

The Public Employee

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HAPPY May Day

Members First, Workers Always



**GENERAL SECRETARY'S
MAY DAY MESSAGE**

Page 2

AUPE GROUP STUDY GRANTS

Page 5

**WELCOMING
AUPDRW
MEMBERS
TO AUPE**

Page 2

GENERAL SECRETARY'S MAY DAY MESSAGE

Last year, we celebrated May Day in an unprecedented fashion during circuit breaker. We were apart from one another but still together with the spirit of solidarity and resolve to overcome the COVID-19 crisis.

One year on, we have done well in keeping the COVID-19 infections low. We transited into Phase 3 and more recently, more employees were allowed to return to the workplaces.

SUPPORTING MEMBERS THROUGH THE PANDEMIC

The past 12 months had been challenging. AUPE is glad to have supported our members in various ways. 208 members whose income had been adversely affected by COVID had applied for the one-off assistance of up to \$300. Members who tested positive of COVID received a token of care from us. Other assistance programmes such as study grants, mutual aid schemes and e-vouchers to defray groceries and back-to-school expenses were also administered. In total, more than \$380,000 were paid out, benefitting 1660 members and families in 2020.

We were also concerned about members' wellbeing during this pandemic. We continued to engage management partners on ways to support public officers as many stepped up in various fronts

to fight the crisis. As an appreciation, we provided an ice-cream / apple pie treat to all AUPE members in August last year.

Our engagement activities with you shifted online to our app, social media platforms and virtual meetups such as webinars on growth mindset, tackling aches arising from working from home and others. We are glad that many members had participated in these online sessions.

AUPE'S AREAS OF FOCUS IN THE NEW NORMAL

As we enter this new normal, AUPE's focus remains on ensuring members' wellbeing at work; introduction of new initiatives and services to support members in their professional development and lives; and digitalisation to make our services more accessible and hassle free.

We had also introduced a career advisory service exclusively for union members. This is to help members better plan their careers, discover interests, expand upskilling and job resources; and to receive support to grow in their careers. There will also be a series of webinars in areas such as professional development, financial literacy and well-being.

We are also delighted to welcome over 450 members from the

AUPDRW to become part of AUPE. We will continue to look after their interest and welfare as part of the larger family.

CELEBRATING 60 YEARS OF LABOUR MOVEMENT

This year marks the 60th year anniversary of the National Trades Union Congress (NTUC). NTUC and its affiliated unions have evolved over the years to meet the changing needs of workers. As we celebrate NTUC60, the Labour Movement will continue to provide a positive differentiation for our members, while always keeping workers at the heart of what we do. #MembersFirstWorkersAlways.

The COVID-19 crisis is far from over. We will need to remain vigilant and agile to adapt to the new way of doing things. The journey ahead may be bumpy but AUPE will be by your side walking the journey with you!

Happy May Day 2021!



Sanjeev Tiwari
General Secretary,
AUPE

Welcoming AUPDRW Members to AUPE



Briefing to AUPDRW Members

The Amalgamated Union of Public Daily Rated Workers (AUPDRW) was formed in 1992, representing daily rated workers in the public service. These workers generally held jobs such as outdoor cleaning, incineration plant maintenance and grave digging in the past. They are unsung heroes who have contributed greatly to our nation building.

Over the years, AUPDRW had worked closely with the government to improve the workers' salary through training. As a result of the successful efforts of the union, many daily rated workers had secured jobs with better pay and long-term security. Currently, majority of the AUPDRW's members are employees of the National Environment Agency (NEA).

Today, AUPDRW has close to 500 members and they will be joining AUPE with effect from 1 May 2021.

"AUPE warmly welcomes the members of AUPDRW to our big family. AUPDRW had been a strong support for their members in many aspects such as upskilling, wages and also financial support for members' children's education. AUPE will continue this good work in advocating for their wellbeing and welfare," said Mr Sanjeev, General Secretary of AUPE.

"On behalf of AUPDRW members and Executive Council (Exco), I want to thank AUPE Exco and Brother Sanjeev for welcoming AUPDRW members to join AUPE. I am glad that AUPE has committed to continue to advocate for their wellbeing and welfare. I look forward to working closely with Brother Sanjeev and contributing to AUPE and Labour Movement," shares Mr Raman Kathavarayan, General Secretary of AUPDRW.

