

Oct + Mid Nov 2006

samudra

SOS 35th

*& Seacare 12th
Anniversary*

Oct + Mid Nov 2006

samudra

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A GLITTERING NITE; A GLITTERING FUTURE

The Singapore Organisation of Seamen has come a long way. Today, 24 November 2006, we celebrate 35 years of growth, friendship and a better life for our members and their family. We also toast to Seacare 12 years of expansion, prosperity and service to the seafaring and shipping community.

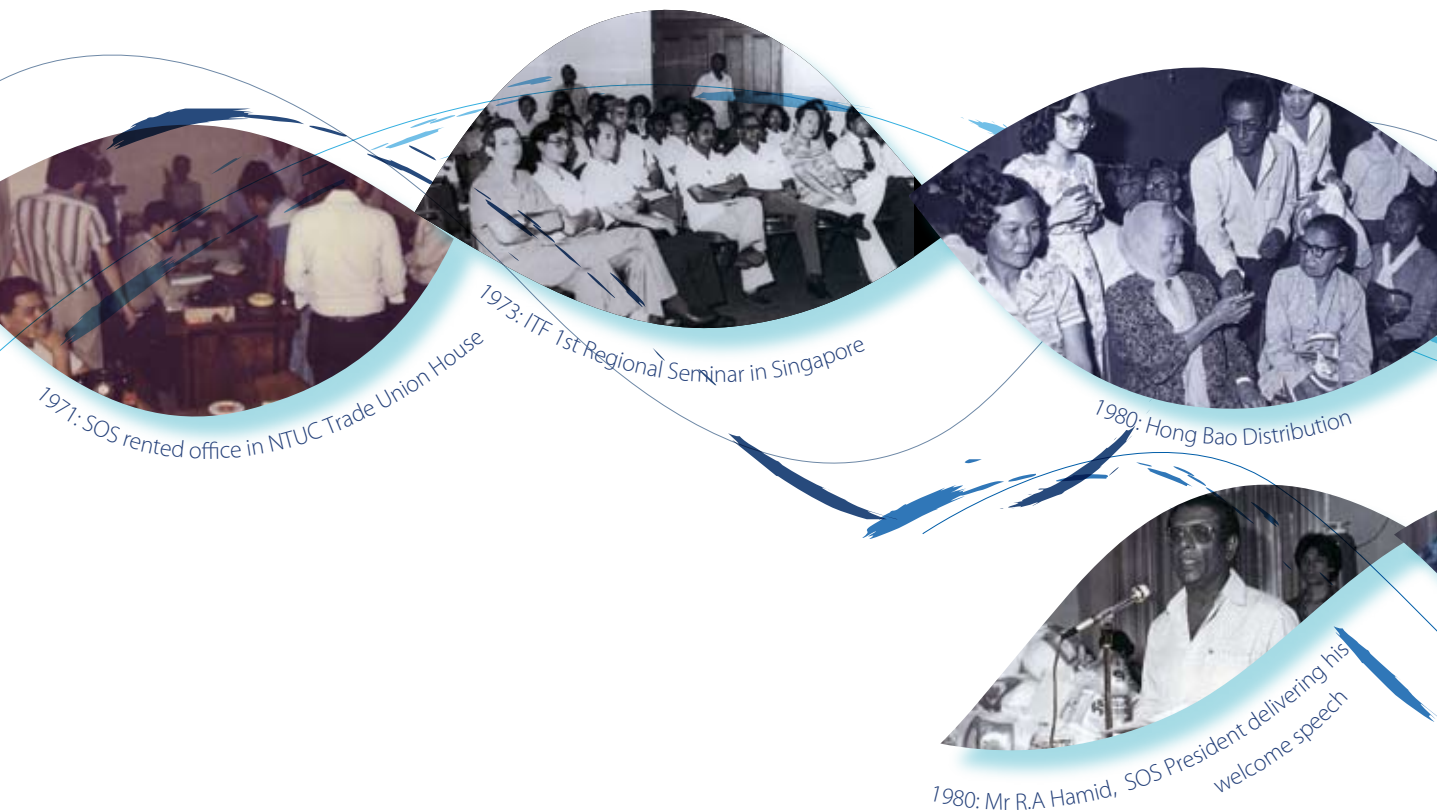
Knowing that you, our comrades at home and from all over the world, are journeying with us, we are assured of a future that glitters with hope, optimism and a deep sense of purpose.

Thank you for your support and friendship all these years!

We are pleased to introduce the following foreign guests who are with us tonight:

From	Name of Organisation	
Australia	• Maritime Union of Australia	Mr Paddy Crumlin – National Secretary Mrs Paddy Crumlin
Hong Kong	• Amalgamated Union of Seafarers' Hong Kong • Hong Kong Seamen's Union	Mr Lee Kwok Keung – General Secretary Mr Kwok Kam Wah – Chairman Mr Ting Kam Yuen – Standing Committee Member Mr Lee Chi Wai – Standing Committee Member Capt Tam Shing Chieh – First Vice President Capt Chung Tung Tong – General Secretary Mr Mahendra Sharma – Deputy Regional Secretary Ms Nishi Kapahi – Women's Coordinator Mr Maruti D. Rethrekar – Vice President Mr Abdulgani Y. Serang – General Secretary cum Treasurer Mr Denny Malingkas – Managing Director Ms Silvia Rimba – CFO / Commissioner Mr Hanafi Rustandi – President Mrs Hanafi Rustandi Mr Sonny Pattiselanno – Secretary Mr Harry D.W. – Head of SRB Dr Hariman Siregar – President Dr Gurmilang Kartasasmita – Advisor Ms Yana Iskandar – Director Mr Victor Cheah – CEO Datuk Syed Hussian Bin Syed Junid – Director Mr Yap Kit Chuan – Director Mrs Yap Kit Chuan Mr A. Balasubramaniam – Vice President, Private Sector Capt Hans Sande – Director Mr Arne H. Hansen – Consultant Mr Erik Bratvold – President Mr Johnny Hansen – Vice President Mr Arnljot Muren – General Secretary Mr German Pascua – Secretary Mr Marianito Aguisanda – President Mr Emmanuel D. Grajo, Jr. – Crewing Manager Mr Jovito F. Chua – Operations Manager Dr Solomon Ching – Medical Director Mr Tomas Abrahamsson – Vice Chairman Capt Lu Shui-Tien – President Mr Wu Hsueh Chi – General Secretary Ms Daphne Su – Director of Secretariat Mr Fang Fu Liang – Deputy General Manager Mrs Fang Fu Liang Mr Ake Gunnar Selander – Seacare Honorary Advisor Mr Steve Todd – National Secretary Ms Ho Thi My Dung – Vice President Ms Chu Dieu Linh – Expert, IR Department
	• Merchant Navy Officers' Guild	
India	• ITF Asian Sub-Regional Office • National Union of Seafarers of India	
Indonesia	• PT. ELO Digital Office Indonesia • Kesatuan Pelaut Indonesia	
	• Klinik Baruna	
Malaysia	• Secura Kartu Teknologi Indonesia PT • Efficient E-solutions Berhad • Etop Services (Malaysia) Sdn Bhd	
Norway	• Malaysian Trade Union Congress • Norwegian Maritime Officers Association • Norwegian Seafarers Union	
Philippines	• Norwegian Union of Marine Engineers • Philippines Seafarers' Union • Lotus Shipmanagement Inc. • Norseman Company Inc. • Micah Medical Clinic & Diagnostic Laboratory • The Swedish Trade Union of Communication & Service Employees • National Chinese Seamen's Union	
Sweden		
Taiwan	• U-Ming Marine Transport Corp.	
United Kingdom	-	
Vietnam	• National Union of Rail, Maritime & Transport Workers • Vietnam National Shipping Lines Workers' Union	

The guest list is correct at the time of printing.



1971: SOS rented office in NTUC Trade Union House

1973: ITF 1st Regional Seminar in Singapore

1980: Hong Bao Distribution

1980: Mr R.A Hamid, SOS President delivering his welcome speech

Singapore Organisation of Seamen

35
years

2nd ASIAN SEAFARERS' CONFERENCE
10th-11th AUGUST 1979 SINGAPORE

1979: 2nd Asian Seafarers' Conference in Singapore

COLLECTIVE AGREEMENT
BETWEEN
SINGAPORE ORGANISATION OF SEAMEN AND REPORE
DATE 14TH JAN 1980

1980: 1st CA signed with NOL

1976: CA Conclusion

1978: SOS Office at NTUC
Trade Union Annexe

1980: SOS Anniversary Celebration

The story of the Singapore Organisation of Seamen

The saga of the SOS and Seacare, its co-operative extension, began some thirty-five years ago with the formal registration of the SOS as a trade union of seamen in October 1971. Before this event, there were a number of seamen's unions organised mostly along racial lines that were deregistered because of subversive activities or on other grounds in the early sixties.

To fill the need for a bona fide seamen's union after several years of no trade unionism for Singapore seamen, the SOS was formed under the sponsorship of the NTUC, with Mr Buang bin Junid, Mr Lim Keng Hoe and Mr Abdul Karim as the first President, General Secretary and Assistant General Secretary, respectively. The SOS was also the first genuinely national trade union of Singapore seamen.

