

MEDIA FACTSHEET

Annex G

ENVIRONMENTAL SERVICES (ES) WORKFORCE DAY AND ES STAR AWARD CEREMONY 2022

ES Workforce Day

The ES Workforce Day, supported by the Environmental Management Association of Singapore (EMAS), Waste Management & Recycling Association of Singapore (WMRAS), Singapore Pest Management Association (SPMA), and National Trades Union Congress (NTUC), commemorates and celebrates the commitment and excellence of ES companies and employees. The ES Workforce Day was first established in November 2018, and this year's ES Workforce Day is held in conjunction with Clean and Green Singapore (CGS).

ES Star Award

2 The inaugural ES Star Award was launched on 7 December 2019 by President Halimah Yacob at the 2nd ES Workforce Day event held at the Istana. As a key initiative within the Environmental Services Industry Transformation Map (ES ITM), the ES Star Award recognises exemplary employees in the ES industry across three sectors – cleaning services, waste management, and pest management – in three categories (frontline, supervisory, and operations support). Recipients of the ES Star Award include a mix of profiles such as frontliners, customer-facing executives and operations support roles.

3 This year, the National Environment Agency (NEA) is awarding 27 individuals with the ES Star Award, and another 472 individuals with congratulatory certificates in recognition of their exceptional contributions and commitment. NEA had received over 500 nominations for the ES Star Award and Certificate of Excellence for the 2022 award cycle (*refer to Annex G1 for more information on the ES Award criteria*).

4 The recipients of this year's ES Star Award include cleaners, pest control technicians, executives and EHS Manager. A shortlist of the ES Star Award recipients is appended in Annex G2. The full list of recipients is available online at the CGS website – <https://www.cgs.gov.sg/cgs2022/awards/environmental-service-star-awards>.

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Environmental Services (ES) Star Award and Certificate of Excellence

ES Star Award

1 The ES Star Award is a top-tier award to recognise exemplary ES employees across the three sectors (cleaning services, waste management, and pest management) in three categories (frontline, supervisory and operations support).

2 Recipients of the ES Star Award included a mix of profiles such as frontliners, customer-facing executives and operations support roles. They were nominated by their employers and evaluated by the judging panel based on the following criteria:

- i. **Service Excellence & Innovation**
 - Nominee has shown commitment towards achieving service quality.
 - Nominee has sustained excellent job performance.
 - Nominee has come up with creative methods or solutions to improve service quality, staff welfare etc.
- ii. **Leadership (*Applicable for Supervisory/Team Lead category only*)**
 - Nominee has motivated the team to strive towards better service and efficiency.
 - Nominee is considered a role model by fellow colleagues.
 - Nominee has shown guidance and inspired new colleagues.
- iii. **Upgrading/Training**
 - Nominee has upskilled themselves throughout the years by taking courses or attending training sessions.
 - Nominee has demonstrated interest and passion in acquiring new knowledge, and to upgrade themselves.
 - In view of the COVID-19 situation, courses taken online will be taken into consideration as well.
- iv. **Received Compliments or Awards**
 - Nominee has received compliments from the public, clients, or company staff.
 - Nominee has received awards in 2021/2022.
- v. **Contributing to environment sustainability**
 - Nominee has shown commitment and efforts towards caring for the environment within/outside of his work (e.g. Using non-disposables, recycling, encouraging people to adopt similar practices, improving work processes to be more resource efficient etc).

Certificate of Excellence

3 Certificates of Excellence are also given out to another 472 employees across 93 companies in recognition of their outstanding contributions and commitment. These companies include Stargroup Est. Pte Ltd, Titan Facilities Management Pte Ltd, Topgrid Pest Specialist Pte Ltd, KGS Pte Ltd, Sustainable Asset Management Solutions Pte Ltd and more. Recipients of these certificates include those who had been promoted, demonstrated excellence service delivery, and/or received long service awards from their employers.

Environmental Services (ES) Star Award Recipients 2022

1 The recipients of this year's ES Star Award include cleaners, pest control technicians in the frontline category; executives and EHS Manager in the operations support category; and operations executive in the supervisory category.

2 There are nine recipients per sector (cleaning services, waste management, and pest management), and three winners per category (frontline, supervisory and operations support). A shortlist of the ES Star Award recipients this year is appended below.

