

NEWSFLASH

UNION OF TELECOMS EMPLOYEES OF SINGAPORE

NOVEMBER / DECEMBER 2010

***"True charity is the desire to be useful to others
without thought of recompense."***

- Emanuel Swedenborg,
29 January 1688 – 29 March 1772

Emanuel Swedenborg (born Emanuel Swedberg) was born 29 January 1688 in Stockholm, Sweden. A scientist, philosopher, Christian mystic and theologian, Swedenborg also enjoyed a prolific career as an inventor. He embarked upon a spiritual phase at the age of fifty-three when, during the Easter weekend of 1744, he began to experience dreams and visions. He went on to write and publish eighteen theological works and is arguably best known for "Heaven and Hell", a highly-influential piece of work published in 1758. He had said that "***(k)indness is an inner desire that makes us want to do good things even if we do not get anything in return. It is the joy of our life to do them. When we do good things from this inner desire, there is kindness in everything we think, say, want, and do***". Swedenborg died in London, England at the age of 84 on 29 March 1772.

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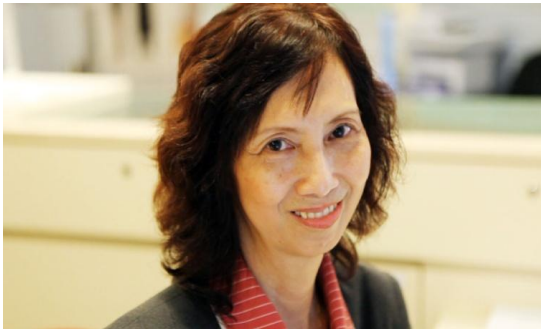
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UTES MEMBER MIRRORS EXCELLENT CUSTOMER SERVICE

Story by Ms Muneerah Bee Mohamed Iqbal; Photo supplied by SingPost Corporate Communications

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As part of the worldwide celebrations to mark the anniversary of the Universal Postal Union, 379 staff from SingPost Group received awards for their outstanding service at its annual Best Employee of the Year cum Commendation Awards ceremony.

The Outstanding Employee of the Year and Best Customer Service Officer (Retail) of the Year award went to Branch Manager of Ang Mo Kio Central Post Office and Union of Telecoms Employees of Singapore member Madam Tan Kim Hong.

Going the extra mile for customers is second nature for 58-year-old Madam Tan. In one instance when an elderly customer suffering from incontinence soiled his pants at the post office, she quickly got him a new pair of shorts to change into, and cleaned up the area together with her staff.

Her secret to exemplary customer service is to remember that serving customers is like looking into a mirror. *"When you smile at the mirror, the mirror will smile back at you. It's a two-way traffic. Sincerity is very important; it shows when you are sincere to everybody,"* she explained.

A UTES member for more than 26 years, Madam Tan sees her union membership as a safety net for her job and an avenue for her to seek help if she needs assistance regarding employment matters.

SINGTEL-UTES DIALOGUE SESSION

A dialogue session between Networks, SingTel and UTES took place 4 November 2010 at Comcentre's Theatrette to level on issues between parties. The 3-hour long dialogue was attended by some 60 representatives from both Networks and UTES. Leaders of the respective sections under Networks delivered presentations and the dialogue ended with a Question & Answer segment chaired by Mr Tay Soo Meng, Executive Vice-President, Networks, SingTel and Mr Logarajah s/o J K Sabapathy, General Secretary, UTES.



One of the issues Mr Logarajah pressed home was the importance of working together in the formulation of clear and fair policies on the re-employment of older workers. He said that while the Union was heartened by the move that led to the signing of a Memorandum of Understanding, it is important to step up efforts on bringing SingTel to the next level in the framework. In addition to overtime issues, he also reminded Management to be mindful in

adopting an open and candid approach and explaining the process of moderation to the appraisee.

UTES ANNUAL BURSARY AWARDS PRESENTATION CEREMONY 2010

UTES's Annual Bursary Awards Presentation Ceremony – the 25th year in running since 1985 – took place on 30 October 2010 at the NTUC Centre.

UTES's collaborative effort with SingTel in the Bursary Awards started in 2003 and in 2004, SingPost joined in. The Bursary Awards is, arguably, the most important stand for education that these organisations make each year. This year's funding totalled \$113,300 – out of which SingPost contributed \$60,000 SingTel \$30,000 and UTES \$23,300 – and went to 373 (out of 393 families who had applied) students.