However, shipping companies at first did not appreciate the entry of the SOS into their world. They were used to browbeating the kacang puteh seamen's unions of old through their Singapore

Maritime Employers' Federation. These unions were made to negotiate with the SMEF as the putative employer of all seamen in the service of the shipping companies. The SOS refused to abide by this arrangement because only the shipping companies could conclude a collective agreement with the SOS. But after some months of hard tussle, the SMEF had to concede to SOS in 1972 that the shipping companies, and not the SMEF, were the actual employers of the seamen whom the SOS was seeking to represent.

The ensuing negotiations between the SOS and the individual shipping companies on wages and working conditions for seamen were deadlocked. The then Ministry of Labour intervened by convening a board of inquiry under the Industrial Relations Act in 1973 to resolve the dispute. SOS's case was presented at the inquiry with the help of the NTUC. As a result, Part 1 of the Board of Inquiry's recommendations were made

known in 1974 with an enhancement of seamen's wages backdated to 1 January 1974. Eventually, backdated wages of about \$1 million was paid to 2,000 seamen in 1975. It boosted up the SOS's reputation and consequently its membership strength grew to 5,000 in 1976.

By the end of 1977, the SOS collective agreements provided better wages, fringe benefits and working conditions for 800 seamen. With a bigger membership base, the SOS was able to launch in 1978 a Membership Benefit Scheme to provide welfare benefits for its members and their dependents. In the same year, the SOS moved its office from the Trade Union House to the NTUC Trade Union Annexe, a reflection of its enlarged scope of activities.

It was a matter of time the SOS came into contact with other Asian seafarers' unions, partly through the NTUC's network and partly through the SOS's affiliation



1982: "Stormy Years Ahead" warned late Mr. Abdul Karim, then SOS President



1988: Unveiling of SOS Seamen's Club by Mr Lim Boon Heng



1986: Retraining Seminar



1987: General Meeting

to the ITF. To organise the Asian unions into a more united and cohesive group in relation to other seafarers' unions, the SOS and the other Asian unions held two Asian Seafarers' Conferences in Singapore in 1979. Participants included seafarers' unions from Japan, India, Pakistan, Indonesia, Hong Kong and Taiwan as well as Singapore. In the words of the late R.A. Hamid, Chairman of the Asian Seafarers' Pro-Tem Secretariat, "Top priority (is)... unification of Asian seafarers".

The SOS published its first bulletin, the quarterly *Samudra* in August 1980 to keep its members up to date on union activities and other union news. A year later, the SOS introduced a novel incentive scheme in some collective agreements to stabilise rising wages by motivating members to work longer hours.

In 1982, the SOS had its first brush with a foreign trade union. Together

with the NTUC and the Singapore Maritime Officers' Union (SMOU), the SOS campaigned to boycott Australian imports in protest against the high-handed detention of a Singapore ship, the *Pacific Viking*, by the Seamen's Union of Australia. The latter released the ship after 17 days.

However, not all events were as conveniently resolved. A year later, because of recession in the shipping industry, many Singapore seamen became unemployed. A factor in the worsening of the employment situation was that Singapore seamen could not compete on wages against other seamen in the region. But it was a good year for seamen employed by Neptune Shipmanagement Services Pte Ltd (NSSPL) as the SOS negotiated a permanent employment scheme for them.

Nevertheless, the acute unemployment

situation led to the setting up of a special committee to evaluate Singapore seamen's employment prospects in 1984. The next year, the SOS sought to reduce the wage costs of Singapore seamen by agreeing to forgo the NWC's recommended wage increases and annual increments on board SOS collective agreement ships. Amidst these unfortunate happenings, the SOS shifted into its own premises at #05-01, Midlink Plaza, Middle Road.

In 1986, a special committee set up to study the viability of creating employment for jobless seamen made four recommendations. The first was to have a unit to channel shore jobs to these seamen. The second was to arrange Basic Education in Skills Training (BEST) programmes for those willing to retrain for shore jobs. The third was to set up a Special Training Committee and, lastly, to budget

SINGAPORE ORGANISATION OF SEAMEN
SEMINAR
ON
HIGHER SKILLS FOR GREATER JOB SECURITY
VENUE: BATAMJAYA HOTEL • DATE: 21ST DEC 1991

1991: Job Security Seminar



2001: Lunar New Year Celebration



1996: Talk by General Secretary

Family Day
... says it all
ZOOLOGICAL GARDENS
19 NOVEMBER 2000

2000: Family Day

2001: Seacare Building

\$500,000 for the cost of training and retraining. But despite efforts of the SOS, its membership plunged to 2,500 in 1987 as the number of registered seamen kept falling.

The trend of falling membership persisted with a record low of 2,265 members reached in December, 1990. The next year, the SOS amended its constitution to enable foreigners working aboard SOS collective agreement ships to become participating members. A year later, the SOS held a three-day seminar to discuss the SOS's future direction and plan its future development. In 1993, taking cognisance of the rapid changes affecting the shipping industry and the employment of Singapore seamen, the SOS organised a workshop to review the updating of its collective bargaining policy. All these efforts to revitalise itself paid off with its membership climbing back to 4,600 in December 1996 and 313

ships having SOS collective agreements with a provision for the limited preferential employment of Singapore seamen in 1997.

Meanwhile, the SOS had been thinking hard about the need to diversify its activities. On 28 May 1994, the SOS and the NTUC jointly registered Seacare Co-operative Ltd with the mission "to help and benefit Singapore seamen and their families through more work opportunities and appropriate investment projects". In the following year, on the SOS's 25th Anniversary Celebration, 372,670 Seacare Co-operative shares, paid with the SOS's funds, were presented to 979 eligible members of the SOS.

In 1998, the SOS enhanced its Membership Benefit Scheme on the basis of the SOS Welfare Workshop's recommendations. The next year, the SOS joined the Maritime and Port Authority

of Singapore (MPA) and the SMOU in setting up the Singapore Stranded Seafarers' Fund (SSSF) for the relief of foreign seafarers stranded here. In 2000, the SOS set up a Seafarers' Provident Fund Scheme to provide for the retirement of seamen working aboard SOS collective agreement ships.

The year 2001 was a climactic one for the SOS. It saw the SOS moving into the Seacare Building that was bought by its commercial arm, Seacare Co-operative Ltd. Mr Lim Boon Heng, NTUC Secretary-General, officially opened the Seacare Building on 26 June. This was followed by President S.R. Nathan unveiling the new SOS logo at the 30th Anniversary Celebration in October. The new logo succinctly encapsulated the SOS's forward-looking attitude and determination to succeed.

In all its years of existence the SOS has



2001: SOS 30th Anniversary & Launching of SOS new logo



2004: SOS/SMEF Dialogue



2002: SOS IR Workshop



2003: FOC Week



2005: Dialogue with Mr Lim Swee Say

been constantly reviewing the past record of its policies and refashioning these policies to cope with changing circumstances. Such efforts saw the SOS's membership strength hitting a total of 10,740 at the end of 2002. But the SOS did not rest on its laurels. Throughout 2003, a number of initiatives relating to membership or members' welfare were carried out. A Training Advisory Committee was set up to look into the provision of maritime or non-maritime courses, whether in-house or outsourced, for the benefit of members. In-house courses on first-aid, personal safety and social responsibility were conducted. A year later, the SOS Training Grant Scheme was improved.

Meanwhile, the industrial relations division of the SOS kept up its successful work. After reformulating and updating the SOS standard collective agreement in step with new developments in the shipping world, the SOS brought 408 ships under its collective agreement in 2003. More than three-quarters of these ships, or

330, were Singapore flag ships. The rest were foreign flag ships.

The increase in the number of ships covered by SOS collective agreements and the accompanying increase in SOS membership led to an expanded scope of obligations by the SOS towards its members. In 2006 SOS has 498 ships under its collective agreement and membership strength of 14,400. Meanwhile, on 1 March 2005, the SOS launched the Seacare Medical Scheme in collaboration with Seacare Maritime Medical Centre Pte Ltd, a Seacare subsidiary, to provide members and participating shipping companies medical-related benefits. The Scheme consists of three components. The first caters to SOS local members; the second to SOS foreign members; and the third to local shipping management staff.

The SOS is always alive to changes in its operating environment. Thus in 2006 the SOS effected another series of amendments to its constitution to reflect changing circumstances. A

key amendment was the extension of its participating membership, partly to accommodate prospective members who do not fall within the existing four categories of participating members and partly to give effect to the NTUC policy on general branch membership.

Meanwhile, the SOS's commercial arm, Seacare Co-operative Ltd, has grown apace since its founding in 1994 to blossom into the Seacare Group of companies. Soon after its establishment, it was realised that the co-operative society, though a commercial organisation, was not suitable for some business transactions which called for greater flexibility in decision-making and financial procedures. Subsequently, Seacare Holdings Pte Ltd was set up followed by Seacare Foundation Pte Ltd. Today, Seacare Holdings Pte Ltd and Seacare Foundation Pte Ltd have 11 and 9



2005: SOS Workshop



2006: Eye Screening Benefit under SMS



2005: Lunar New Year Celebration



2006: World Maritime Day Hamper Presentation



2006: Award from AWWA

subsidiary companies respectively.
In the financial year ended 31 March 2006, the Seacare Group has achieved a turnover of \$29 million, profit before tax of about \$1 million and total staff strength of 1,100.

