

SAMUDRA

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

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Citin Seacare Hotel
Opens In KL

Official Opening Ceremony
Citin SEACARE HOTEL
29th March 2014

Special Guest
Mr Chiew Meng Raymond
Chairman, Seacare Pte Ltd

seACare



SAMUDRA



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NEW FACE IN SOS EXCO LINE-UP

Ms Tan Siew Hui, a Cadre Member of the SOS, has been appointed as SOS Alternate Executive Committee member as of 1 April 2014. The Executive Committee made the announcement after it accepted the resignation of Brother Tan Beng Kiat.

Sister Siew Hui, who is also SOS Deputy Chief Operating Officer for Finance and Investment Division, is a unanimous nominee for serving Brother Tan's remaining term in the Committee, given the number of years she has dedicated to the union.

As an Alternate Member of the Executive Committee, Sister Siew Hui will acts for Ordinary Committee members during their temporary absence from the office and assists the Committee in the deliberation and determination of questions brought up for discussion.

Sister Siew Hui will serve her new appointment till the union's next election in 2015. SOS would like to thank Brother Beng Kiat for his service and contribution to the union during his tenure as an EXCO member.



I thank the SOS for the opportunity to serve in the Executive Committee. I hope to contribute to the robust discussion and deliberation in the EXCO meetings and provide constructive suggestions to further enhance our members' welfare and union's growth.

*– Ms Tan Siew Hui,
newly-appointed Alternate EXCO member*



SOS General Secretary, Mr Kam Soon Huat presenting a plaque and a token of appreciation to Brother Tan Beng Kiat (left) on 21 April 2014, for his service and contribution to the union.



Here's an updated list of SOS Office-bearers and Executive Committee for the term 2011-2015.

Advisors	Lim Boon Heng Grace Fu Hai Yien Arthur Fong Jen Zulkifli Mohammed
Executive Advisor	Leow Ching Chuan
President	Mohamed Idris Mohamed Ibrahim
Vice Presidents	Bon Sheun Ping Mohamad Abu Bakar
General Secretary	Kam Soon Huat
Executive Secretary	Daniel Tan Keng Hui
Assistant Secretaries	See Boon Kwang David Shoo Weng Leong
Treasurer	David Sim Hor Pheng
Assistant Treasurer	Loh Suan Hin
Ordinary Committee Members	Lee Van Chong Raj Moham Lim Thizi Chee Norani Md Rais Michael Tham Siang Hock Shena Foo Jee Hwee
Alternate Committee Members	Mohammad Kodrasono Kamis Hussain Lim Eng Seng Ho Yew Chun Chung Keng Meng Tan Siew Hui
Trustees	Leow Peng Kui Nazarudin Nandok Ow Kee Heng
Internal Auditors	Tang Teng Lung Raja Mohd Said Raja Mohd Shafik



INTERNATIONAL RATINGS' FORUM RECONVENES IN ROTTERDAM



▲ SOS Assistant Secretary Mr David Shoo (fifth from left) joining fellow participants at the International Ratings' Forum onboard the cruise line SS Rotterdam.

After a two-year hiatus, the International Transport Workers' Federation (ITF) reconvened its International Ratings' Forum in Rotterdam, Netherlands, on 4 to 7 March 2014.

The symposium saw representatives from the International ITF affiliated unions, ITF inspectors from some 20 countries and the ITF Secretariat, gather for three days of discussions on international maritime issues. The meeting was hosted by Nautilus International and held onboard the "SS Rotterdam", the former flagship of the Holland America Line which sailed the seven seas and today stays docked, overlooking the river Maas and the skyline of the city of Rotterdam, Netherlands.

The international delegates deliberated over issues such as the latest developments on the International Bargaining

Forum negotiations and the utilisation of the Seafarers' Employment Promotional Fund. The forum heard reports of ITF activities within the International Labour Organisation (ILO) such as the ILO minimum wage, dealing with abandonment of seafarers and financial security under the Maritime Labour Convention 2006. ITF activities within the International Maritime Organisation such as lifeboat safety, accommodation and training berths, passenger ship safety, seafarers' fatigue and safe manning were also covered. Piracy was of grave concern – representatives revealed worrying trends of the increase of piracy attacks in the Gulf of Guinea, Somalia and Indonesia; and proposed new and more effective measures to fight against piracy.

Conclusions and recommendations from the forum would be forwarded to a higher level of decision-making body within the ITF for further action.

SOS STAFF PARTICIPATES IN OTCI LEADERSHIP INDUCTION PROGRAMME



Participants playing the 'Helium Stick', one of the many team-building games they were tasked to succeed, which required all team members to concentrate, work in unison and communicate effectively.

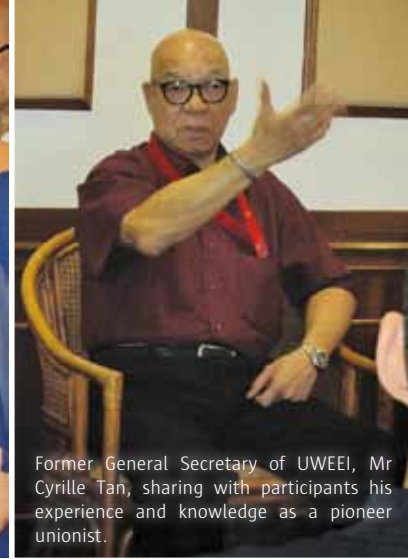


NTUC Deputy Secretary-General Mr Heng Chee How sharing his understanding of the challenges and opportunities of Singapore's multi-generational workforce with the trade unionists.