On Track to Better Skills, Better Pay



For 33 years, Mr Shah'mad never had to use any IT devices for work. Now, he uses IT tools like iPad applications and Microsoft Excel like a pro on a daily basis to key in data and process paperwork.

Mr Shah'mad Bin Mohd Hashim was a Mechanical Corporate Support Officer (MCSO) in NEA's Tuas Incineration Plant (TIP) for 33 years. As a MCSO, his day-to-day job was to operate the cranes inside the incineration plant. In 2019, Mr Shah'mad seized an opportunity to switch to an entirely different job within NEA – an Assistant Executive with NEA's Western Regional Office. Instead of operating cranes, he inspects homes and common areas premises for mosquito breeding, keying in data collected during inspection, processing related paperwork using Excel and handling public.

Making this switch was not easy for Mr Shah'mad but he was determined to upgrade himself to have better pay. When he was shortlisted for the interview of this job role, he prepared for the interview by asking his friends in the Regional Office on details of the job. This helped him to handle the interview questions and with his positive and humble attitude, he was offered the job even though he had no relevant experience or knowledge in vector control.

"To take up this job, I need to learn how to use computers and also pass 2 written tests – 1 on vector control and another one on the relevant legislations. The tests were difficult but I persevered, studied hard and kept trying," shared Mr Shah'mad. "I passed the legislation test only on my 4th attempt!"

Besides picking up IT skills and knowledge about vector and relevant laws within a short period of time, Mr Shah'mad also has to learn how to handle the public. Now I need to interact with the public regularly. As I am representing NEA, I need to be mindful of my communication."

When asked how did he manage to overcome all these challenges, he shared, "I want to upskill myself and have the chance to earn a better living. I am glad to be given this opportunity. So, I am mentally prepared for the challenge. It was difficult but I try to think positive, stay humble, be proactive in learning and focus on my goal!"



Mr Shah'mad's perseverance and positive thinking mindset had enabled him to make a successful transition to a new job and expanded his career progression opportunity!

Tripartite Advisory on Mental Well-being

To tackle mental health concerns at workplace, tripartite partners - Ministry of Manpower (MOM), National Trades Union Congress (NTUC) and the Singapore National Employers Federation (SNEF) – had released a Tripartite Advisory on Mental Wellbeing at Workplaces.

KEY RECOMMENDATIONS



RECOMMENDATIONS TO SUPPORT EMPLOYEES

- Raise employees' awareness on mental wellbeing
Visit ourwellbeing.gov.sg for relevant resources (available on WOG intranet only).
- Extend flexible employee benefits to cover medical consultations and treatment
- Provide access to third-party counselling services



RECOMMENDATIONS FOR TEAM/DEPARTMENT

- Train supervisors to spot signs of distress
- Strengthen the social support system at workplace such as buddy system, bonding activities
- Have open and regular conversations on mental well-being



RECOMMENDATIONS FOR THE ORGANISATION

- Review employees' mental well-being regularly
- Implement measures to address the findings
- Establish a policy on after-hours work communication
- Review HR policies to ensure practices are non-discriminatory and merit-based
- Implement and encourage flexible work arrangements
- Establish return-to-work policies to support employees recovering from mental health conditions

Acquiring skills & knowledge to better serve members

Like a parent, AUPE is proud of her 5 outstanding graduates who obtained the Certificated Industrial Relations (IR) Series Level 1 with the Institute for Human Resource Profession (IHRP) certification.

This programme covers the Labour Movement and Union Leadership in Singapore as well as basic knowledge of key labour legislations to aid union leaders to help their members.

All our AUPE graduates last year found the course immensely beneficial as they gained more knowledge to help their members.



Mr Marcus Yap (left in photo) explaining about AUPE benefits



(From top to bottom)
Mr Jonathan Ngiam, Mr Ronnie Khoo,
Mr Muhammad Shaari Bin Johari and Mr Khawjah Abdul Ravoff

Both Mr Marcus Yap and Mr Muhammad Shaari Bin Johari, enjoyed the IHRP portion as it debunked some myths about Labour Laws and allowed them as union leaders to understand the boundaries in which the law governs. Marcus appreciated that the knowledge taught during the classes “is not easily sourced from the internet”.

COVID-19 had made their learning and group work more challenging as the classes were conducted online. Despite the challenges, the takeaways are plentiful. “I have learned that a union leader is not about being confrontational. Instead, a good union leader strives to seek a win-win outcome for both the union member and management,” shared Marcus.

