

# SERVICE. PARTNERS



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The Quarterly Bulletin





## FOREWORD FROM STEVEN'S DESK

It has been a whirlwind first half of 2018 with the outlook still looking relatively healthy for PSA, we continue to see strong berth demand with monthly volumes crossing the 3 MTEU-mark consistently since May 2018.

This is highly remarkable and we owe it to the collective hard work of all hands in our Port!

We continue our recruitment partnership efforts by organising the 2nd Joint Service Partner Career Fair at e2i on 29th June. With valuable experience gained from the previous career fair, improvements have been made to the planning and logistics aspects and we're pleased to see over 40 new hires into the port industry. Part of this success is due to our highly regarded Joint Recruitment Video starring staff from various companies! My team was heartened to see the many companies banding together as a community to help each other out. Besides the career fair, we also get a fair number of hits from our Joint Service Partner Website. Kudos to all who helped!

Even as we continue with the recruitment efforts, we do not forget about the workers currently with us. Several engagements were made during the CSB period (night shift) and it was encouraging to see the appreciative faces from workers on the ground. We have also rolled out the SP Scorecard with the objective of raising the capabilities of each Service Partner. We wish to work with you to grow from strength to strength.

As usual, we have many more initiatives planned for the rest of the year and we look forward to strengthening our partnership.

Lastly, I would like to wish all readers a Happy National Day!

Steven Lee, Vice President (Integrated Operations Resource)

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# 2ND PORT INDUSTRY CAREER FAIR

A COLLABORATIVE JOINT PSA-SP EFFORT



IORD, with the support of e2i, teamed up again with the 11 Service Partners to organise the 2nd Port Industry Career Fair. The main theme of this fair was the Place-n-Train schemes supported by e2i in order to attract more drivers to work in the port. It certainly helped as there were over 200 walk-ins for the one day event!

New elements were introduced, showcasing of the recruitment video in order to give job seekers an overview of the jobs in the port, Trade Ambassadors for PM and LA to showcase the respective jobs, lucky draw for candidates who have interviewed on the spot and delicious ice-cream for all job seekers.

Thanks to everyone's hard work, over 40 candidates were successfully hired. Congratulations to all!





# RECRUITMENT VIDEO

## & INTERVIEW WITH LOGAN FROM TNS



The recruitment video showcases the day to day duties of a worker in the port across all the respective jobs, and shows the immense responsibility and commitment they have in ensuring that Singapore maintains its reputation as a world-class port. It was created with the goal of introducing and promoting the port industry to the public in a bite-sized piece.

We spoke with Director Logan on the process of creating the video and feedback received.

**Q: What made you want to do this video?**

While I had experiences making videos, I had never done a recruitment video before. The opportunity to challenge myself and collaborate with the other Service Partners was too good an opportunity to pass up.

**Q: What are some of the challenges faced?**

One of the greatest challenges was to find the perfect actor for each scene in order to make the video meaningful. We had some criteria to meet and was fortunate to have had a resourceful, enthusiastic team to source for actors from the various Service Partners.

**Q: What was the experience like leading the production team?**

The production team consisted of volunteers from various companies. I tried my best to make things lighthearted and fun, without being too demanding. In all honesty, the team was very cooperative and proactive, making my job relatively easy. I would like to thank Janice, Nazree, Boon Hee, Priscilla, Vidnesh, Sunny and Lionel for all their hard work!

# THE SP SCORECARD

1. Build up 	2. Reliability 	3. Service Failure 	4. Overworking 	5. Safety 
6. Retention/ Attrition 	7. Worker Dispute 	8. Ground Engagement 	9. Employment Status Compliance 	10. Training 

The SP Scorecard is a new initiative to evaluate our Service Partners every quarter based on 3 main aspects – Operations, Safety and Human Resource. There are ten quantifiable areas, ranging from build-up to ground engagement that is assessed.

The objective of the scorecard is to keep track of each company's performance so that any trends can be observed and tackled quickly. The IORD team will work with each company on their area of improvements and ensure that the corrective measures are taken to accurately address weaknesses.

The Scorecard aims to improve daily operations through better regulation and raising the quality of the work environment. It is hoped that with this initiative, every Partner will be motivated to perform beyond their current capacities and raise their capabilities. This is to ensure that each Service Partner and PSA can grow alongside each other.

HT Ports was ranked first in the inaugural Quarterly Scorecard Rankings.

We sit down with the HT Ports team to find out more on how they managed to achieve their good results.



**Q: What are your thoughts on the quarterly scorecard?**

**A: We think that the scorecard is a good initiative to spur on and motivate companies by highlighting their strengths and weaknesses.**

## Scorecard Interview with HT Ports

**Q: How do you ensure reliable and timely build-up?**

**A: We believe that a united team is essential to having good build-up. With good teamwork, we are able to move together to a common goal. Getting support in terms of advice and funds approval from Senior Management is also very essential.**

**Q: In which area do you think there is room for improvements?**

**A: While HT Ports has done well for 1Q, we would not be resting on our laurels. We believe that we still have much to improve. Safety is an aspect which we are looking closely at and are very much looking into using technology to empower our supervisors.**

# Career Advancement in the Port



**Name:**  
Mohamed Noh Bin  
Mohd Isa  
**Company:**  
JP Knights  
**Role:**  
PM Operations Executive

## Port Journey

- Started as a PM Driver for SMS Stevedoring in 2008
- Promoted to PM Foreman in 2010 with SMS Stevedoring
- Promoted to PM Operations Executive in 2017 with JP Knights

## Aspirations

- For all drivers to look for me when they have any work or personnel concerns
- To be a better manager by showing appreciation and care and concern to all my workers

## Defining Moment

Being a Prime Mover Driver is no easy feat. When I first started, I found it difficult to adjust to the working environment. It was only through perseverance and dedication that I was able to achieve what I had. One of the more memorable and fulfilling experiences I had was when I was already in the Prime Mover foreman role. I had to counsel a driver much older than I was. Fortunately, he made a change for the better. It is moments like this when I realise how much impact I can make to my workers.