After actively participating in a two-day Leadership Induction Programme (LIP), some 40 trade unionists, including SOS Corporate Communications Committee Assistant Secretary Mr George Foo, became more inspired, challenged and empowered to achieve more for their members.

Organised by the Ong Teng Cheong Labour Leadership Institute, the LIP, which was held at Orchid Country Club on 14 and 15 March 2014, exposed the new leaders to the work, challenges and vibrancy of the Singapore trade union movement and how trade unionists have impacted the lives of their members.





Former General Secretary of UWEEI, Mr Cyrille Tan, sharing with participants his experience and knowledge as a pioneer unionist.

One of the highlights of the programme was the fireside chat with NTUC Deputy Secretary-General Mr Heng Chee How and veteran unionist and former of United Workers of Electronics and Electrical Industries (UWEEI) General Secretary Mr Cyrille Tan. Both shared their rich experiences in union leadership and resolving workplace disputes, among a range of topics. The participants enthusiastically engaged in the discussion and gained invaluable insights and knowledge from the two passionate and dedicated unionists.

At the LIP, there were ample opportunities to build camaraderie. Through team-building games, lively discussions and sharing, the union leaders had a deeper understanding of the mission, values and guiding principles of the Singapore Labour Movement; their roles and responsibilities; and the foundation of effective union leadership - Passion, Purpose-driven and Service-oriented.

They also learnt about the historical development of trade unions in Singapore and other parts of the world; and were updated about the changing environment, challenges and actions of the trade unions in the region.

I have a clearer understanding of the requisites of a union leader, particularly in the area of leadership and cooperation. The facilitators utilised creative visuals, short videos and interesting games to help us understand the important roles that we play. It was also an excellent opportunity for us to share the various challenges we face and tap the experience of unionists from different trade unions. I thoroughly enjoyed the programme.

– **Mr George Foo,**
SOS Corporate Communications Committee Assistant Secretary





EMBRACING FLEXIBLE WORK ARRANGEMENT FOR WOMEN

SOS EXCO member Shena Foo and Assistant Director Sharon Li were among the 2000-strong participants at the International Women's Day Celebration 2014 "Flexibility Works!" event held on 8 March 2014 at Downtown East, Pasir Ris.

The two officers are members of the NTUC Women's Committee and were involved in the preparation of Flexibility Works! Job Fair - which advocates for employers to offer flexible work arrangements to their employees as part of the NTUC Women's Development Secretariat's (WDS) U Flex Movement.

Organised by the WDS and the e2i (NTUC Employment and Employability Institute), the job fair was joined by 15 participating employers, who collaborated to provide employment opportunities and to extend various forms of job flexibilities. Their joint effort provided an important platform for recruiting and retaining women employees - such as working mums - to help them integrate into the workforce and to excel in both their work and family commitments.

The job fair offered some 570 positions across local industries such as healthcare, education, retail, security and F&B. According to NTUC, about 20% of these positions is targeted at professionals, managers and executives (PMEs), offering full-time employment with staggered working hours.

In its press release, WDS stressed the importance and the benefits of flexible work arrangements by citing a recent Happiness Poll conducted by the NTUC Family Development Unit on over 5,200 respondents. According to the survey,

almost half of the working mums polled preferred access to flexible work arrangements while 40% called for a more family friendly workplace.

"Flexibility thus plays an essential role to prevent employees, particularly women from dropping out of the workforce, and facing challenges in returning subsequently or even stop working totally," said NTUC President, Ms Diana Chia in her key address at the event.

"Companies will be able to attract, motivate and retain dedicated, committed and happy female employees. And women are able to enjoy a fulfilling career without having to choose and compromise on their family care responsibilities," she added.

Other activities at the carnival included a mass fun yoga workout session and family movie screening.





MORE BUDGET HIGHLIGHTS

In the last issue of Samudra, we featured the \$8 billion Pioneer Generation Package which is one of the most talked about benefits of the 2014 Budget. In this issue, we bring you more budget highlights.

Medishield Life

Permanent subsidies for low and middle income Singaporeans to pay their Medishield Life premiums.



Continuing Education and Training (CET)

A \$500 million top up to the Lifelong Learning Endowment Fund and a major review of the CET Masterplan will help create better job opportunities for Singaporeans. The Ministry of Manpower will also study the need for Progressive Wage Model in the landscape sector.



Transport

With 13 new trains in 2014 and 450 more buses over the next three years, Singaporeans can look forward to improvements in public transport capacity. A total of \$7.5 million from the Public Transport Fund will also fund new schemes to assist persons with disabilities and low-wage workers.



CPF contribution rates increase for older workers

All increases in employer contributions will be allocated to the Special Account. The 0.5 percentage point increase in contribution rate from employees aged 50 to 55 years will go to the Ordinary Account.