Mr Jonathan Ngiam felt that, after completing the course, he is better equipped to lend a helping hand to his fellow workers. This course had provided him with the fundamental principles of the Labour Movement and enhanced his understanding of how he should carry out his dual role as a public servant and a union leader.

Mr Khawjah Abdul Ravoff Bin Mohamed echoes his sentiments and is now ever ready to listen to his members' work-related issues and address their concerns.

Certificated IR Series Level 1 with IHRP Certification	
Name of Graduate	Position in the Union
Yap Yong Jian Marcus	Executive Councillor & CAAS Staff Branch Committee Member
Khawjah Abdul Ravoff Bin Mohamed	NEA Staff Branch Committee Member
Ronnie Khoo Wai Keong	NEA Staff Branch Committee Member
Jonathan Ngiam Shu Ren	NParks Staff Branch Committee Member
Muhammad Shaari Bin Johari	Singapore Sports Council Staff Branch Committee Member

Nurturing Women Leaders

Warm congratulations to our AUPE graduates from the inaugural and second batches of the NTUC Union Leadership Programme for Women!

This programme grooms potential leaders who are passionate about union work, able to feel the pulse on worker policy issues and have demonstrated leadership traits.

Ms Nur Adila appreciates the uniqueness of this programme for women. “We understood about our different colour energies, learnt from established women union leaders and inter-union project work mentored by a key women leader.”



Ms Nur Adila, Batch 1 Graduate

NTUC Union Leadership Programme for Women		
Name of Graduate	Batch	Position in the Union
Nur Adila Binte Juman	1	Alternate General Auditor & MOM Staff Branch Secretary
Sarah Lim Chow Yeh	2	Executive Councillor & Public Employees Branch Assistant Secretary
Lee Chiew Yen Cindy	2	CPF Staff Branch Committee Member
Tan Siew Ting Janice	2	Senior Executive, Administration, AUPE

to know and work together with the other women leaders in the different industries. Sarah shared that "Though my team comprised of women of different dynamism, it was heartening to know that we all had one unified goal and that was to help our members to adapt and to be prepared during and after the pandemic situation. I strongly encourage women leaders to take up this Leadership Programme to learn more about themselves so as to be a leader in her own big and small ways."

Adila encourages other women union leaders to attend this programme to discover about their own personality, strengths and weaknesses and to apply the right leadership skills with different people.

Ms Sarah Lim supports the same view and is thankful for AUPE's nomination to attend the Women Leadership Programme. She valued this opportunity to be able to get



Batch 2 Graduates Ms Sarah Lim, Ms Cindy Lee and Ms Janice Tan with Mentor Ms Noorfarahin bte Ahmad

AUPE GROUP STUDY GRANTS 2021 NOW OPEN FOR APPLICATION

Members of Amalgamated Union of Public Employees (AUPE) or AUPE Credit Co-operative, with at least one year's membership as of 1 April 2021 may apply for study grants for their children. The quantum of the grant are as follows:

QUANTUM OF GRANT

- Primary level (Pri 2 to 6) : \$ 100
- Secondary level : \$ 150
- ITE/Pre-U/Junior College : \$ 200
- Polytechnic : \$ 250
- University : \$ 350

To apply, download the application form from our website (www.aupe.org.sg), key in all the required information, print out and submit the signed form to AUPE or AUPE Credit Co-operative (295 Upper Paya Lebar Road, 3rd Level, S534929) with the following:

- (a) child's birth certificate; (for 1st time applicant)
- (b) child's 2020 year-end examination result; and
- (c) 2020 Income Tax Form IR8E (employer does e-submission) or Form IR8A (employer does not do e-submission) of member and other members in his household. The Income Tax Form IR8E that is required is the one which "Includes payment and deductions for Performance and Related Bonus". An employee in the Civil Service or Statutory Board can obtain his IR8E from PacGov.

Application closes on **15 May 2021**. Visit our website for more details on the condition and criteria for the grant.

For other enquiries, please contact Ms. Siak Yoke Yin (DID: 6380 0876; siakyy@aupe.org.sg), Ms E Dheveya (DID: 6380 0879; dheveya@aupe.org.sg) or call our General Line at 6280 8033.



\$110,000 Paid Out to Help Members Defray Hospitalisation Costs

Sickness and bereavement can take a toll on you and your family's finances. In such difficult times, AUPE lends a little support through our Mutual Aid Schemes.