The next thirty-five years will see the SOS harnessing more and more the resources of the Seacare Group to achieve its objective of promoting the welfare of seamen. A very likely development will be the SOS's greater involvement in welfare projects for international seafarers. Thus the SOS's opportune investment in Seacare will be repaid through the SOS's greater prominence on the international stage.

LABOUR MOVEMENT

FOR ALL,

ALL FOR

LABOUR MOVEMENT



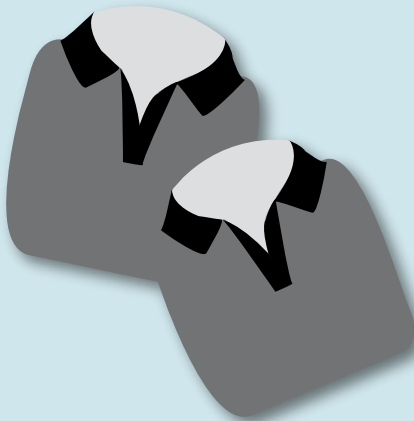
The direction is a united one – Labour Movement 2011 is to be a labour movement for all collars, all nationalities and all ages. And this vision is what we hope to see in five years' time.

"LM2011 is within our reach, as long as we all work together with passion – aligning ourselves and embracing the spirit of All for the Labour Movement," says NTUC Deputy Secretary-General Mr Lim Swee Say.

Since NTUC was established in 1961, it has always focused on being work-centric – upgrading skills and upgrading jobs, keeping unemployment rate low by any global standard through a close working relationship with affiliated unions, co-operatives and clubs to serve workers' interests.

Says NTUC President Mr John De Payva, "We are in the Labour Movement to ensure

ALL COLLARS



ALL NATIONALITIES



ALL AGE GROUPS



workers have a fair working environment, and command higher wages so that their families can live better lives and are able to give their children a good start to a brighter future."

"These traditional roles will carry on but we must also look out for ways and means to create a buzz for the future of all workers in such a way that everyone wants to be part of the labour movement. LM2011 seeks to do just that."

NTUC Family must galvanise to strengthen the overall reach, quality and image of the labour movement.

"The vision is an exciting one. But to achieve

this vision takes some change in thinking on our part," NTUC Secretary-General Mr Lim Boon Heng points out.

As we reposition the economy to remain competitive, the pace of economic change will increase too. We need to learn to adjust, but more importantly, to stay together as one, and create a better future. Our shared vision in LM2011 can be a reality.

Mr Lim Swee Say sums it all up, "We are a great labour movement today. But being great is not a destination – it is a journey. To continue as a great labour movement of tomorrow, we must not keep doing more of the same, but more of the different."

"We are a great labour movement today. But being great is not a destination – it is a journey. To continue as a great labour movement of tomorrow, we must not keep doing more of the same, but more of the different."

NTUC Deputy Secretary-General Mr Lim Swee Say

WORK



LIVE



PLAY





ICSW SHIP VISITOR COURSE HELD FOR THE FIRST TIME IN SINGAPORE IN SEACARE BUILDING

For the very first time, the International Committee on Seafarers' Welfare (ICSW) Ship Visitor Course was held outside of UK and right here in Singapore at the Seacare Building. Samudra catches up with Mr Damian Crowley, Principal Trainer, for an interview.



Sometimes, what appears to be the simplest thing turns out to be far more complicated than what we think. The same can be said of ship visitors who do not know of the right protocol, and in turn, endanger themselves when they enter port areas or go on board a ship.

So what better way to alleviate the potential problem but to meet it head on? And thus, the Ship Welfare Visitor Course was offered with the aim of providing formalised training for those who enter port areas and are involved in ship visiting, in any welfare capacity.

Mr Damian Crowley, Principal Trainer of this course, explains, "With the increasingly fast turnaround of ships, coinciding with smaller crews, seafarers often have little time to go ashore and there is, consequently, an ever increasing need for ship visitors. Ship visitors therefore, should be given some basic training covering the various issues. The course particularly recognises the implications of the International Ship and Port Security Code (ISPS Code), health & safety, shipboard protocol, a basic understanding of seafarers' issues and of the maritime industry."

First implemented in UK, this course is the brainchild of nautical voluntary societies working



"Potentially, the Ship Welfare Visitor Course has far-reaching benefits for the maritime industry; so once we have our instructors trained and selected, we plan to extend this course world-wide, when the time is right."

in UK ports. The Merchant Navy Welfare Board (MNWB) co-ordinates and funds the provision of the two-day training course which is held in and around UK ports. It also funded the setting up costs. This course is mandatory for all working for one of the recognised seafarer's welfare organisations.

Recognising the added value of this course to the international maritime community, the International Committee on Seafarers' Welfare (ICSW), an international umbrella organisation dedicated to the practical implementation of the International Labour Organisation (ILO) instruments on Seafarers Welfare, the MNWB and Maritas Ltd made arrangements to conduct a pilot run of the course in other countries in a collaborative effort. Accredited formally by the Nautical Institute, Maritas Ltd was engaged to conduct the course in UK. Since 2004, it has run 18 such courses with more than 300 participants benefiting from it.

Held for the very first time outside UK, this course was organised following receipt of a £10,000 grant from the ITF Seafarers' Trust; and Singapore was one of the three countries selected to participate in this pilot run. The other two places were Melbourne, Australia and Mumbai, India.

Making the first stopover in Singapore, Mr Crowley, who is also Managing Director of Maritas Ltd, pointed out, "Singapore's strategic geographical location has made it one of the busiest and important ports around the world. The high number of ships calling at Singapore results in a very diverse group of seafarers, of varying nationalities and cultures. We look forward to hearing from participants with different perspectives and the feedback derived will likely be more representative."

The two-day course took place in Singapore from 10 to 11 October 2006; and saw 19 participants of different nationalities in this run. SOS had the honour of hosting the course at the Seacare Building Multi-Purpose Hall. Said an appreciative Mr Crowley, **"SOS has very kindly offered us the use of their grounds for the course, and they have been very accommodating towards any requests we have. The excellent facilities available here at the**

Seacare Building are probably one of the best around!"

The course next took place in Melbourne, from 17 to 18 October 2006, after which, Mr Crowley will facilitate the course in Mumbai from 2 to 3 December 2006.

"The feedback we received in UK has been very positive and encouraging. I believe the course is a good opportunity for participants to appreciate a seafarer's lifestyle, the issues he may face and concerns he may have. And as they share their experiences, they would also gain better understanding of the various situations and be exposed to different perspectives."

Sharing with Samudra the future directive of

the Ship Welfare Visitor Course, Mr Crowley revealed that they will be reviewing the feedback received from these three courses at a training steering group meeting in December. "We plan to incorporate lessons learnt from this run of the International pilot courses and develop the Instructors' Training Course; following which a trial run of the Instructor's Training Course will be organised in London in January 2007."

He continued, "Potentially, the Ship Welfare Visitor Course has far-reaching benefits for the maritime industry; so once we have our instructors trained and selected, we plan to extend this course world-wide, when the time is right."

"SOS has very kindly offered us the use of their grounds for the course, and they have been very accommodating towards any requests we have. The excellent facilities available here at the Seacare Building are probably one of the best around!"





GRADUATION – IT'S THE BEGINNING

It was a long-awaited-for moment for some 169 ladies and gentlemen. Some were young, while others were marked by grey streaks in their hair. But seated together in the auditorium at the NTUC Centre Auditorium, they shared a common identity – proud graduands of the Ong Teng Cheong Institute of Labour Studies (OTCILS) this year.

This year's graduating class hailed from three different cohorts; a nine-month long Professional Diploma in Employment Relations, a 20-month long Diploma in Employment Relations programme and an 84-hour Advanced Certificate in Industrial Relations programme.

Guest-of-Honour, Mr Raymond Lim, Minister for Transport and Second Minister for Foreign Affairs congratulated the graduands for their tenacity in continuing their learning journey, and the important role they play in the future of the work environment.

"You would have developed a greater understanding and preparedness to face the challenges of employment relations in your respective spheres of influence. The employment scenario is not static and is continuously shaped by both internal and external forces. Your continuous learning is thus important as it would prepare you to be leaders that can take the organisation through the change process."

And leadership development is one of the main focuses of the Institute's programmes. OTCILS

Chairman, Mr Tharman Shanmugaratnam, said, "The Institute will continue to work closely with Young NTUC and the unions to develop the leadership potential of our next generation of unionists."

In making the courses offered by OTCILS more applicable, Mr Tharman shared that the institute will devote more resources to enhance the quality of training activities, including having more adventure learning and residential programmes. "Next year too, we will be adding a further international perspective to our trade union courses. Developments and issues for labour from around the world are worth learning about. It will help our unionists to better understand Singapore's challenges, and the approaches we are taking to tackle them, keep the economy strong and keep creating jobs."

FROM DOUBT TO CONFIDENCE

These were just some thoughts racing through the mind of SOS Standing Committee member Mr Abdul Rahim Mohamed when he took a deep breath and

Doubt...Fear...Uncertainty...and many 'what ifs'.

signed up for the 20-month long Diploma in Employment Relations (DER) programme.



This year's DER graduands is the pioneer batch to receive a joint diploma from OTC Institute and the Singapore Institute of Management University (UniSIM). The Diploma has been given advanced standing of up to 1/3 of a UniSIM degree course.

And for that, Mr Rahim is very thankful that he had persevered with the DER after completing his Advanced Certificate in Industrial Relations (ACIR) programme the previous year. "I know I am on the right track and I can pursue a degree eventually, and have more doors open to me!"