Working Longer

The Ministry of Manpower is looking into further raising the retirement age from 65 to possibly 67 years of age.



For more information, visit
www.singaporebudget.gov.sg



MARITIME COURSES FOR MEMBERS

SOS provides training grants to help members stay relevant to the workforce or prepare for change in employment, through training and skills upgrading opportunities on a wide range of supported maritime and non-maritime courses. The following two courses have been added to the list under under Schedule 2 (as shown below).

Safety Training STCW 2010 Code Section A VI/1 para 1 (1 day)

This course familiarises participants in the preliminary essentials of safety and personal survival in relation to

fire and other emergencies on board ships, according to the stipulated STCW 2010 requirements.

ECDIS Appreciation Course (2 days)

The syllabus is designed to give a general overview of the features and capabilities of the Electronic Chart Display and Information System, and appreciation on its operational usage. Limited practical exercises using the ECDIS, with simulator inputs, are offered.

Course Provider/s	List of Courses under Schedule 2
SMA	CERTIFICATES OF COMPETENCY MARINE ENGINEER OFFICERS <ol style="list-style-type: none"> Class 1 & 2 Combined Engineer Officer – 20 weeks Class 1 & 2 Combined Part A Engineer Officer – 20 weeks Class 5 (MEO) – 2 weeks Preparatory Course for Graduate Engineers – 22 weeks
	DECK OFFICERS <ol style="list-style-type: none"> Class 1 & 2 Combined Deck Officer – 20 weeks Class 3 Deck Officer – 15 weeks Class 2/1 Deck Officer Re-validation – 5 days Class 3 Deck Officer Re-validation Class 2/1 Marine Engineer Officer Re-validation - 5.5 days
	STCW95 AND OTHER SHORT COURSES <ol style="list-style-type: none"> Medical First-Aid Onboard Ship - 4 days (36hrs) (SMA & SFATC) Medical Care Onboard Ship - 5 days (SMA & SFATC) Navigation Control – 5 days Basic Tanker Training (Oil, Chemical & Liquefied Gas Tankers) 5.5 days (fka. Tanker Familiarisation – 5.5 days) Advanced Oil Tanker Safety – 10 days Advanced Chemical Tanker Safety – 5 days Advanced Liquefied Gas Tanker Safety – 5 days GMDSS General Operator Certificate (For all Sea Areas) – 2 weeks GMDSS Restricted Operator Certificate (For Sea Area 1) – 5.5 days (36hrs) Proficiency in Survival Craft & Rescue Boats other than Fast Rescue Boat (Full course) – 5 days Proficiency in Survival Craft & Rescue Boats other than Fast Rescue Boat (Bridging Course) – 2 days Familiarisation Training – 3 days Basic Occupational Safety & Security Training (BOSST) (4 modules) (fka. Basic Safety Training 4 modules) <ol style="list-style-type: none"> Module 1 – BOSST Personal Safety and Social Responsibility (incl. Security Awareness Training) – 2.5 days Module 2 – BOSST Fire Prevention and Fire Fighting – 2 days Module 3 – BOSST Elementary First Aid - 2 days <i>Also support course conducted by (SFATC)</i> Module 4 – BOSST Personal Survival Technique – 1.5 days Advanced Fire Fighting – 5 days Advanced Fire Fighting (Bridging Course) – 2 days Shipboard Training and Assessment – 5 days Fire Safety Training Powered Pleasure Craft Driving Licence – 4 day Conducted at: <ol style="list-style-type: none"> Changi Sailing Club Marina Country Club One Deg15 Marina Club Raffles Marina

Course Provider/s	Course Title
	<ul style="list-style-type: none"> e. Republic of Singapore Yacht Club f. SAF Yacht Club g. Singapore Police Force Aquatic Club h. Singapore Polytechnic i. Singapore Powerboat Association j. Water-Venture Changi <p><i>Exam at SMA and license issued by MPA.</i></p> <p>19. Advanced Powered Pleasure Craft Driving License Conducted at: Singapore Maritime Academy (SMA) <i>Exam at SMA and license issued by MPA.</i></p> <p>20. Electronic Navigation Systems – Bridging - 5 eves & 1 Sat</p> <p>21. Crowd Management & Safety Training for Passenger Ships – 1 day</p> <p>22. Crisis Management, Human Behaviour & Safety for Passenger Ships – 1.5 days</p> <p>23. Safety Training STCW 2010 Code Section A VI/1 para 1 STCW 2010 Code Section A VI/1 para 1</p> <p>24. ECDIS Appreciation Course</p>
STET	PORT LIMIT COURSES
MPA	<p>High Speed Craft Operator course – 3 days</p> <p>Port Limit Engine Driver (Third Class) Course – 9 weeks / 54 hours</p> <p>Port Limit Engine Driver (Second Class) Course – 9 weeks / 76 hours</p> <p>Port Limit Steersman Course – 36 hours \$535nett</p> <p>Port Limit Helmsman or Class 6 (Deck Officer) Preparatory Course – 54 hours</p> <p>Harbour Craft Master Course – 3 days</p> <p>Dangerous Goods Course – 3 days</p> <p>Oil Spill Control Course – 1 day course</p> <p>Intermediate Shipping Knowledge & Practices</p>
SSATI	<p>Principles of Shipping Operations & Practices <i>Fee-\$735 / 13 evenings</i></p> <p>Principles of Shipping Documentation & Practices <i>Fee-\$735 / 13 evenings</i></p>
IMBM	<p>Certificate in Maritime Studies (CMS) – 5 months</p> <p>Certificate in Logistics Management (CLM) – 5 months</p> <p>Diploma in Maritime Studies (DIMS) – 12 months</p> <p>Diploma in Logistics Management (DILM) – 12 months</p> <p>Diploma in Shipping and Logistics Management (DSLML) – 12 months</p> <p>Advanced Diploma in Shipping and Logistics Management (ADSL) – 18 months</p>
MLC Ships' Cooks Training Institutes	MLC Ships' Cooks Training
STET	The Nutrition, Safety, Hygiene & Sanitation for Ship's Cook
STeI	Certificate in Marine Culinary
STPL	Certified Cook's Training Course
At Sunrice GlobalChef Academy	<ul style="list-style-type: none"> 1. Workforce Skills Qualifications (WSQ) Certificate in Food Preparation 2. Workforce Skills Qualifications (WSQ) Certificate in Food Production
ITE	Accredited by the Singapore Work Development Agency (WDA) which provide training in food preparation, food production and food hygiene and safety.