Cleaning Services		
Award Category	Profile	Description
Frontline	<p>Samuri Bin Ahmat 57 years old</p> <p>Housekeeper, UEMS Solutions Pte Ltd</p>	<p>Samuri Bin Ahmat has been with UEMS Solutions Pte Ltd since May 2021. When COVID-19 struck, Samuri was retrenched from his position as an Aircraft Technician, for which he had over 20 years of experience. He joined UEMS Solutions as a Housekeeper at Changi General Hospital and quickly picked up the cleaning trade despite having no prior experience in both healthcare and cleaning sectors.</p> <p>His willingness to learn and positive attitude enabled him to pick up the skills and knowledge of Infection Control processes as well as cleaning machinery and equipment within a short timeframe.</p> <p>Samuri has also exhibited a strong discipline through maintaining regular attendance and punctuality while working at UEMS Solutions. He gets along very well with his fellow colleagues and is always willing to share his knowledge.</p> <p>Most importantly, Samuri has built a strong working relationship with the clients/users within his area of care (Changi General Hospital – Main Building, Level 4). He has diligently followed up with his routine as well as periodic work schedules and never hesitates to offer his help whenever his colleagues at other areas required any assistance.</p>
Operations Support	<p>Law Yin Jie 32 years old</p> <p>Operations Executive, UEMS Solutions Pte Ltd</p>	<p>Law Yin Jie has been with the company since 2016 and has received certificate of recognition for 5 years of long service.</p> <p>Under her leadership, her housekeeping team at Alexandra Hospital always projects a positive and "Can Do" attitude to make things possible. She often goes above and beyond her job requirements to see to the needs of her customers.</p> <p>She is able to inspire confidence in her clients, especially so in the domains of continuous improvement, quality service standards and maintaining successful relationships with end users. At Alexandra Hospital, Yin Jie initiated, led, and successfully launched various technological</p>

		innovations and concepts that played an essential role in achieving manpower-related productivity gains. One of the innovations includes the use of eLinen application transiting the process from manual hard copy to soft copy records. She constantly encourages the usage of the eLinen application and works closely with client to modify / simplify the reports.
Supervisory	<p>Kishor S/O Chandra Sagan 34 years old</p> <p>Head of Operations, HVAC Engineering Services Pte Ltd</p>	<p>Kishor joined HVAC Engineering Services Pte Ltd in April 2020, at the start of COVID-19 pandemic. HVAC is involved in extensive amount of disinfection works for residential and non-residential premises.</p> <p>Kishor took the role and responsibility of managing and carrying out the disinfection process as per the guidelines by governing authorities. He has actively engaged with government and non-government bodies to successfully carry out the decontamination processes till date. The process of carrying out COVID-19 disinfection is a high-risk job. However, Kishor did not back out from carrying out his tasks and showed dedication in ensuring the premises in Singapore are disinfected and safe for to work and reside.</p> <p>In the time Kishor has been with HVAC, he has continued to upgrade himself with relations to the industry in the time of the COVID-19 pandemic to better serve the evolving needs in Singapore. He currently heads the Operations department in various decontamination services to fulfill the Green Mark Standards and NEA decontamination standards.</p>

Waste Management		
Award Category	Profile	Description
Supervisory	<p>Mohammad Shariff Bin Mohamed Ali 40 years old</p> <p>Operations Executive, ALBA W&H Smart City Pte Ltd</p>	<p>Shariff joined ALBA W&H as a driver. Recognizing his leadership potential, Shariff was promoted to Operations Executive shortly.</p> <p>He is a hardworking and responsible worker with a wide range of duties assigned to him. He does not hesitate to cover the role of driver (Class 5) and attendant when there is a shortfall of manpower to ensure that there are no lapses on the work that needs to be done.</p> <p>His display of willingness to take on frontline roles in times of need has earned him the respect of his subordinates. He is firm and fair in his management of the crew.</p>
Pest Management		
Award Category	Profile	Description

Frontline	<p>Ramlan bin Mustapa 51 years old</p> <p>Senior Foreman, Aardwolf Pestkare (S) Pte Ltd</p>	<p>Having been with Aardwolf Pestkare (S) Pte Ltd for 20 years, Ramlan is a consistent and dedicated Senior Foreman who is trusted to mentor new trainees and guide his teammates. He is the "go-to" guy for technical matters, as he is skilled both in repairing equipment and conducting pest proofing.</p> <p>Ramlan was part of the winning team of an internal competition that created an effective and reusable Fruit fly bait using all natural ingredients such as balsamic vinegar and apple cider. This organic formulation proved to catch the most Fruit Flies during our internal competition. In addition, the trap itself was uniquely designed.</p> <p>Ramlan is also an experienced pest professional who is trusted by his clients. A client complained about presence of mosquitoes, where Ramlan was in-charge of the investigation. The situation persisted despite Ramlan treating all visible potential mosquito breeding spots. On a repeated visit, Ramlan decided to observe the mosquitoes and managed to track them to the grease interceptor. With his perseverance, the client's issues with mosquitoes were fully resolved.</p> <p>Despite his deep knowledge in pest management, Ramlan understands the importance of upgrading himself and still continues to pursue new knowledge and learning new things</p>
Operations Support	<p>Arunan Ulaganathan 40 years old</p> <p>EHS & Operation Manager, Insight Pest Solutions</p>	<p>Arunan has worked with Insight Pest Solutions for over four years as EHS & Operations Manager.</p> <p>He regularly conducts site visits to ensure his team is working proficiently and takes effort in meeting and replying to clients' needs and queries immediately. Due to his excellent reputation and service delivery to clients, the company has continuously secured more projects over time.</p> <p>He has significantly contributed to many creative ideas such as introducing electronic service reports, using green chemical products, handling clients' needs and visiting sites to ensure that the technicians are complying to the appropriate safety measures and work method. He never fails to provide orientation for new staff and always follows up with their on-job-training.</p>