Mr Tay Soo Meng presenting an award to the first of the Primary Level Awardees.

This year's event was graced by Mr Tay Soo Meng, Executive Vice-President of Networks, SingTel and attended by representatives from UTES's 5 management partner companies.



Mr Logarajah s/o J K Sabapathy, General Secretary, UTES presenting a token

of appreciation to Mr Tay Soo Meng, Executive Vice-President, Networks, SingTel for gracing the event as Guest-of-Honour.



In his Welcome Address, Mr Logarajah s/o J K Sabapathy, General Secretary, UTES echoed the sentiments of the parents who were present when he turned to specifically address the student-awardees, *"(i)t is indisputable that your parents work hard to ensure you have the best of everything. As a parent myself, I am able to tell you that your best way of appreciating them is to always do your best – diligently and honestly – in fulfilling your role as a student."*

He further said that the value and privilege of having received an education should not be undermined and that each student's fundamental take home lesson from the event is to never misuse the gift of education entrusted to them. Rather, he adds, *"(i)t is your responsibility as a student now and later on, as an educated adult in the world, to use your education – applying good conscience – for the betterment of lives"*.

Mr Logarajah also took the opportunity to thank this year's UTES Bursary Awards Committee headed by Mdm Rohani Bte Mohamad and supported by Mr Ismail Bin Rahman, Mr Mohammad Emran Bin Hamid and Mr Tan Ah Huat and the Selection Committee, comprising of representatives from the Ong Teng Cheong Institute of Labour Studies, SingPost, Singapore Teachers' Union, SingTel and UTES Executive Council.



Mr Tay Soo Meng with representatives from UTES's management partner companies, UTES Executive Councillors and Merit Book Prize Winners.

The breakdown by level of the 373 Awardees this year were thus - 123 (Primary), 173 (Secondary), 10 (Junior College), 38 (Polytechnic) and 19 (University). A total of 10 Merit Book Prizes were given.

PERKS & PROMOTIONS

UTES Chalet

**JAN-FEB 2011 PROMOTIONS
@ DOWNTOWN EAST**

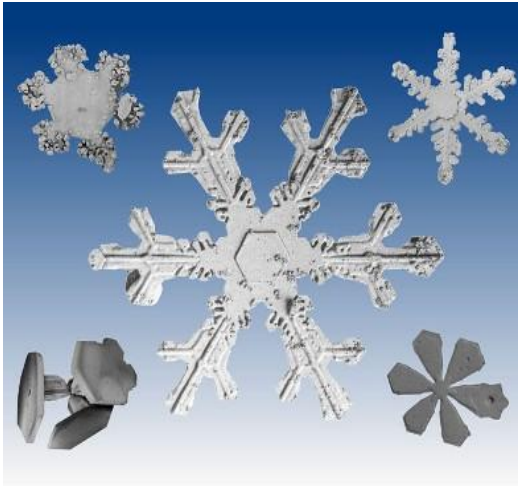


Peak Period: 2 FEB 2011 TO 6 FEB 2011

Package	Period	Rates	
		Off-Peak	Peak
FRI - SUN	3D/2N (Weekends)	\$200.00	\$250.00
SUN- WED	4D/3N (Weekdays)	\$120.00	-
WED-FRI	3D/2N (Weekdays)	\$100.00	\$250.00

Enjoy 2 FREE entry tickets (for each night's stay) at either Escape Theme Park or Wild Wild Wet. Wild Wild Wet is closed on Tuesdays.

For chalet booking enquiries, please contact **UTES** at 63371122 Fax 63396040 or email chalet@utes.org.sg



SNOW CITY

21 Jurong Town Hall Road, 6560 2306

Visitors to Snow City can experience sub-zero temperatures and hit the slopes on a snow tube, ski or engage in snowball fights.