For more information or enquiries about the courses, please contact the following course providers:

Singapore Maritime Academy (SMA)
Tel: 6772 1817
www.sma.sp.edu.sg

Singapore First Aid Training Centre Pte Ltd (SFATC)
Tel: 62978123 / 62211835
www.firstaidtraining.com.sg

STET Maritime Education P/L
Tel: 64776693
www.stet.com.sg

MPA Training (Development Dept)
Tel: 6874 7669
www.mpa.gov.sg

Singapore Shipping Association (SSATI)
Tel: 6222 5238

Institute of Maritime & Business Management (IMBM)
Tel: 63344095
Peace Centre
www.maritime-institute.edu.sg

STeI Institute Pte Ltd
Tel: 65592896

Seacare Thrift Pte Ltd (STPL)
Tel: 63795666
email: thrift@seacare.com.sg

At Sunrice GlobalChef Academy
Tel: 64166688

Institute of Technical Education (ITE)
Tel: 1800-2255483

For the list of supported courses under Schedule 2 and 3 or more information about the SOS training grants for members, visit www.sosea.org.sg



▼► Seasoned beer drinkers outdoing one another in emptying 'milk' bottles in record time.



NOTHING BEATS SOS MEMBERS' NIGHT

A night out with friends can lift the spirits and provide much laughter and merriment as proven in SOS Members' Night.

The members-only event brought together 138 SOS members for a time of dining, drinking and merrymaking on 15 March 2014, at the Club@52.

SOS members enjoyed a sumptuous feast of food and drinks, with a spread of games and entertainment. A "drinking beer out of the milk bottle" game had members intoxicated more with laughter than with the contents.

In a reversed lucky draw game, members had to wage \$2 for two tries at guessing a lucky number. The winner of the game, Mr Michael Tham eventually guessed the correct number and won himself an amount of \$105 from the pool of money. The evening ended with the real lucky draws and a mystery prize giveaway, presented by SOS Vice President Mr Mohamad Abu Bakar, and Assistant Treasurer Mr Loh Suan Hin.

While some may think of many other things they could do on a Saturday night, we dare say that this tops the list. A good night out is all it takes to strengthen bonds among SOS members.



Friends and fellow members sharing their moments of fun and laughter from the table games played on SOS Members' Night.



▲ Members queueing for the rich, full-flavoured grilled lamb which was the highlight of the evening's buffet spread.



▲ Mr Michael Tham eventually won the reversed lucky draw game.



▲ ▼ Lucky Draw winners receiving their prizes from SOS Assistant Treasurer, Mr Loh Suan Hin (top left) and Vice-President, Mr Mohamad Abu Bakar (bottom).





Scheme Administration Executive Ms Seri Suriyani attending to four SOS members who walked-in to apply for their SPF withdrawal.

SPF MEMBERS WITHDRAW SAVINGS



Scheme Administration Executive, Ms Evelyn Yeo guiding a walk-in member to complete his SPF Withdrawal Form.

Mr Suhal, Mr Hojim, Mr Mattasik and Mr Sukladi were among the members who came personally to the SOS Office to apply for their Seafarers' Provident Funds (SPF) withdrawals in March this year.

Encouraged by their fellow colleague and Bosun, Mr Rusli, the quartet from Pacific International Lines Pte Ltd proceeded to submit their withdrawal forms, shortly after their withdrawal application.

For active seafarers, the SPF is a good savings scheme that will help them save up and ease their financial burden upon their retirement from seafaring life.

Established in 2000 to provide retirement benefits to seafarers serving onboard ships covered under the SOS Collective

Bargaining Agreement, the SPF scheme was terminated as of 30 June 2012 and is now governed by the SPF Scheme of Administration to provide a clear and transparent mechanism for the dissolution and distribution of the SPF funds.

With the SPF's cessation, these seafarers are able to redeem their years of savings. When asked how they would intend to use their money, each of the four members shared a different plan.

