. "By visiting different areas of the vessel, I was able to envision how each seafarer would experience the environment," said Ms Neo.

Because there was no direct access to water, it was important to be conscientious about safety in the event of a fire. To drive this point home, both took part in a fire

drill while decked out in the full gear of a helmet, boiler suit and safety shoes.

It wasn't all work and no play either, as they discovered when they joined the crew in their weekly party celebration at the Recreation room, and engaged in stargazing sessions at night. There were onboard facilities that catered to the seafarers' welfare, which included a swimming pool, sauna and training room.



SOS MEMBER STARTS BUSINESS WITH SPF



Clieve with his family and transport vans

The Seafarers' Provident Fund (SPF), a saving scheme established by SOS to improve the welfare of seafaring members on board, has transformed the lives of many beneficiaries.

One of them is bosun Clieve Yongco Arcipe, who used the \$6,000 he received from SPF to start his own transport business in 2014.

Clieve, a Filipino who is still actively sailing, had always harbored the dream of venturing into the profitable transport industry in his hometown of Cebu, where tourist demand for sightseeing was strong. However, he was deterred by the financial expenses that it would incur. This problem was resolved by the timely arrival of the funds, enabling him to pay the deposit for his first van.



I was happy to receive the SPF money in December 2013, as it meant I could start my future business. So when I signed off in April 2014, I used the money to purchase a van that was suitable for transport and named it SOS, in honor of the help rendered by the union. Today, I own three vans and have been running my own business for three years now. All these could not have been possible without the union's assistance. Thank you, SOS!

– Clieve Yongco Arcipe

SEAFARERS' PROVIDENT FUND

REMINDER

TO: ALL SOS SEAFARERS' PROVIDENT FUND (SPF) MEMBERS

With the termination of SPF Scheme, all SOS SPF members can come forward to apply for withdrawal from their SPF account.

Documents to be submitted for SPF withdrawal

Please note that:

a) The following are the documents required for withdrawal applications:

i) ALL CASES - Mandatory documents as follows:

- Completed original withdrawal form with signatures of claimant and witness.
- Passport - Current and previous copies showing bio-data and signature pages (if available).
- Seamen book - Current and previous copies showing bio-data & sailing period
- Birth certificate copy or equivalent
- Any form of photo ID copy (e.g.: driving licence, library card, Identification card, residential card)

Secondary documents (if members cannot provide all the mandatory supporting documents due to loss of documents):

- SOS Membership Card
- Seamen card

ii) DECEASED CASES - Additional mandatory supporting documents as follows:

- Death certificate copy
- Lawyer letter to prove claimant as the duly authorised nominee of the Participant, his assign or success or in title or such legal representative duly recognised in law applicable to the Participant;
- Marriage certificate copy (if claimant is the spouse of deceased)
- Birth certificate copy (if claimant is the parent/ child /sibling of deceased)
- Claimant passport copy

b) All documents, except withdrawal forms, must be certified as true copies. The signature of the claimant in the withdrawal form must be witnessed by one of the following groups of people:

- Justice of Peace
- Public Notary
- Lawyer
- Document Issuing Authorities
- SOS / Seacare Regional Offices (if applicable)

c) All forms and supporting documents must be submitted by post or in person.

Withdrawal Forms can be obtained from our SOS Website : www.osea.org.sg/p-forms.html

For enquiries, please contact us at:

Seacare Thrift Pte Ltd

52 Chin Swee Road, #08-00 Singapore 169875.

Tel: +65 6379 5666 • Email: thrift@seacare.com.sg • Website: www.ispf.org.sg





Volunteers from SOS and NTUC Women's Committee Volunteerism Sub-Group at Willing Hearts



SERVING FOR THE GREATER GOOD

Everybody can make a difference in the community. Six SOS officers – Evelyn Siow, Shirley Lai, Koh Soo Lee, Evelyn Yeo, Sarah Chen and Shena Foo – did precisely that when they volunteered to be kitchen helpers at Willing Hearts on 16 July.

Together with members of the NTUC Women's Committee Volunteerism Sub-Group, they put their hearts into preparing the ingredients, and packing the food into lunch boxes for delivery.

Sarah said, "Starting as early as 7am, we washed and cut baskets of cauliflowers, carrots and chye sim. We were accompanied by other volunteers from various schools and companies, who helped out in the kitchen. We also tutored the children of the beneficiaries that we visited."

"I find this event quite engaging due to its purpose of giving back to society," she added.