The fruits of his labour didn't come easy. It was no mean feat to juggle work and studies at the

A RELIEF TO BE BACK IN SCHOOL!



"The programme would have given you in-depth knowledge of employment relations functions in both its theoretical and applied dimensions. This is possible because the programme draws synergy from the vast experience of the trade unions in employment matters as well as the university's expertise to provide good grounding in the theories on the subject."

- Mr Raymond Lim, Minister for Transport and Second Minister for Foreign Affairs at the Graduation Ceremony, on the Professional Diploma in Employment Relations (PDER) Programme

same time, especially when he clocks long hours at work – 12 hours a day, six days a week. He had to set aside time to do his homework and revision, and it goes without saying that the examination periods were particularly hectic.

He maintained his focus on what he wanted to achieve, and he learnt to make adjustments along the way and manage his time more efficiently. And another source of motivation took the form of the Leadership Development Programme by SOS.

"SOS has paid for many of the courses that I have taken so far. It's certainly not right to

What does one do when he/she is bored? According to Ms Mariana Amad, going back to school is the best solution!

One of the proud graduands of the Professional Diploma in Employment Relations (PDER) at the Graduation Ceremony, Ms Mariana recalled her excitement when she first signed up for the course...and that sense of exhilaration lasted all the way till her graduation day on 4 November.

"I was beginning to find work and life a routine, and I was motivated by the need to challenge myself. I had previously completed the Advanced Diploma in Human Resource Management, and it enriched my life tremendously. That convinced me more than ever to upgrade myself," she recalled.

And it certainly helped that she was the Welfare Officer of SOS, where she handled members' training programmes and schedules. She chanced upon the nine-month PDER programme and found the specialised modules offered relevant to her line of work at the union.

She explained, "The topics covered in the course were applicable to the real world. I learnt to look at issues such as industrial and employment relations at the global level and I gained a better understanding of concerns that matter in today's new economy – retrenchment, restructuring, etc. I am more aware of the changes around me now. Knowledge certainly is a form of asset."

But the process has not been all smooth-sailing, much as she had enjoyed learning and interacting with her peers, who are all working adults. "I was worried about disappointing myself, my family and SOS, who had paid for my course fees under the Staff Training Benefit. I gave myself a lot of pressure and I fell ill a couple of times."

Ms Mariana motivated herself by focusing on the day when she would complete the course and go on stage to receive her diploma...and that day arrived!

"I'm definitely proud and happy that I have taken charge of my own learning. It has been a great experience and time well-spent these nine months."

And perhaps the next time, she wouldn't wait till she's bored before she signs up for a new course!

waste the union's money if I had given up like that. Now that I have received my diploma, I think it has all been worthwhile," Mr Rahim said with a smile.

And he already has his eyes set on the next level – the Professional Diploma in Employment Relations (PDER). "Slowly, but surely, as long as I can, I will continue the learning journey."

Ask Mr Rahim how he feels now, having completed the programme, and he will tell you without hesitation...

"Relief...Happiness...Confident...and ready to take on the next course!"

"For the graduands of this programme, you would have developed the knowledge and techniques that are necessary to manage relationships at the workplace among employees, their unions and employers. This is the necessary social glue that can hold the different constituent groups together in alignment as they pursue organisational goals as well as a better life for each group..."

- Mr Raymond Lim, Minister for Transport and Second Minister for Foreign Affairs at the Graduation Ceremony, on the Diploma in Employment Relations (DER) Programme



Hari Raya

Hari Raya Puasa, or Aidil Fitri, marks an important day of the year for our Muslim friends. Signifying 'openness' of both mind and heart, it is also the time for Muslims to renew one's sense of community. SOS amalgamated both principles and extended invitation to the less fortunate to partake in the celebration this year.

Some 60 senior citizens and children from St. Theresa's Home, Darul Ihsan Lilbanat Orphanage and Ramakrishna Mission Boys' Home joined the crowd of nearly 400 at the Orchard Hotel on 9 November 2006 for the SOS Hari Raya Celebration.



Welcome speech by SOS
Vice President Mr Mohd Idris

This Hari Raya Celebration had not only ensured giving and sharing, but also injected liveliness and brought merriment to one and all!



Guest-of-Honour, Mr Hawazi Daipi, graced the event on 9 November.

ia Celebration

Following the month-long fasting and alms-giving of Ramadan, the timing was just right for a night of tucking into the scrumptious spread of food amidst much funfare. With Guest-of-Honour Mr Hawazi Daipi, Senior Parliamentary Secretary of Ministry of Manpower, gracing the event, the celebration was all the more memorable this year.

Well-known Mediacorp Radio presenters, Mr Syah Ibrahim and Ms Fizah O, were emcees for the night; and local celebrities like singers Imran Ajmain, Zaleha Hamid and Hairiah Yusof entertained the crowd with their crooning. Depicting a true multi-cultural society,

there was a Hindi dance segment put up by Mumtaz, a talented solo dancer, as well as a Chinese singer, James Lim, who came in first in the TKC Pop Yeh Yeh Competition. The antics of Alias Kadir, renowned comedian from Suria, thrilled the crowd to bits. Everyone was also clamouring to see the celebrated Majlis Pusat Dance Group who added more colour to the event by putting up some traditional Malay Dance performances.

Indeed, this Hari Raya Celebration had not only ensured giving and sharing, but also injected liveliness and brought merriment to one and all!

GOH distributing green packets to the 60 senior citizens and children.





Celebrating Kaleidoscope of Colours – the SOS Way

Over at SOS, the Festival of Lights is a joyous occasion celebrated as a family – Hindus, Chinese and Malays alike.

Some 140 members and their spouses turned up in droves on 27 October 2006 at New Park Hotel located at Kitchener Road to partake in the vibrant festivities of Deepavali, which literally means 'garlands of lights'.

It was hard not to get excited! There was an element of fun with a new twist. SOS had made arrangements for a Snake Charmer to entertain the crowd with a 1.2kg albino snake during the pre-event segment. Participants marvelled and squealed with delight as the harmless snake hissed and posed for Polaroid pictures with the bold and daring among us.

It wasn't the last that they saw of the Snake Charmer who continued to charm the crowd with three different breeds of snakes, one of



which is the much-revered King Cobra. The very sight of the slick creatures was sufficient to elicit gasps and eager anticipation.

The hilarious bantering of the two renowned emcees, Vasantham

Central popular show host Mr Vishnu and Mediacorp Radio Presenter Ms Bachan Kaur, tickled the crowd and got everyone in a lighthearted mood.

The iconic dance group Rameshwara Dancers, seasoned performers at Vasantham Central variety shows, also took centre-stage at the celebration and put on some groovy dance steps in two cultural dance items.

The guests were also thoroughly humoured by the great showmanship of comedian, Mustafa, during the Mustafa Comedy Showtime. Proficient in no less than the four major languages, he put his skills to good use and everyone responded spontaneously to his antics.

True to our multi-cultural upbringing, a Chinese singer, Sam Jay, was invited to delight the crowd with his smooth crooning of English and Mandarin songs.

With the delectable spread comprising of specialties like Roti Naan with Rogan Josh Gravy, fish fingers as well as the yummilicious Tandoori Chicken, everyone hardly knew where to begin feasting.

Fun and feasting aside, everyone also netted some 'favours' in the form of manicure sets for the ladies, CD pouches and torch lights during the game segment. Others got lucky during the lucky draw segment and walked away with NTUC FairPrice vouchers and dining vouchers sponsored by the hotel.

Indeed, the celebration of the Festival of Lights saw plenty of 'light' all round! The kaleidoscope of colours did much to light up the place.

CONDOLENCES

SOS wishes to convey our deepest sympathy to the families of our fellow members:

Mr Foo Kia Ann, who was a member for 28 years. He passed away on 30 September 2006; and

Mr Abdul Rahim Ahmad, a member for 33 years. He passed away on 30 October 2006.

COMING EVENTS

Listen Up!

– January: In-House Talk

Gong Xi Fa Cai

– February: SOS/Seacare Hong Bao Presentation
& Lunar New Year Celebration

Let's Discuss

– March: Dialogue Session with General Secretary



Seacare Focus





‘94 • The Seacare Co-operative Limited was registered in May by its joint founders, the National Trades Union Congress (NTUC) and the Singapore Organisation of Seamen (SOS). Its mission was to help and benefit Singapore seamen and their families through more work opportunities and appropriate investment projects.



Launching of Seacare Holdings

‘95 • The milestone launching of Seacare Holdings Pte Ltd, the commercial arm of Seacare Co-operative, was officiated on 19 May by Mr Lim Boon Heng, Minister without Portfolio and NTUC Secretary-General. Seacare Holdings and its subsidiary companies would serve to provide Seacare Co-operative’s business objectives with greater focus and further impetus.

• With the incorporation of six subsidiary companies, a big step was made towards achieving our vision of creating alternative job opportunities for the SOS members as well as being the investment vehicle for the SOS and its members.



Seacare Share Certificate

‘96 • The number of ordinary members of the Seacare Co-operative increased by leaps and bounds to 979.

• Seacare began to adopt a joint-venture partnership strategy with established organisations to draw upon and benefit from their experience. In October, Seacare MarinePlus Pte Ltd, a 60% owned subsidiary of Seacare Holdings, was incorporated as a joint-venture partnership with COSCO Holdings (Singapore) Pte Ltd.