AUPE was a great help with our daily expenses," shared Mdm Haloyah.

When Mr Iman passed on in March 2020, Mdm Haloyah ran into a new challenge. With her single income, the rental of their current home was too high for her to bear.

Through the assistance of social worker, she successfully re-applied for a rental flat with lower fees. And with the pay-out from the NTUC GIFT insurance, she was able to settle the cost of shifting to the new rental flat and basic renovation such as painting and electrical works.

NTUC GIFT is a group term life insurance policy exclusively for union members. In 2020, \$210,000 were paid out to the next-of-kin of 28 AUPE union members.



"The benefits of union membership are a lot more than the subscription fees," shares Mdm Haloyah. Before the hospitalisation benefit and insurance pay-out, Mr Iman's daughter was also our AUPE Group Study Grant awardee from 2017 to 2019. "The study grant helped to support my daughter's studies throughout her polytechnic years," added Mdm Haloyah.

"It is not just about the money. I got a lot of support from the union official. She checked in with us on how we are doing and always help us to apply all these benefits. Thank you, AUPE!"

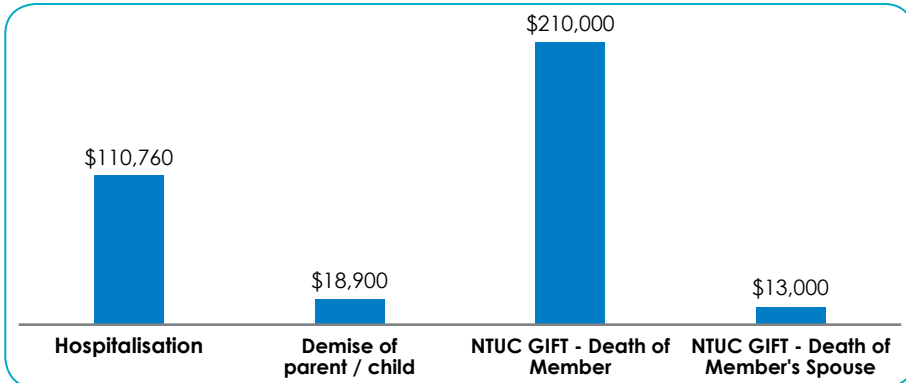


Figure 1 Welfare Benefits Paid Out in Year 2020

In 2020, 500 AUPE union members benefited from our hospitalisation benefit scheme. More than \$110,000 were paid out to help members defray their hospitalisation expenses.

Mr Iman Bin Mohd Ali, an Operational Support Officer in St Andrew's Junior College (SAJC) was hospitalised for more than 1 month in 2020. His wife, Mdm Haloyah Bte Haron, had to take no pay leave to care for her husband. "It was a very difficult period for us. I could not work then, so the daily hospitalisation cash benefit from

WELFARE BENEFITS FOR AUPE UNION MEMBERS

Hospitalisation Benefit

- \$30/day for 1st 10 days and \$40 for 11th day onwards
- Additional subscription of \$2/month applies.

Demise of parent / child from 1 to 17 years old

- \$150 / \$75 respectively

NTUC Gift Insurance

- Coverage up to \$40,000 for death, total/partial and permanent disability of member
- Coverage of up to \$1,000 for death, total/partial and permanent disability of member's spouse

Visit www.aupe.org.sg/union/membership-benefits/#welfare-benefits for details, application form and claim forms.



Understanding the 5Ws and 1H about COVID-19 Vaccines

Singapore's COVID-19 vaccination programme is underway. To help AUPE members better understand the COVID-19 vaccines and to clarify any myths or doubts, AUPE invited Professor Ooi Eng Eong, Co-Director, Viral Research and Experimental Medicine Centre @SingHealth DUKE-NUS to share during our webinar on 31 Mar.

Prof Ooi explained what the COVID-19 virus is, shared on the 5 Ws (what why where when whom) and 1 H (how) of the Singapore approved vaccines, the safety and common side effects of the vaccines. We also invited Bro Hee Seng, President of AUPE to share on his personal experience after his vaccination. The Q&A segment was active with participants seeking further advice on having the vaccination if they have pre-existing health conditions and others.

AUPE's webinar series strives to value add to our members' careers and lives through the sharing of relevant insights and information. Through these bite-sized sessions, we hope to equip you with skills

Hear from our participants on UNDERSTANDING COVID-19 VACCINES WEBINAR

"INSIGHTFUL SHARING & CLEAR EXPLANATION"

Thank you AUPE for organising this lunchtime webinar.