Willing Hearts, a non-profit organisation which is manned mostly by volunteers and a handful of staff, has a soup kitchen that operates 365 days a year. As a result, it is able to distribute approximately 5,000 meals to local beneficiaries such as the elderly, migrant workers, and those from low-income families on a daily basis.



It was a fun and meaningful experience that encouraged team bonding. We cut vegetables with our colleagues, and completed the task in spite of our aching hands and necks! The volunteers were really kind and helpful and everyone worked together as one. I am glad to have played a part in helping the needy.

– Evelyn Yeo



U HEART WARMS THE HEART



“U Heart: Together, We Appreciate” is the first activity in the Young NTUC U Heart 2016 series, a slew of volunteering programmes that call for unions and communities to rally together for a social cause this National Day.

SOS officers Sharon Li, Chen Chuanyi, Seri Suriyani and Sarah Chen were among the 100 volunteers who showed up at Sentosa for the 13 July event. Led by NTUC Secretary-General Chan Chun Sing and the management of Sentosa, they travelled around the island resort to express appreciation for the employees’ commitment to serving the general public.

“The workers here are always giving away plenty of smiles, but hardly receiving any in return. Nobody told them we were coming, and the look on their faces as they happily accepted the gifts we brought made me happy too,” Chuanyi enthused.

Happening in the months of July and August, the U Heart initiative consists of 95 activities that will enable more than 2,500 volunteers from 30 unions and 13 NTUC communities to achieve the mutual goal of aiding over 6,500 beneficiaries.



SOS officers with other U Heart volunteers





SOS President
Mohamad Abu Bakar



SOS General Secretary Kam Soon Huat (centre) presenting a token of appreciation to Guest Of Honour Masagos Zulkifli Masagos Mohamad, Minister for the Environment and Water Resources



CELEBRATING HARI RAYA WITH THE SOS/SEACARE FAMILY

The 400 strong turnout at the SOS/Seacare Hari Raya Aidifitri celebration is a “strong testament of SOS’s commitment to members and their dependents’ wellbeing”.

“Your support and spirit of togetherness have contributed to SOS progress for the past 45 years and I believe the same spirit will steer the union far beyond,” said Guest Of Honour Mr Masagos Zulkifli Masagos Mohamad, Minister for the Environment and Water Resources, at the event held on 15 July at the Grand Mandarin Ballroom.

Commending the union’s outstanding contributions, Mr Masagos added that SOS’s welfare schemes and subsidised



Families of SOS members arriving in brightly coloured Baju Kurung



Mr Masagos Zulkifli Masagos Mohamad presenting green packets to beneficiaries from the welfare homes



maritime-related training courses for local and foreign seafarers have played a “substantial role in advancing the well-being of members and their dependents”. At the national level, SOS is actively involved in various tripartite committees, taskforces and workgroups that address key employment and industrial relations issues in the seafaring sector locally and globally.

SOS President Mohamad Abu Bakar summed up the sentiment by highlighting, “This year, SOS and Seacare will be celebrating their 45th and 22nd anniversaries respectively. Our journey has been a long but exciting one. To the pioneer members, thank you for your dedication and support all these years. Let us continue building a stronger and better

union for future generations of seafarers, for the next 45 years and beyond.”

As part of SOS/Seacare’s community outreach, which is co-funded by the NTUC’s U Care Caring • Sharing • Reaching out (CSR) Co-Funding Scheme, 80 beneficiaries from four welfare homes - Darul Ihsan Orphanage, Ramakrishna Mission Boys’ Home, AWWA Community Home for Senior Citizens and Jamiyah Home for the Aged - were invited to the event.

The residents were also given green packets, distributed by Mr Masagos, in celebrating the spirit of giving and caring. Door gifts and a lucky draw ensured that no one left empty-handed!

LEADING TO GROW; GROWING TO LEAD



(From left to right) Mr Daniel Tan Keng Hui, Mr David Shoo Weng Leong, Ms Sharon Li Yingying, Ms Geeta Bagga and Ms Evelyn Yeo Kea Yee

Leadership, at its core, is about taking the right actions for the right reasons. When push came to shove, these extraordinary SOS individuals rose to the challenge and surpassed all expectations.

For showing considerable leadership skills, they will be assigned larger roles that enable them to make better use of their abilities to serve the union and cater to members' needs.

As of 1st July, the following promotions have taken effect:

- **Mr Daniel Tan Keng Hui**, as Director of Industrial Relations Division
- **Mr David Shoo Weng Leong**, as Director of Membership & Welfare Services Division
- **Ms Sharon Li Yingying**, as Director of Schemes Administration Division
- **Ms Geeta Bagga**, as Manager of IT Division
- **Ms Evelyn Yeo Kea Yee**, as Senior Executive of Membership & Welfare Services Division

SOS congratulates them and wishes them all the best in their new positions!