Seacare Maritime Medical Centre

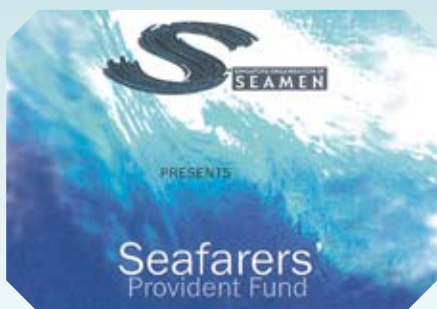
‘97 • Seacare Maritime Medical Centre Pte Ltd, a joint venture with MHC Healthcare Pte Ltd, was incorporated in January. The joint venture combined the advantages of both MHC’s infrastructure and Seacare’s links with the shipping community, to provide a comprehensive range of medical services for seafarers.



Seacare AGM

‘98 • The economic turmoil that wrought havoc in the region also severely impacted the business environment here. The group’s performance over the past three years continued to show an upward trend despite the prevailing unfavorable business conditions. During the business lull because of the economic downturn, Seacare seized the opportunity to reorganise itself with a view to future growth.

• The success of our various initiatives was evident in our 1998 financial results. We recorded a turnover of S\$5,281,741.



Seacare Thrift Administers SPF

‘99 • Seacare again took the precaution of reviewing and streamlining its structure and organisation in preparation for new challenges and opportunities in the coming millennium. One result was the incorporation of Seacare Foundation Pte Ltd to ensure the co-operative was better able to cater properly to the interest of the SOS and its members, who are also individual shareholders of Seacare. Henceforth, all business activities relating to seamen and other seafarers would come under the ambit of Seacare Foundation, for example, the setting up of Seacare Thrift Pte Ltd.



Seacare GolfLink's GPS System

‘00 • Seacare GolfLink Pte Ltd, incorporated in January, ushered in a revolutionary system of golf course management. The company was the first to bring the proven GPS Golf Management System to golf courses in the region. The introduction of the GPS system to the Spring City Golf and Lake Resort in Kunming, China, served as a platform for Seacare GolfLink's future growth in the PRC.

• It was another milestone year for Seacare as we acquired a nine-storey commercial building standing on 19,270 square feet of land with a total floor area of 27,491 square feet in March to serve as our corporate headquarters. The brand new headquarters in the renamed Seacare Building expressed the confidence and readiness of the Seacare and its group of companies to face the challenges of the new millennium.

• This year Seacare chalked up a robust growth in turnover of S\$10,105,790.



Official Opening of Seacare Building

‘01 • The Seacare Building was officially opened in June by Mr Lim Boon Heng, NTUC Secretary-General. With its modern facade and well-equipped offices, the building would facilitate the conduct of various businesses by the group and enshrine the hope and aspiration that Singapore seamen reposed in the Seacare Co-operative. Seacare Building served as a vital and dynamic manifestation and symbol of the Seacare group’s determination to succeed against all odds.

• With its headquarters located next to the Jalan Kukoh HDB estate, Seacare began a tradition of caring for and sharing with the senior citizens living in the estate by inviting them to lunar new year luncheons hosted jointly by Seacare and SOS.

• Seacare Manpower Services Pte Ltd was appointed by NTUC to be a membership recruiter in October. This new role created a new avenue and provided alternative employment for the unemployed and retrenched workers.



Seacare Properties' Australia Development Project

‘02 • Seacare Properties Pte Ltd embarked on its first Australia property development project jointly with Chip Eng Leong Enterprise Corporation Ltd, the wholly-owned subsidiary of public listed Chip Eng Seng Corporation Ltd. Pulteney Centre, a 3-storey commercial building in Adelaide, South Australia, was acquired for refurbishment and strata subdivision. The official opening and sales launch was conducted by the Lord Mayor of Adelaide, Mr Alfred Wong.

• Seacare Environmental Pte Ltd attained certification of the ISO 9001:2000 Quality Management System by certification body from the United Kingdom Accreditation Scheme. This certification served to prove Seacare Environmental had the capability to meet customer and regulatory requirements in the provision of quality cleaning and maintenance services.

• Despite the recession, Seacare group posted another successful year with a record turnover of S\$21.6 million. The latest feat in the group’s six-year record-topping performance showed that the management has been on the right track. The big turnover increase was reflected in the group’s best ever showing profit of S\$1,030,834. Concomitant with the substantive improvement in turnover and profits, the group’s staff strength now totalled 1,060 persons, an increase of 119 employees.



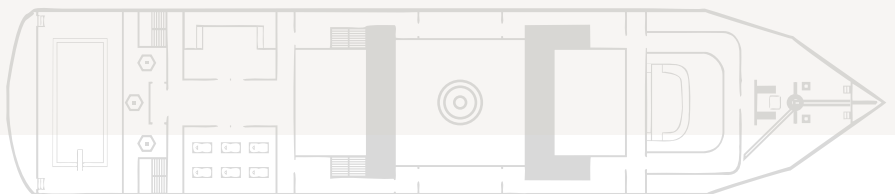
Seacare Environmental attained ISO

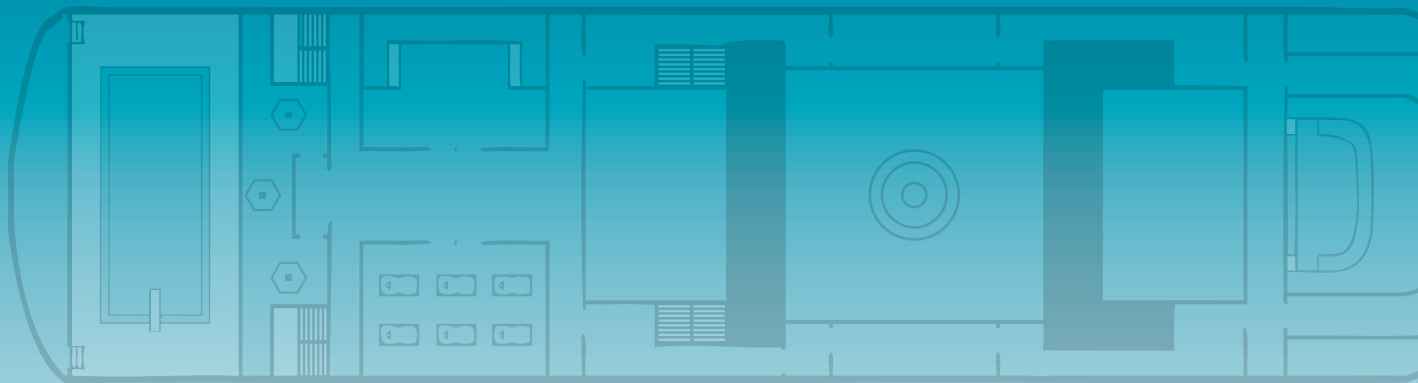


Mr Kong was conferred Friend of Labour Award by NTUC

‘03 • To solidify our market presence in the medical sector of the maritime industry, Seacare Foundation became the majority shareholder of Seacare Maritime Medical Centre when it acquired 80 per cent of MHC Healthcare’s shares in April.

• Mr Kong Mun Kwong, Chairman of Seacare Holdings, was conferred the Friend of Labour Award by the NTUC in April for his contributions to NTUC Foodfare Co-operative Ltd, Seacare and the labour movement.





Mr Teh was conferred Friend of Labour Award by NTUC



SMMC New Premises



Seacare Manpower Top Recruiters Award Presentation



Seacare Workshop 2004

‘04 • The NTUC bestowed upon Mr Teh Kong Leong, Director of Seacare Holdings and Chairman of Seacare MarinePlus, the Friend of Labour Award in April in recognition of his contributions to Seacare and the labour movement.

• Seacare Maritime Medical Centre Pte Ltd (SMMC) moved to a new clinic with a larger floor space so as to be able to accommodate the increased number of patients and the wider service coverage of a greater spectrum of patients' needs. With the relocation to a more than 2,000 square feet unit located at #04-19 of The Amara, SMMC will strive to achieve a higher level of customer satisfaction.

• Seacare Manpower Services Pte Ltd continued to contribute significantly to NTUC membership drive. Since its appointment as recruiter in 2001, Seacare Manpower has to date recruited about 70,000 members for NTUC.

• Seacare Properties (Philippines) Pte Ltd was set up for the purpose of developing a 7-storey residential condominium project in Manila, the capital of Philippines.

• In September, Seacare Education Pte Ltd was set up as part of our emphasis on education service as a new core business.

• Seacare Foundation Pte Ltd invested in Connect Centre Pte Ltd, a joint venture with PH1 Innovax Callcentre Pte Ltd and RE Holdings Pte Ltd to provide telecommunication services.

• A workshop for the Seacare Management was held in December for the purpose of reassessing our mission and determining our future direction. The resultant new mission statement reiterated and further amplified our vision of co-operative enterprise, our focus on seamen and our scope of interaction with all patrons:

New Mission Statement

Our Vision is to build up a viable and vibrant organization of corporate enterprise under a co-operative masthead.

Our Focus is to serve beneficially all seamen who share our vision and partake of our enterprise and also their dependents.

Our Scope embraces the seafaring community, the shipping community and the general public through their valued and satisfied patronage of our services.