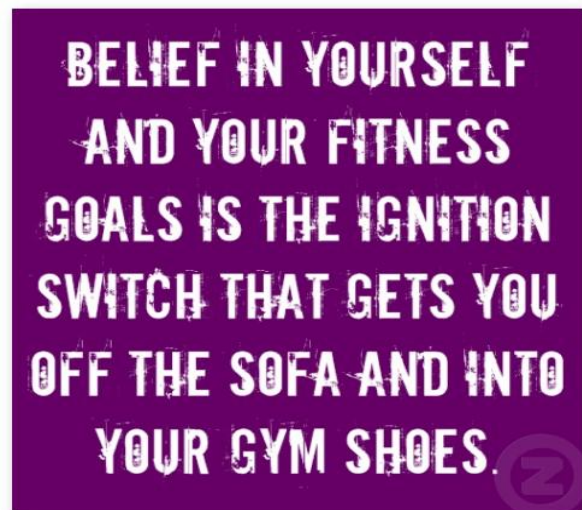
LinkPoints are awarded for all purchases of Snow City admission tickets (except "Super Value Packages", a bundle deal that includes dual admission to both Science Centre and Snow City).

SKY FITNESS

3 Harbour Front Place
16-01 Harbour Front Tower 2
6271 0818, www.skyfitness.com.sg

Sky Fitness was conceptualised by a group of fitness enthusiasts who felt a strong need to redefine the industry. Enjoy additional benefits with every dollar spend at Sky Fitness.

Every \$1 spent earns NTUC Members 3 LinkPoints.



UNITY PHARMACY

Visit www.unity.com.sg for the details of the network of over 40 outlets located near MRT stations and HDB estates.

Members can accumulate double LinkPoints every Thursday at Unity pharmacies islandwide.

Every \$1 spent earns NTUC Members 3 LinkPoints. Every \$1 spent on Thursdays earns NTUC Members 6 LinkPoints (minimum \$30 purchase required).



UTES BENEFITS DISBURSED FOR OCTOBER AND NOVEMBER 2010

In October and November 2010, UTES collectively disbursed SGD23,966.75 to members through the following benefits:

<u>Type of Membership Benefit</u>	<u>October 2010</u>	<u>November 2010</u>
Benevolent Grant	900.00	1,000.00
Get Well Hamper	1,155.60	1,011.15
Hospitalisation Reimbursement	4,245.00	3,255.00
Medical Assistance	900.00	NIL
NTUC Gift	11,000.00	500.00
SLF Hardship Grant	NIL	NIL
Total	18,200.60	5,766.15
Grand Total	23,966.75	

Please visit http://www.utes.org.sg/memb_elig_bene.htm for more information on membership benefits.

SUBMISSION OF CLAIMS FOR HOSPITALISATION & MEDICAL ASSISTANCE

Claims for hospitalisation reimbursement and medical assistance must be submitted together with supporting documents no later than 30 days from the qualifying event. As a first point of reference, please contact the medical enquiry line at your respective companies. Alternatively, contact UTES Finance on 6337 1122 for claiming procedures.

MEMBERSHIP CONVERSION AND TERMINATION

New staff members of NCS CE, SingPost, SingTel, Quantum Solutions and Radiance Communications who are existing NTUC Card holders are welcome to convert their membership to that of UTES. Doing so would allow members to enjoy benefits that are

both exclusive to UTES as well as those that are already provided under NTUC. Please visit http://www.utes.org.sg/memb_elig_bene.htm for the complete list of benefits or contact UTES Membership on 6337 1122.

Members wishing to terminate their membership are kindly reminded to do so in writing to us. Please address your letter to our *Membership Department* at *15 Hill Street, Telephone House Complex II, 3rd Storey, Singapore 179352* or membership@utes.org.sg. We will initiate the process of cancellation upon receipt of your written notification. Kindly allow 3 months for it to be fully processed and effected. A written acknowledgement will be sent via mail or email to inform you of the last date of your membership. Members who initiated termination but did not receive any form of written acknowledgement from UTES are requested to follow up with our Membership Officers.

CONTACTING UTES

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www.utes.org.sg

The UTES Secretariat operates from 8:30am to 6pm (Mondays to Thursdays) and from 8:30am to 5:30pm (Fridays).

Please refer to the contact list below for assistance on specific area(s):

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Industrial Relations

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and Radiance Communications)

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CHANGES TO CONTACT DETAILS

Please call on 6337 1122 or visit http://www.utes.org.sg/change_add.php to update UTES on any changes to your contact details.

FEEDBACK AND CONTRIBUTIONS

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