A Fresh Face

The newest member of the SOS family is Ms Sarah Chen Shumei, who joined as Corporate Communications Executive. Sarah, who enjoys listening to music and doing yoga, makes it a point to spend time with her loved ones.



How is the job a great fit for you?

To me, working for a union is a brand new experience. I find it to be more interesting and meaningful than my previous job, as I gain insight into how my responsibilities tie in with SOS's mission to help seafarers. Besides adding to my personal development, it gives me a greater sense of satisfaction.

How can you contribute to the union?

With the knowledge that I have gained from different industries, I hope to achieve a higher level of excellence in my work in the near future. I look forward to developing a stronger relationship with my fellow colleagues.



SEACAREFOCUS

SEACAREFOCUS

SEACAREFOCUS

SEACAREFOCUS





Since its entrance into the local popcorn scene in 2008, Singapore-based gourmet popcorn chain Cornery – The Popcorn Gallery has redefined the consumer's perception of popcorn and its trend in consumption.

Beating the odds to become the only homegrown gourmet popcorn brand in the business since 2008, Cornery has since successfully expanded into China and Malaysia with eight and six franchised outlets, respectively. Its sole local outlet is located at Far East Plaza, a popular haunt for teenagers and young adults.

Cornery has also recently supported the Singapore International Jazz Festival, and partnered with the Institute of



SEACARE POPS INTO POPCORN WITH CORNEREY



Contemporary Arts Singapore to support independent filmmakers in Singapore during the Singapore Art Week 2016.

Aramidth International Pte Ltd, which owns and franchises Cornery, has huge plans in store for the expansion of the business, and intends to reach out to Asia's rapidly growing F&B markets such as Indonesia, Hong Kong, Thailand and India by setting up an E-commerce Portal and attaining Halal certification. As one of Aramidth International's investors, Seacare has appointed officers David Sim and Ong Zhiwei to be the director and alternate director of Aramidth International respectively.

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Debuted in Singapore on 28th May 2008, Cornery has redefined people's perceptions of popcorn and brought about a new trend of consuming popcorn outside of movie theatres. Using only US grown premium popcorn kernels and the best ingredients we can find, we are committed to offer the highest quality in every pack. With a myriad of taste sensations, the Cornery popcorn experience is indeed a joyride for your palate.



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FACE TO FACE WITH SUYANTO



Mr Suyanto Agus, CEO

Aramith International Pte Ltd,
supplier of popcorn products and owner of
Cornery – The Popcorn Gallery

With a myriad of Asian-inspired flavours like tom yum, sharp business acumen to venture into catering and functions, and its adaptability to change, the brainchild of 40-year-old Suyanto is flourishing. He talks about what the journey has been like.

What made you decide to enter the popcorn market?

In 2006, my eldest sister and her husband first suggested the possibility of multi-flavoured popcorns being a viable business here. However, it was only during a study trip to Sydney in 2007 that I could envisage the feasibility and potential of this business concept.

How did Cornery make it to where it is today, amidst competition which includes well-known brands like Garrett and Marks and Spencer?

On a national level, Garrett Popcorn Shops are our biggest competitors. Like us, they produce popcorn in-store, while the rest of the brands are selling pre-packed popcorns.

Several factors give us an edge over the competition. We have an exciting range of value-for-money popcorn flavours specifically created to suit Asian palates, and our packaging is designed for the humid weather conditions in Singapore.

Our AVA-licensed factory has been supplying popcorn products to foodservice operators in entertainment venues since 2008. It is our dual status as a manufacturer and retailer that enabled us to dominate the local popcorn market.

How do you attract consumers and what influences their buying decision?

The main attraction is the product itself. Our specialty, the candied popcorns, is made from top-notch ingredients such as real creamery butter. Candied popcorns are relatively more tedious to produce since they are popped with hot air instead of oil as per normal methods, and coating the popcorn has to be performed by an experienced chef.

Since our launch, we have been epitomizing excitement, liveliness and happiness as part of our image. We can attract consumers who identify with these values. Popcorn is comfort food and people turn to it when they want to feel good.

Why did you decide to take Cornery's business online?

Change is inescapable in retail. We need to accommodate our customers' buying habits in this digital era, where people are shopping via their laptops and mobile devices. Setting up the E-commerce Portal will enable us to reach out to more buyers.

What is your vision for the company for the next 5 years?