Seacare Manpower's Upgrading Course



Xinnet Education's Preschool English Programmes



Awards conferred by SNCF



Club@52 offers new clubbing experience

‘05 • Seacare Manpower Services Pte Ltd extends its scope of operation by supplying administrative staff to the law courts and other government statutory boards. In line with this expansion, the company decided to enhance the quality and productivity of its full-time and part-time staff and recruiters by having its training courses focused on interpersonal relationship and personal effectiveness and achievement skills as well as occupational training.

• Seacare Maritime Medical Centre Pte Ltd expanded its scope of business by appointing affiliated clinics at other ASEAN countries beside Singapore to service the Seacare Medical Scheme.

• Seacare Education Pte Ltd and Sino-Sing Center Pte Ltd entered a joint venture to set up Xinnet Education Centre Pte Ltd with the aim of offering Preschool English Programmes in China, Training for Bilingual Teachers, Student Exchange and Immersion programmes. Seacare Education also penetrated the Malaysia education market through Seacare International (M) Sdn Bhd's investment in P.O.D. Education Sdn Bhd. The last named firm is a member of a premier human resource consultancy and corporate training company with an extensive network in Malaysia.

• In recognition of its invaluable contribution to the Co-operative movement, the Singapore National Co-operative Federation (SNCF) conferred on Seacare Co-operative Ltd with the Commendation Plaque. Mr Kong Mun Kwong, Chairman of Seacare Holdings Pte Ltd, was conferred by SNCF the Friend of the Co-operative for his invaluable contribution to Seacare Co-operative Ltd and the Co-operative movement.

• Seacare's very own Club@52 underwent an extreme 'makeover' in July and August. The modern and sleek concept introduced is inviting and relaxing. The colour scheme of black, orange and grey which expresses an open, relaxing, vibrant and friendly atmosphere matches well with the design theme. It's a place for both members and clubbers to hang out and chill out.



Seacare Digital Office Agreement Signing Ceremony



Seacare Environmental established Landscape Division

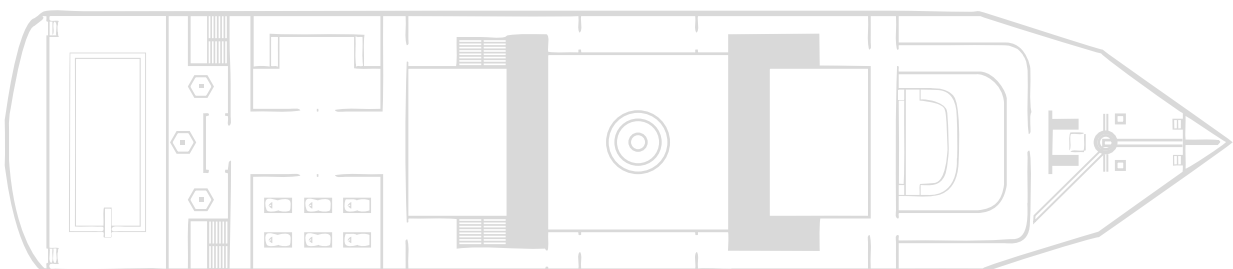


SMMC's participation in Posidonia 2006

'06 [Jan – Oct]

- In February, Seacare Maritime Medical Centre Pte Ltd signed a Memorandum of Understanding with the New Optometry & Ocular Care Centre (NOOCC) to provide professional comprehensive optometric eye examination under the Seacare Medical Scheme.
- Seacare Chairman, Mr Leow Ching Chuan, has been appointed by Dr Vivian Balakrishnan, Minister for Community Development, Youth and Sports, as a member of the Central Co-operative Fund Committee for a period of three years with effect from 1 March.
- Seacare Evolution Pte Ltd entered a joint venture with Vaughn International Pte Ltd and ELO Digital Office (Asia) Pte Ltd to incorporate Seacare Digital Office Pte Ltd in May to offer digital archiving, documentation management and workflow solutions ranging from entry-level solutions for SMBs to highly scalable modular client/server systems for large corporations.
- Seacare Environmental Pte Ltd established a landscape division in May, a move towards achieving its long-term vision of becoming a full-fledge service provider - cleaning, landscaping, to possibly even waste management.
- In June, Seacare International (M) Sdn Bhd entered a joint venture with InterPay International Airtime and Malaysian entrepreneur Mr Yap Kit Chuan to incorporate ETOP Services (Malaysia) Sdn Bhd which is a flagship operation with interests in the prepaid business segment.
- Seacare Maritime Medical Centre Pte Ltd was one of the organisations featured in the Singapore Pavilion during the 20th Posidonia, the world's biggest shipping trade exhibition held in Athens, Greece in June.
- In yet another milestone, Seacare Maritime Medical Centre Pte Ltd has made its move and taken its first stride into Vietnam by appointing Australian Clinic & Pathology Diagnostics (ACPD) as its affiliated clinic in July.
- Seacare Co-operative Ltd was invited by NTUC to be one of the Institutional Members of the Centre for Seniors (CFS), a society dedicated to provide counselling and helpline services for the elderly and their families.
- Seacare Co-operative Ltd and its group of companies achieved growth in turnover by about \$6 million to \$29 million and profit before tax of about \$1 million. Seacare's staff strength of 1,100 has been consistently above the 1,000 level for the past few years and is a reliable indicator of the healthy state of Seacare's economic position.

The significant increase in the seamen labour force outside of Singapore is a clear indicator that there will be a corresponding need to be met. By venturing out to where the market is, Seacare will be best positioned to provide the kind of services needed by the worldwide shipping community.





SEACARE MARITIME MEDICAL CENTRE SHARES GRAND PLANS

SHANGHAI ON MY MIND

The popularity of Seacare Medical Scheme among the SOS foreign members and the shipping industry has propelled Seacare Maritime Medical Centre (SMMC) to dream bigger dreams.

In an interview with Samudra, SMMC CEO Dr Chia Yih Woei revealed that clinics will be set up in Shanghai, China, to provide

medical benefits to seafarers and their family members. With preliminary discussions underway, this may become a reality very soon.



"China, especially Shanghai, has one of the busiest ports around the world. Coupled with the fact that China's economy is on the boom, trade is expected to grow leaps and bounds. We are confident of the demand and market for it. We look forward to the day when we can extend Seacare's very own SMS to the maritime community in China."

NEXT: SEACARE RADIO MEDICAL CENTRE FOR S E ASIA



Dr Chia was warmly received by CIRM President, Professor Agostino Di Donna and the Scientific Director, Professor Francesco Amenta. Touring the centre, Dr Chia had the opportunity to observe first-hand how the centre operates.

Specially trained physicians and radio operators are on standby round-the-clock. Professionals specialising in different disciplines of medical care can be consulted in complex cases or those requiring multi-disciplinary

care. The doctor on duty maintains regular contact with the ship requiring medical advice, until the vessel arrives in a port with adequate medical facilities or until the complete recovery or evacuation of the patient.

"Many European countries already have such centres to render assistance to ships, but South-East Asia has yet to see any established. We think there is a demand as well as a necessity for such medical centres. This is real-time medical attention, which will be of great help in easing the pain and suffering of ill or injured seafarers within a shorter time frame," Dr Chia pointed out.

At present, SMMC is already giving medical advice, through fax and telephone, to ships that are sailing. "With the digital age changing the way we work and live, it has become necessary to take advantage of what technology has to offer. Emails, mobile phones and even web-cam over the internet are definitely some 'new' digital tools that should be incorporated," he said.

Dr Chia indicated that collaboration with CIRM is possible, but details have yet to be nailed down. "For starters, we plan to start operations on a smaller scale by offering this service to ships covered under CBA and ships sailing within the region, such as the Straits of Malacca. But ideally, we want to extend this facility to international seafarers too. We are absolutely very eager to see this centre materialise."

SMMC's future is looking more exciting than ever. Dr Chia made a study trip to Italy to visit the International Radio Medical Centre (C.I.R.M.) in Rome and an idea was conceived.

The CIRM is the Italian Telemedical Maritime Assistance Service whose mission is to provide round-the-clock free radio-medical assistance to patients onboard ships flying any flag all over the world. In collaboration with the national Maritime Rescue Co-ordination Centres, CIRM can also co-ordinate the evacuation of a patient from a ship by naval craft or helicopter.





SEACARE MARITIME DENTAL CENTRE IN THE PIPELINE

In sharing SMMC's future plans, Dr Chia revealed that a Seacare maritime dental centre is also in the pipeline. With SMMC extending the circumference of its business to encompass more of such para-medical services, seafarers can look forward to a widening scope of welfare benefits.

He stressed that providing medical services remains their core business. He commented:

"From our humble beginnings of establishing a medical centre dedicated to the maritime industry, to consistently appointing overseas clinics and now offering free medical services, SOS and SMMC have shown through the years our commitment to improve the social well-being of our members, both local and foreign alike."

"SMMC has broadened beyond basic clinical care. The change in world affairs and economic climate called for more to be done. A multi-pronged approach is essential – introducing more benefits under SMS, continuing the commercial expansion of SMMC through the continual appointment of overseas affiliated clinics, offering a wider scope of care with the establishing of a dental clinic and that of a radio medical centre. We will also be re-examining how we can streamline ourselves better, so that we do not lose focus, and SMMC's long term plans of expansion can be executed more effectively."