Mr Suhal, Mr Hojim and Mr Sukladi whose families are in Indonesia, said that the sum of their withdrawal, which is considered a large amount in their country of residence, would be used wisely for family expenses and general expenditure.

While Mr Suhal would be setting aside the funds for agricultural business and investments at home, both Mr Hojim and Mr Sukladi said they would consider investing part of the funds to further their children's education.

When asked what type of schemes they hope to see in the future, all four unanimously suggested a scheme that is similar to the SPF, and which provides insurance endowment plans with savings and protection benefits.

They explained that such a scheme would greatly benefit seafarers for they can opt for claims if there is an emergency at home. They had also wished for an insurance plan that would yield them with a higher return upon its maturity, provided that they have not filed for any previous claims.

Submission Requirements

Members are required to submit their request for SPF withdrawal with the relevant documentations:

- 1 Duly completed Withdrawal Form (downloadable from www.ispf.org.sg) with witness' signature
- 2 Certified True Copy of Passport/NRIC (both old and new ones)
- 3 Copy of Seaman Log Book(s)
- 4 Birth Certificate
- 5 Any form of Photo ID (e.g. Driving licence, ID card)
- 6 Bank Swift Code for payment via Telegraphic Transfer ('Cheque' will be issued to Singapore-based members)

All documents must be certified as true copies and signature of the claimant in the withdrawal form **MUST** be witnessed by any of the following personnel:

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

All forms and supporting documents must be submitted by post or in person **ONLY** to the following address:

Seacare Thrift Pte Ltd
52 Chin Swee Road
Seacare Building
#08-00
Singapore 169875

Kindly note that we **WILL NOT** accept any application forms and supporting documents via e-withdrawal, email or fax.

SEEING SERI FOR SPF MATTERS

Ms Seri Suriyani Muhd Shawal, SOS Scheme Administration Executive, is on hand to process Seafarer's Provident Fund (SPF) withdrawals for SOS members.

Since Seri came onboard on 3 March 2014, she has been heavily involved in the processing and submission of members' SPF applications. The process requires thorough checks and verification of members' status and the accompanying documents to be submitted. At other times it involves attending to members when they come to the union office to apply for SPF withdrawals and answering calls pertaining to SPF application status.



Among some of the challenges Seri has encountered in the course of her work were the verification of applicants' identity in the system and language barrier.

We will usually ask members for their date of birth for the retrieval of their accounts in our system. At times, we may encounter instances where a member had a wrong birth date registered into the system.

In such a case, we would conduct a further verification to ascertain if the account holder is indeed the actual SPF applicant. One of the verification

methods was to match the member's sailing records with the company's CBA with SOS.

Another challenge we usually face is the miscommunication that resulted from a language barrier. SOS membership consists of multi-national seafarers from Southeast Asia such as Sri Lanka, Indonesia and the Philippines.

Many of them do not speak English and have difficulties communicating in English. This often leads to misinterpretation. A way to overcome this challenge is to speak their mother tongue and focus on the content and ignore the grammar. Fortunately, I can speak and understand Bahasa Indonesia. For non Bahasa Indonesia speaking members, I try to use simpler English terms and some gestures to optimise my communication with them.

It takes time and patience to do it right.

Despite encountering some of these challenges, Seri has been dedicating her time and energy into making SPF withdrawals as quick and easy for SOS members. With her team of administrators working alongside her, we are confident that no task is too hard for her to handle.

Keep the SPF withdrawal applications coming!

For enquires, please contact us at:

Seacare Thrift Pte Ltd
52 Chin Swee Road
Seacare Building
#08-00
Singapore 169875
Tel : +65 6379 5666
Email : spf@seacare.com.sg
Website : www.ispf.org.sg

SOS SOCIAL & WELFARE ACTIVITIES FOR FY 2014/2015 (MEMBERS RELATED EVENTS)



SOS Family
Shopping &
Durian Trip



SOS/Seacare
Hari Raya
Celebration



SOS Study
Grant
Presentation
Ceremony



SOS World
Maritime Day
Celebration
(with Seacare AGM)





SOS/Seacare
Deepavali
Celebration



SOS Family
Reception for
Filipino
Members



SOS
Members Day



SOS/Seacare
Hong Bao
Presentation
cum Lunar New
Year Celebration



SOS Members'
Night for
Filipino
members



* Please note that the date and event title may be subjected to change.



THE SEACARE HOTEL GIFT CERTIFICATES

ENJOY THEM BEFORE VALIDITY EXPIRES

Accommodation benefits for seafarers, offered by Singapore Organisation of Seamen (SOS), under the Seacare Sailors' Home Scheme (SSS) is one of its kind.

For one, the SSS provides fully subsidised accommodation benefits and services to SOS Members, International Seafarers and the Shipping Community. The benefits include fully subsidised accommodation for SOS members at the Seacare Sailors' Home, conveniently located in Mandaluyong City, Philippines; and free services provided to International Seafarers at the Seacare Drop-In Centre located in the Pasir Panjang Terminal Building in Singapore.

Since the opening of The Seacare Hotel in January 2013, the SSS had expanded its benefits to provide fully subsidised hotel accommodation at The Seacare

Hotel, to companies who have Collective Bargaining Agreements (CBAs) with SOS and participating in the scheme.