We are looking to develop Cornery into the leading gourmet popcorn brand in Asia. It is a local brand which has the potential to be a household name just like Breadtalk and Old Chang Kee.

What are some important skills to ensure success in business?

Starting and running a business is not for everyone. You should be 100 per cent sure you want to do this, as it will take up a lot of your time and energy. If you work for others, you have the option of walking away as and when you don't like the job, but this is different. You'll have to keep going even when the going gets tough.

What motivates you to do your best in life and at work?

Unconditional support from my parents, siblings and wife-to-be gets me through difficult periods. Cornery itself has given me the motivation I need. I cried when I witnessed the opening of the first Cornery outlet in China; it was the most emphatically satisfied moment in my life.

SEACARE HOTEL GSO RECEIVES “EMPLOYEE OF THE YEAR” AWARD



Photo Credit: SHA



One of the key highlights at the annual Productivity Seminar cum Awards Presentation Ceremony is the “Employee of the Year” Award, which is presented to individuals who have been nominated by their respective organisations.

21-year-old O Don Eve Chandrika Hendricks, who has been serving The Seacare Hotel for two years as a Guest Service Officer (GSO), was one of the recipients of the distinguished award at the event on 14 July.



Photo Credit: SHA

Jointly organised by Food Drinks & Allied Workers’ Union (FDAWU), National Trades Union Congress (NTUC), and Singapore Hotel Association (SHA), the event aims to educate hotel managerial and management representatives about the importance of boosting efficiency in the workplace, as well as recognise individuals with outstanding performances. This year is the 34th time that it has taken place.

A Chat with Eve

What are some of your tasks as a GSO?

I process check-ins and check outs, attend to enquiries and assist guests to the best of my ability. Above all, I ensure that they have a safe and smooth stay while providing quality customer service.



What do you enjoy most in your job?

I love interacting with travellers from different parts of the world. My greatest satisfaction comes from making guests feel at home and as comfortable as possible. I feel happy and energised when I'm able to enrich their travelling experience through recommendation of choice locations and delicacies.

Can you share some challenges you faced?

Sometimes unforeseen circumstances will happen, such as guests requesting for a room change during a full occupancy. It's my priority to assist them as much as I can. But if I can't rectify a problem today, I will ensure it is resolved the next day when more rooms become available.

Language can be a barrier. Most of our guests come from Japan, China and Vietnam, and communication difficulty means that it is hard to cater to their needs. Our exchange relies heavily on hand gestures. To overcome the challenge, I've started learning simple Chinese from my colleagues and my best friend, Google.

What qualities should a GSO have?

It's important to be passionate about working in the hospitality industry. Patience and attentiveness are vital since we might need to deal with guests who vent their frustrations or ask questions at the same time. As the face of the company and the first point of contact, we must also exercise humility.

Clear communication is a must because a minor misunderstanding can snowball into further complications. Building up a connection with the customers to make them feel valued requires intuitiveness.

Finally, we need to be willing to improve by being receptive to guests' feedback and criticism. It is only by doing so that we can surpass their expectations.



The Seacare Hotel has likewise performed above expectation with a 3.9 out of 5 Guest Review score by Hotels.com

What do you like about working at The Seacare Hotel?

Everyone is so friendly and welcoming! I feel positive because the "At Seacare, We Care" motto is not just a saying here; we actually practice it.

My boss, the Director of Operations, is one of the most genuine and understanding people I've ever met. He has been a motivational influence at work. I'm very grateful to him for giving me a chance to prove myself in the hotel industry.

What was your most interesting job?

I used to be a barista at Coffee Bean & Tea Leaf in Johor Bahru. I've always been interested in connecting with and serving others, and their enjoyment and a simple 'thank you' was all the encouragement I needed.



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Candied Types

- Caramel
- Chocolate
- Coffee
- Rainbow
- Butterscotch
- Palm Sugar
- Sugar-crusted Wasabi
- Sugar-crusted White Cheese

Savoury Types

- Cajun
- Kimchi
- Buttersalt
- Tom Yum
- Cheddar Cheese
- White Cheese
- Seaweed
- Wasabi
- Sour Cream and Onion

munch on this!

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Aramidth International Pte Ltd

348 Jalan Boon Lay

Block A #01-02

Singapore 619529

Tel: (65) 6266 6201 • Fax: (65) 6266 6239

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Cornery – The Popcorn Gallery @ Far East Plaza

14 Scotts Road #01-37

Singapore 228213

Tel: (65) 6884 6458



Coffee



Seaweed



Chocolate



Cheddar Cheese