Dr Chia stressed that the SMMC team is "very positive about the growth and future". "Thanks to SOS and industry partners like the shipping companies, we have been able to progress commercially, thus allowing us to contribute back to the industry. It also demonstrates our commitment to do our part in building Singapore as an International Maritime Centre."

SMMC'S LATEST AFFILIATED CLINIC IN CEBU, PHILIPPINES

On 7 November 2006, SMMC formally appointed the Gillamacs Diagnostic & Medical Laboratories Inc. as its sixth affiliated clinic. Located in Cebu, Philippines, the appointed clinic will render medical services to SOS Filipino members and their dependents as well as other patients referred by SMMC. SOS Filipino members and their dependents will be able to visit the clinic in Cebu with effect from 1 December 2006.



Present at the agreement signing ceremony in Cebu were Ms Mariana Amad, SMS Manager and Ms Aimee Sañosa, Manager of Seacare International Phils. Inc.; while Mr Byron G Gonzales, Chief Operating Officer and Mr Mervin O Judilla, Operations Manager represented the Gillamacs Diagnostic & Medical Laboratories Inc.

Ms Mariana Amad said, "We have many Filipino members, a substantial number of whom reside in Cebu. The two affiliated clinics in Manila have served our members well, and we recognised the need to better provide for members' needs in Philippines. With the appointment of Gillamacs Diagnostic & Medical Laboratories Inc. in Cebu, our Filipino members and their dependents residing in Cebu and the neighbouring provinces will find it a lot more accessible now."

Dr Chia Yih Woei, CEO of SMMC, emphasised, "SMMC always stays ahead by offering quality and top notch medical services to the maritime community, and improving our medical facilities. SMMC's commercial expansion through the appointment of overseas clinics is part of our blueprint to better the welfare of our SOS members."

SMMC's six affiliated clinics are located in Selangor, Malaysia; Jakarta, Indonesia; Ho Chi Minh City, Vietnam; and Manila and Cebu, Philippines. Manila has two of such clinics.

"We want to overcome the geographical barrier and extend this benefit to as many of our members as possible. That is why SOS and SMMC have been relentlessly working on sourcing for and tying up with overseas affiliated clinics. We are also concurrently working out details to launch the SMS through as many affiliated clinics as we can."

Mr Leow Ching Chuan, SOS General Secretary



SEACARE MEDICAL SCHEME COVERAGE EXTENDED

Come 1 December 2006, the Seacare Medical Scheme (SMS) will be extended to include Indonesian members and their dependents, through Seacare Maritime Medical Centre's (SMMC) affiliated clinic, Klinik Baruna, located in Jakarta, Indonesia.

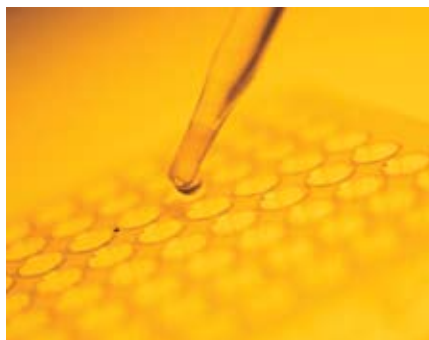
And also with effect from 1 December 2006, SOS Filipino members will be able to reap the SMS benefit at the newly appointed affiliated clinic in Cebu, Gillamacs Diagnostic & Medical Laboratories Inc.

"We want to overcome the geographical barrier and extend this benefit to as many of our members as possible. That is why SOS and SMMC have been relentlessly working on sourcing for and tying up with overseas affiliated clinics. We are also concurrently working out details to launch the SMS through as many affiliated clinics as we can," Mr Leow Ching Chuan, Seacare Chairman, explained.

The SMS, the brainchild of SOS, was set up to boost the quality of life for SOS members – both

local and foreign. After its launch in March 2005, SOS members have been reaping the benefit. "So far, the SMS has been well-received. SOS has always been very focused on our primary

as well as free comprehensive optometric eye examination once every four years at the SMMC and the New Optometry & Ocular Care Centre (NOOCC) respectively.



role of helping our members. The SMS is a very practical form of welfare that members will always find applicable and beneficial," commented Mr Leow.

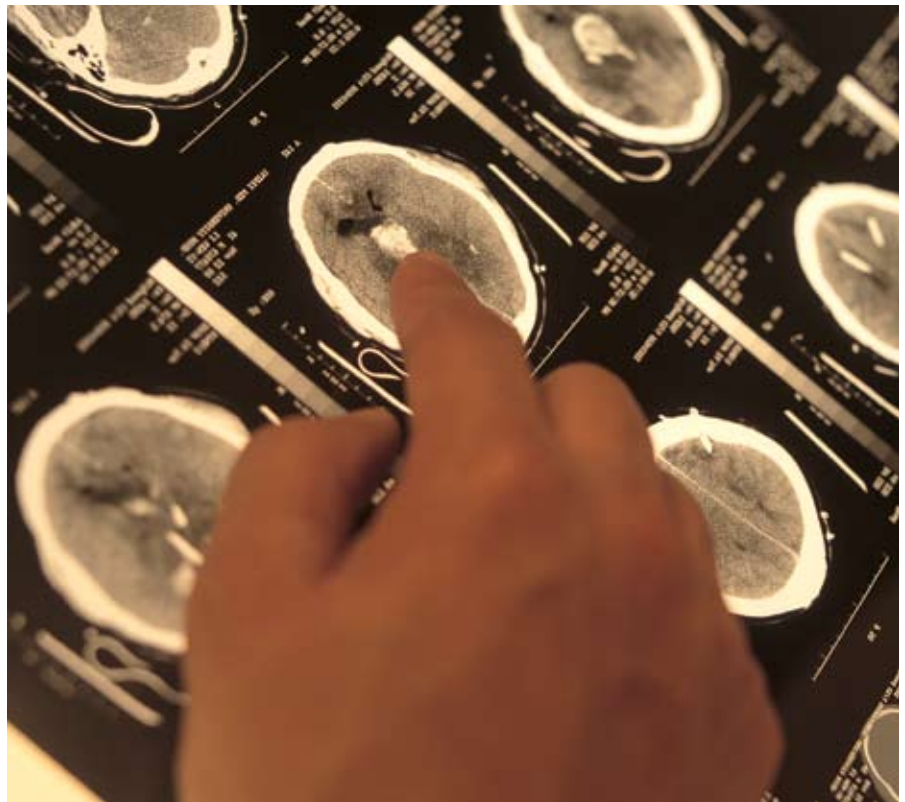
Comprising of three components, the SMS is tailor-made specifically to meet the needs of both SOS local and foreign members alike. Local members enjoy free health screening

Foreign members serving on board a vessel covered by the Union Collective Bargaining Agreement and whose employer is participating in the SMS; and their dependents can enjoy medical related services at no cost at affiliated clinics of SMMC.

The Scheme covers dependents i.e. wife and unmarried children below 18 years old of the married qualified member. If the qualified member is unmarried, the Scheme will cover his parents and unmarried siblings below 18 years of age. Each family is entitled to a maximum of four visits per calendar month, with a maximum of one medical benefit per visit per day. Any unconsumed entitlements are not allowed to be carried forward to the following month or exchanged for cash.

The third component is catered to management staff of shipping companies that participate in the SMS. The SMS for Local Shipping Management Staff was introduced in 1 October 2006. Under this scheme, local shipping companies that participate in SMS can nominate their staff for a Complimentary Executive Health Screening at SMMC.

Dr Chia Yih Woei, CEO of SMMC, has indicated SMMC's plans in appointing affiliated clinics in China in the near future, providing quality medical facilities to more international seafarers.



"So far, the SMS has been well-received. SOS has always been very focused on our primary role of helping our members. The SMS is a very practical form of welfare that members will always find applicable and beneficial,"

Mr Leow Ching Chuan, Seacare Chairman, explained.



SEACARE DIGITAL SOLUTIONS

FOR DIGIT

“Archiving and preservation do not just happen. Many fail to realise that without proper document management, fast computers will only create fast build-up of unmanageable information. The need of a digital office is unavoidable in the modern business world because of the continuous flow and exchange of both digital and print documents. Thus, we endeavour to provide efficient integrated high technology business solutions,”

Mr Koh Tak Yang,
Director, Seacare Digital Office Pte Ltd

Twenty years ago, the world is heavily accumulating records and documents for business and school. Problem? These turned into stacks of folders taking up increasing amount of space.

Fast forward to today, where the digital age has given rise to computers, and many companies have turned to saving their hard copies to cds or other digital forms. Problem? Digital materials, much as they have been useful tools, are surprisingly fragile. Not to mention the hassle of retrieving the document or electronic files, video clips, emails and attachments within the shortest time.

In the rush toward technological innovation, many have ignored the need for digital archiving and preservation. And that's why, keeping digital resources usable by future generations requires conscious effort and continual investment.

That's where Seacare Digital Office Pte Ltd

(SDO) comes in. The company launched what proves to be one of the most effective and efficient solutions – quality and tested digital archiving, documentation management and workflow solutions. The solutions cater to the varying levels of needs – from entry level SMBs (ELOoffice) to highly scalable modular client/server systems for large corporations (ELOprofessional and ELOenterprise).

“Archiving and preservation do not just happen. Many fail to realise that without proper document management, fast computers will only create fast build-up of unmanageable information. The need of a digital office is unavoidable in the modern business world because of the continuous flow and exchange of both digital and print documents. Thus, we endeavour to provide efficient integrated high technology business solutions,” asserts Mr Koh Tak Yang, Director, Seacare Digital Office Pte Ltd.