To date, 1200 gift certificates have been issued to participating shipping companies. The holder of the gift certificate is entitled to a one-night stay in Superior Room, inclusive of breakfast for two, at the new contemporary hotel. To maximise the benefits, all recipients of this gift certificate are reminded to enjoy these privileges before the validity ends.

A 10 percent discount on room rates will also be offered to seafarers employed by companies that have SOS CBAs, but did not participate in SSS.

Being the first union/co-operative owned hotel in Singapore, The Seacare Hotel is strategically located next to the union office and provides guests and seafarers with easy access to the Central Business District, tourist attractions and port area.





SEACAREFOCUS

SEACAREFOCUS

SEACAREFOCUS

SEACAREFOCUS



CITIN SEACARE HOTEL OPENS IN KL



(From left) SOS General Secretary Mr Kam Soon Huat; Seacare Properties CEO Mr Lim Chye Teen; SP K2 Hospitality Director Mr Koh Chye Liang; Special Guest Mr Raymond Chia, Chairman of Seacare Properties; Seacare Co-operative Executive Chairman Mr Leow Ching Chuan; SP K2 Hospitality Director Mr Loh Weng Yew; Seacare Co-operative Deputy Group CEO Mr Lee Van Chong; and Seacare Hospitality Deputy CEO Mr Francis Choo.

Citin Seacare Hotel officially opened its doors in Kuala Lumpur on 29 March 2014, a year after Seacare acquired Citin Hotel, KL through a joint venture partnership with WYCL Holding Sdn Bhd.

According to Mr Lim Chye Teen, CEO of Seacare Properties Pte Ltd, the acquisition of Citin Hotel was part of Seacare's business strategy to expand actively into hotel investment and management as well as property development in the region.

In his opening speech, Mr Lim highlighted the positive and constructive role Seacare is able to play, as a co-operative of the Singapore Organisation of Seamen, by offering membership



Mr Leow Ching Chuan (right) presenting a token of appreciation to Special Guest Mr Raymond Chia for gracing the hotel's opening ceremony.



Seacare Properties CEO, Mr Lim Chye Teen giving his opening address



Distinguished guests at the event include (from left): MTUC Secretary General Mr N Gopal Krishnan (NUTEAIW), SOS President Mr Mohamed Idris Mohamed Ibrahim, MTUC Deputy Secretary General Mr A. Balasubramaniam (UNEPASS) and Vice President (Private Sector) Mr Matkar Siwang (FIEU).

benefits and work opportunities to SOS members through its investment projects.

Mr Lim reiterated the good news that five nights of fully subsidised stay at Citin Seacare Hotel will be extended to eligible SOS members. This benefit is expected to commence by the second half of the year. "We hope to do more in this aspect as we are actively sourcing for another hotel investment opportunity in Malaysia," he said.

The 102-room Citin Seacare Hotel is the first Singapore co-operative owned hotel property in Malaysia, under the Seacare flag. Seacare launched its flagship hotel, The Seacare Hotel on 52 Chin Swee Road, Singapore in 2013.



Some of the invited guests include EXCO and Standing Committee members of SOS as well as directors of Seacare Co-operative.



According to Citin Seacare Hotel Manager Mr Jasvin Singh renovation and upgrading works for Citin Seacare Hotel started in early 2013. Plans to give a hotel a fresh look made way for major renovation and upgrading works. The transformation or makeover wasn't just on the external façade, but extended to all the room interiors and the hotel facilities and service areas.



Invited guests celebrating the official opening of Citin Seacare Hotel on 29 March 2014



Comfort and Convenience

The perfect location, unsurpassed comfort, and unrivalled facilities and services make Citin Seacare Hotel the preferred choice of hotel in Kuala Lumpur.

“The interior is quite trendy and stylish but what I like most is the convenience. Next time, I can come by coach and it will stop directly across the road,” said Mr Jeffrey Chew, one of the guests invited to the launch of Citin Seacare Hotel. “The hotel’s walking distance to Petaling Street and Bukit Bintang is another plus point. You don’t have to worry about coming back later since the attractions are within walking distance,” he added.

Ms Kathryn Ang, Manager, Seacare Foundation, agrees: “Having amenities, shopping and good food nearby is definitely the plus factor. The price for a stay here at Citin Seacare Hotel is also reasonable, coupled with good hospitality, a sure-win formula for a hotel that has good value for money. At the end of the day, all a tourist wants is a place that can satisfy and meet all their expectations of comfort and convenience.”

The New and Sparkling Citin Seacare Hotel

The outcome – a classy, business façade; tastefully furnished interiors for bedroom suites; enhanced room facilities such as complimentary high speed WiFi, 32” LED flat screen TV with Satellite Channels, personal safe box and tea/coffee making amenities; sparkling and swanky lobby, café and meeting rooms.

The 13-storey Citin Seacare Hotel, is endowed with an unbeatable location in the heart of Kuala Lumpur. It sits conveniently across Pudu Sentral Bus Terminal, overlooks the KL Tower and is a five-minute walk to the bargain hunter’s paradise Petaling Street, popularly known as Chinatown. It is also a short walk to The Star LRT (Plaza Rakyat Station), Central Market and Bukit Bintang - the city’s prime shopping district.