The speaker, Dr. Ooi, gave a very easy to understand explanation about the common virus and COVID-19. His sharing was easy for everyone to follow and to understand, esp. the example he used to describe DNA and RNA. The webinar was very timely as we are going for nationwide vaccination, and the session did not feel draggy during the lunch hour, as it was short and kept focus to the topic.

"PRESENTATION SLIDES WAS WELL PREPARED AND RELEVANT"

Plus the session is short and sweet and helpful... not too draggy and keep to the point!

Congrats for a good session! I think Dr Ooi really did a very easy to understand explanation of virus and COVID, actually his tone and content are very easy for anyone to understand. I really loved the example he used to describe DNA and RNA!

and tips that will be relevant to both your work and personal lives. Register for our next webinar, Introduction to Robotic Process Automation, at www.aupe.org.sg/union/rpa-webinar.

Follow us on Facebook (www.facebook.com/aupe.sg) or download AUPE app to be notified of future webinars and other exciting news from AUPE.

AUPE Appreciates Long Service Awardees 2020

Last year, we had a bumper crop of long service awardees! We thank the following staff for rendering many years of committed service to AUPE and its sister organisations:

S/No.	Organisation	Name	Long Service Award Category
1	AUPE	Ravin Rai	5 years
2	CREDIT CO-OP	Lau Li Mei	5 years
3	GS CO-OP	Wong Chee Sing	15 years
4	GS CO-OP	Low Yin Yee Kathy	15 years
5	GS CO-OP	Seah Geok Lian Cynthia	20 years
6	AUPE	Tay Huey Wah Evelyn	20 years
7	CLUB	Jamal bin Mohd Ghaus	25 years



Young Jamal at AUPE Old Office

We speak to 2 of our longest serving awardees, Mr Jamal bin Ghaus and Ms Evelyn Tay to find out how what AUPE means to them and how they overcome unprecedented challenges brought about by COVID-19.

What does AUPE mean to you?

Jamal: To me, AUPE is a meaningful career. I started out as an AUPE union member followed by being a branch official for Airport Emergency Service Officers (CAAS). I then joined AUPE full time as an Operations Officer in 1994.

Evelyn: AUPE has been a huge part of my life. Having been with AUPE for 20 years, it is not just a workplace, it is also where I have formed close bonds that will always make me feel warmly welcomed and part of the AUPE family.

What motivated you to stay and give your best to AUPE?

Jamal: I am motivated by 2 late leaders of AUPE, Mr G Kandasamy and Mr Paul Tan. Mr G Kandasamy said "If you volunteer as a branch official, do not think about money. The money will come later."

Mr Paul Tan told me, "Work is like a wheel, sometimes you will be down but eventually you will be back up again." Till today, I am motivated by their words of wisdom.

Evelyn: I take pride in my work and always strive to put in my best effort. I also draw motivation from the sense of familiarity I get from this community of colleagues who are cooperative, patient and approachable.

What challenge did COVID brought you and how did you overcome?

Jamal: The Safe Management Measures needed to enter the building made our members and staff anxious. Initially, some were uncomfortable in giving out personal details and wearing face mask. I understand their situation and I try to explain to them to ensure compliance with the regulations.

Evelyn: Adapting to work-from-home has not been easy, especially when I am sometimes unable to access certain important documents. Thankfully, I have a team of understanding colleagues to count on as they always assist me patiently.



(Left) Mr Jamal bin Ghaus and (right) Ms Evelyn Tay receiving her Long Service Award Certificate from Mr Sanjeev Tiwari, AUPE General Secretary

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- Medical Loan
- Consolidation Loan

For more details, please contact us at 6280 8033 or email us at coop@aupe.org.sg.

Career Advisory Services to Support Your Career Planning

Your career growth matters! To support and partner you in your journey, AUPE is launching a complimentary Career Advisory Services exclusively for AUPE union members.

Take charge of your own career today and speak to our career advisor to:

- Discover your career interests and goals
- Assess your current skill gaps
- Expand your upskilling and job search resources
- Receive support and build confidence to grow in your career



For more details and to make an appointment, please scan the QR code or visit <http://www.aupe.org.sg/union/career-advisory/>

lounge@AUPE **OPEN TO PUBLIC**

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