On 5 May 2006, Seacare Evolution Pte Ltd entered a joint-venture agreement with Vaughn International Ltd and ELO Digital



AL FUTURE

Office (Asia) Pte Ltd to incorporate Seacare Digital Office Pte Ltd. Seacare Evolution holds 41% of the shares, while Vaughn International Ltd and ELO Digital Office (Asia) Pte Ltd have 39% and 20% respectively.

The ELO programme is a big hit, thanks to their high performance potential. Among the better known clients worldwide are

companies hailing from different sectors, such as Citibank, Deutsche Bank, Siemens, Honeywell, Nokia, Lufthansa Technik Logistik, BMW, Airbus, and even state and federal authorities.

In fact, ELO was presented the CeBIT Award for the Best Product/Service for Business Processes at the CeBIT Australia

2006, Australasia's biggest information communications and technology event, for their document management and archiving solutions.

HOW SEACARE DIGITAL OFFICE CAN MAKE A DIFFERENCE

Cutting Edge Technology

The integrated sounds-like search of SDO solutions enable documents to be found in spite of typo errors or names being incorrectly spelt. SDO solutions are designed to handle millions of documents and optimised with powerful methods of retrieval by category (proximity search), Full Text Search, Word by Word Search, Boolean Search, Wild Cards Search, Search into scanned Documents, and even Intelligent Search (fuzzy logic). What's more, the results of search requests already carried out are stored and can be quickly called up.

The programme's partnership with market leaders in information technology such as Microsoft, Hewlett Packard, Fujitsu, Oracle, etc. enables the company to ensure that all lines of SDO solutions runs well on the latest platform, and hence, can be easily integrated into both hardware and software programmes.

And how about disaster recovery? SDO solutions have made recovery of your documents a reality because replication and backup is one competitive feature that SDO offers.

Security

Equipped with powerful security features like password, access rights, 128-bit encryption and digital signature, SDO's replication and backup functions can be set to meet the specific needs for server-to-server replication and backup, at any predefined time, for any predefined folders, be it one-way or two-way. This prevents unauthorised access or modification of confidential information.

Competitive Pricing

The software is highly affordable, because SDO solutions focus first on providing the best values and benefits to clients, rather than the costs. Solutions can be configured to fit your budgets and needs; from basic installation to comprehensive enterprise solutions.

Customised to Your Needs

Because the programme is modular in nature, it is possible for users to switch on and off the various components that they might need in different divisions of their organisation. Access through the modules can be modified and tailored. It is certainly not a case of "Buy the whole lot, or you don't buy".

No Restrictions

Contrary to what you may worry about, the system does allow users to go offline. The programme is a portable offline-archive system that does not affect the synchronisation of documents, database and system information.

The programme is also fully capable of handling large amount of information. Capacity is never an issue and it can accommodate big document-volume.

LANDSCAPE DIVISION BEAT BIG PLAYERS IN INDUSTRY

Wins Lee Kuan Yew School of Public Policy Project

When Mr Firos Angullia, Seacare Environmental Manager, first got wind of a new tender coming up at the Lee Kuan Yew School of Public Policy, his heart skipped a beat. He knew it was a project that the Landscape Division could excel in.

"Competition was tough. We were up against the big players in the industry but I certainly wasn't about to give up without a fight." In fact, it was a good fight indeed. The very first thing that Mr Firos did was to take his own initiative and went down to the site to have a look at the area. "I want to have a better knowledge of the place, and how I can contribute."

From dispensing advice and giving consultation at no charge, Mr Firos also contacted his Mechanical Engineering staff, after noticing some irrigation problems, to evaluate what further improvements would be necessary for the site. All these, he conveyed to the person-in-charge.

"In business, we are of course concerned about profits and bottomlines, but not everything is about money. I believe in before, during and after-sales service. A satisfied client is likely to return, never mind if I don't get the deal this time. I see it as a way of rendering good service," he pointed out.

And Mr Firos was jubilant when Seacare was invited to submit a tender for the landscaping job. In the meantime, he continued to make multiple trips to the Institute, dishing more advice whenever necessary. The person-in-charge also had the opportunity to learn more about Seacare and Seacare Environmental. It was a month-long wait for the results, and by then, Mr Firos had made no less than five trips to the School.

It was sweet victory indeed. Seacare's sincerity and commitment convinced the Institute's personnel that the team is serious about delivering a top-notch job. On 27 October,



"Being awarded the project will serve as a good track record in our efforts to develop our Landscape Division. It means we are to be taken seriously, and have what it takes to succeed." Said Mr Abdul Kader, General Manager of Seacare Environmental

Seacare Environmental officially received notification that they have been awarded the project for a one-year term.

"I was elated, excited and eager to start. When the person-in-charge said to me "You deserve to get the job", I was more assured than ever that we have the right formula," Mr Firos recounted.

Said Mr Abdul Kader, General Manager of Seacare Environmental, "Being awarded the project will serve as a good track record in our efforts to develop our Landscape Division. It means we are to be taken seriously, and have what it takes to succeed."

Seacare took over on 1 November and was told that a Very Important Guest would be gracing an event at the School on 3 November. Mr Firos acted quickly. "I deployed my mobile team and got down to business immediately. At best, we only had three days to spruce up the place before the event, and we had to ensure it was a job well done."

It is imperative that the team maintains and upkeep the landscape within an acceptable standard on a daily basis, while the support team, which goes in twice a month will ensure the health of the plants as well as the facade of the place.

"Plant care is not just about pruning or watering. Even those require trained personnel to



carry out satisfactorily. It is not enough to just maintain the landscape; I want to promote growth of the greenery." Mr Firos shared that to do that, apart from the daily duties, he will soon be exacting a full fertilisation of the foliage, but the plants will first have to be ridden of pests and insects that harm their health and growth. Considering the huge grounds of the School, this will be a task on a large scale. "But will certainly boost the growth of the plants. **I don't believe in being satisfied with only 80%; I give my very best everytime,**" Mr Firos added.

Led by Mr Firos, the Landscape team's persistence to perfection is evidently reaping results. Since the Landscape Division kick-started in May 2006, they were contracted to perform landscaping jobs at numerous locations, and all clients have returned positive feedback, not just for the quality of work, but for the extra mile that the team goes.

Rain or Shine

"We were contracted to upgrade the landscape of the Church of St. Ignatius on 18 October, which was to be completed by 31 October. However, because the said period spanned over Hari Raya, we were only able to get the designated plants from Malaysia after 27 October," said Mr Firos.

The man has high expectations of himself and the team, and he wanted the job to be concluded by 30 October. Time was certainly of essence, because they had less than four days to do the planting. "We did all the necessary groundwork such as re-soiling, trenching and clearing the old plants first, and when the plants arrived, we worked through the rain to get them planted and 'settled down'. The satisfaction is always immense."

"When Seacare Environmental grows, we grow together..."

Mr Firos has a steadfast vision. "I hope that in time to come, the Landscape Division will land a new project each month. We are currently

in discussions for other contracts, while there are new projects in the pipeline. In the long term, Seacare Environmental's Landscape Division will not only be a household name, but one that clients pursue."

"Our Landscape Division is doing very well. Through the landscape arm, Seacare Environmental has value-added and extended a wider range of services to clients. It has

fitted very nicely with our overall objective and vision, and we are certainly not going to stop at that. We are looking to launch more services, such as supplying potted plants. We are capable of handling large scale projects such as construction of landscapes, and I believe that our commitment to quality and service to clients will certainly serve us well," said a confident Mr Kader.



CONGRATULATIONS TO CONNECT CENTRE!

Connect Centre Pte Ltd, an associate company of Seacare Foundation Pte Ltd, has made waves at the 6th CCAS Annual Contact Centre Awards 2006 and 3rd Regional Awards (China/Hong Kong/Malaysia/Singapore) 2006.

We are pleased to announce that Connect Centre is the Best Outsourced Call Centre for both Singapore and the region in 2006!



6TH CCAS ANNUAL CONTACT CENTRE AWARDS 2006

Best Outsourced Contact Centre of the Year
Connect Centre Pte Ltd – Gold Award

Best Contact Centre Team Leader (over 50 seats)
Jennifer Chew Geok Lam (Connect Centre) – Gold Award

Best Customer Service Professional (over 50 seats)
Aryanty Mohd Ariffin (Connect Centre) – Finalist



3RD REGIONAL AWARDS (CHINA/HONG KONG MALAYSIA/SINGAPORE) 2006

Best Outsourced Contact Centre of the Year
Connect Centre Pte Ltd – Gold Award

Best Contact Centre Team Leader
Jennifer Chew Geok Lam – Finalist



Acknowledgement

The Executive Committee of the
Singapore Organisation of Seamen

&

The Board and Management of
Seacare Co-operative Limited and its Group of Companies

Would like to express our special thanks and sincere appreciation
to the following in making the
SOS 35th & Seacare 12th Anniversary Dinner a success:

To our Guest-of-Honour
Mr Lim Swee Say, NTUC Deputy Secretary-General &
Minister, Prime Minister's Office
for gracing the event;

To all our VIPs and guests
for their well wishes and kind attendance;

To all our sponsors
for their generous contributions;

To all members for their co-operation and support;

&

To all others who have contributed in one way or another.

Acknowledgement

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