The rooms in Citin Seacare Hotel evoking a feeling of comfort and convenience combined with contemporary urban design.

DELIVERING MEMORABLE MOMENTS FOR GUESTS

Samudra chats with Hotel Manager Jasvin Singh at the opening of Citin Seacare Hotel in KL on 29 March 2014.

Citin Seacare Hotel Manager Jasvin Singh is a busy man. When Samudra met him, he had just finished a series of meetings with his team of management staff shortly after the hotel's official launch on 29 March 2014, and had several more tasks at hand before the close of the day. The smartly attired manager of the hotel gracefully entered the meeting room, welcomed us with the warmest smile and sat among us as he listened attentively to our list of questions.

"Hotel openings are challenging but always fun and enjoyable," Jasvin began as he recalled the various hotel openings he had coordinated since his days as Operator Leader in Sunway Resort Hotel and Spa; Intern at President Solitaire; and Hotel Manager in the Hong Kong-based Compass Hospitality.

A Career in Hospitality

Despite his trademark affability and his impressive professional resume – a graduate from Taylor's University's prestigious School of Hospitality, Tourism and Culinary Arts and a recent nominee for the school's Outstanding Award that recognises the top in the industry, the 26-year-old confessed that hospitality was not his initial career choice. "I wanted to work in an events management company that specialised in weddings," he said with a laugh. Since young, he had a passion for delivering memorable moments and quality services such as stage props, decor, lighting setup and sound system. And so, when he decided to join Sunway Resort Hotel after high school

to try out the environment and to get a feel of hotel services, to his own surprise, he found it to be an enjoyable experience which convinced him to stay on for two years.

Jasvin's composure eased as he recounted his days as a shift leader. Back then, he was not only the youngest one around, he was given a service-intensive position, taking charge of 18 staff handling 1,244 room calls and 200 staff extensions. That exposure reinforced his position to be a leader and his passion for a profession in the hospitality industry.

"I decided to embark on a hospitality career, mainly for two reasons – service and determination. By way of service, I want to ensure that my guests enjoy their stay. I am determined to strive for excellence in the area of grooming, communication etiquette and punctuality. That's a philosophy I try to apply religiously every day," Javin pointed out.

Hotel Opening

Jasvin's philosophy has served him well throughout the years in the local and regional hospitality industry – and it showed at the Citin Seacare Hotel's opening, when he was both the emcee and the operations coordinator. Playing both roles, he had to entertain, serve, liaise with the vendors, handle urgent requests, plan for the unexpected and everything else in between or behind the scenes.





Jasvin with his management team at the Citin Seacare Hotel reception

“There’s quite a bit to handle and I have to ensure everything goes smoothly without a hitch for openings like this. So far, I have done two similar hotel openings in Malaysia and overseas,” he said.

A young manager and high flyer, Jasvin personifies the young aspiring hoteliers from Taylor’s who yearn for more than the typical hospitality exposure. He was not only the sole student selected for overseas internships at Bangkok’s luxury President Solitaire Hotel, later, as an alumni, he had the privilege of conducting training on ‘hotel renovations and openings’ for students under a joint training programme with Compass Hospitality and Taylor’s University.

Renovation of Citin Hotel

When renovation works for the former Citin Hotel began in March 2013, Jasvin and the Seacare Hospitality team were in the thick of the action, performing multiple roles that involved the design, implementation, supervision and inspection process.

The project took more than 10 months to complete before the hotel was officially relaunched as the Citin Seacare Hotel. According to him, unlike the light-coloured theme used previously, the newly refurbished hotel now sports a warm, luxurious tone with a richer look and feel. This, with the added facilities such as in-room safe, minibar and a stylish cafeteria gave Citin Seacare Hotel a trendy and stylish look.

“We did it (the renovation works) floor by floor while the hotel was still in operation. The work was hectic, but I took it positively. There was an enormous sense of satisfaction when the work was finally completed,” he beamed.

Jasvin was also involved in most of the areas of renovation, from the mounting of the TV to the piping, carpeting and designs of wallpapers for different rooms. He also had to perform thorough inspections to ensure the standardisation and functioning of amenities and facilities in every room, before signing off the paperwork.

When asked if his meticulous inspections could have resulted from his appreciation for decorations and details as a possible rookie wedding planner, his immediate answer was “Quite possibly!”

“It actually took a lot of time out of my usual work as we started early in the morning and ended around 11 at night,” he said. “But again, I learned a lot in the process. It’s definitely a priceless experience. If I had not taken all these to task, I would not have had this type of exposure,” he added.

“At the end of the day, whether as a wedding planner or hotelier, it’s all about providing the best service and delivering the most memorable moments for guests, isn’t it?” he asked with a smile.

Building on a Successful Team

It is very important to communicate daily with your management and staff, which can be done through meeting, briefing or training.

Regular and effective communication is vital to ensure that everyone is clear about their daily targets. It will also help solve operations issues very quickly and help upgrade our service standards.

“Constant encouragement and motivation are equally vital,” he added and explained that it boosts his team’s sense of unity and loyalty, while ‘creating a positive vibe’.

Jasvin also engages his staff in every discussion related to their daily operations and services. Jasvin shares with Samudra his **“Guest-comes-first”** formula, which includes every aspect of excellent customer service and is the basis of Citin Seacare’s business model:

“Guest-comes-first”

- G:** Greet The guest
- U:** Use their Name
- E:** Eye Contact
- S:** Smile
- T:** Thank you
- S:** See you again

SEACARE ENVIRONMENTAL SENDS CLEANING STAFF FOR TRAINING IN BASIC CLEANING AND SANITATION



Cleaning staff from Seacare Environmental Pte Ltd attending a one-day course titled 'Demonstrate Understanding of the Local Cleaning' at the Seacare Maritime Hall on 23 March 2014.



Seacare Environmental Pte Ltd has sent 29 of its cleaning staff for a mandatory Basic Cleaning Module on 23 March 2014, under the National Environment Agency's (NEA) stipulation for cleaning businesses to upskill cleaners and raise the overall productivity of the cleaning industry.

The module, titled 'Demonstrate Understanding of the Local Cleaning Industry' was taught by the Training Masters Workforce Institute Pte Ltd and covered fundamental topics such as Basic Cleaning Techniques and Hygiene & Safety Practices.

According to Seacare Environmental General Manager, Mr Alan Toh, the training, which falls within the Environmental Cleaning (EC) Workforce Skills Qualifications (WSQ) framework is beneficial to the workforce in general as it imbues a sense of pride and professionalism to the public.



Trainers from Training Masters Workforce Ptd Ltd assessing and briefing individual participants during the course

The course was very educational for our cleaners as it upgraded their knowledge of sanitary practices and cleaning methods. The benefits to our company have been tremendous. It helped us stay relevant to our clients and the workforce, he said.

Mr Alan added that all his staff found the course content useful and concise and appreciated that it was conducted in three languages: English, Chinese and Malay.

Under the provision of NEA's Environmental Public Health (EPH) Amendment Bill, which came into force in April 2014, cleaning businesses in Singapore will have to be licensed before 1 September this year.

As part of the licensing requirement, cleaning companies are also required to train at least half of their staff in a module within the EC WSQ framework at the point of first application - and subsequently meet a 100 per cent training record at the point of their renewal.

The new licensing scheme will serve to raise the productivity, professionalism and the service standards of the cleaning industry. Cleaning businesses are strongly encouraged to send their cleaners for training and to apply for their licences early so that they can continue business operations without any disruption, said NEA's Chief Executive Officer, Mr Ronnie Tay.

According to recent data released by the NEA, over 31,000 cleaners out of the estimated 69,000 cleaners in Singapore have already undergone training, as of March 2014.





LEADING IN AN UNCERTAIN WORLD

In its continuing effort to nurture future leaders, Seacare sent 10 of its officers from various business divisions to participate in a workshop in Phuket titled 'Leading Your Co-operative in an Uncertain World'.

Organised by the Singapore National Co-operative Federation (SNCF), the three-day workshop that kicked off on 28 February hosted co-operators from Singapore's diverse service sectors.

The workshop was facilitated by Mr Shahrill AJ, Principal Consultant and Master Trainer of Nu Quest Management Pte Ltd, who passionately shared the principles of *Co-operative Sustainability*; *Change Management and Communication*; and *Inspirational Leadership For Global Challenge*.

Mr Shahrill presented the topic on Co-operative Sustainability with his extensive insights on business and leadership fundamentals; he also revealed the defining characteristics of existing businesses and successful enterprises and explained the principles and application of a sustainable enterprise.

To put things in perspective, Mr Shahrill showed the participants the emerging market trends and the unique expectations of today's global, regional and local industries and illustrated the different business scenarios with simulation activities.

The participants were given an overview on Change Management and Communication through compelling case studies and vivid illustrations. In this session, they actively discussed and expounded on Change Strategy, Change Assessment, Change Leadership and Sustaining Changes.

In the highly-anticipated session on Inspirational Leadership, the participants fine-tuned their skills in leadership and communication by practising Focus management; Dealing with people in a win-win situation, Lifelong learning and the setting of their Personal Compass. In addition, they were coached to craft new business models, strategies and marketing plans in groups and as individuals.

The Seacare delegates thoroughly benefited from the engaging sessions. They hope to incorporate the newly acquired knowledge and skills in business and stay ahead in the co-operative sphere to lead in an ever uncertain world.



The Seacare teams (in both pictures) posing with their business models



Seacare officers with fellow participants and co-operators in Phuket, Thailand.

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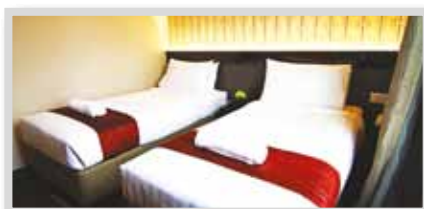
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Welcome to the **NEWLY RENOVATED** **CITIN SEACARE PUDU** *Kuala Lumpur*

Accommodation

Citin Seacare Pudu Hotel now offers three room types:
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- Internet Kiosk
- Meeting area



Citin Seacare Hotel Pudu, Kuala Lumpur

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