



SINGAPORE HOTEL ASSOCIATION

Feb - Sep 2020
MCI(P)028/02/2020

SHA UPDATE



110 Employers Sign the President's Challenge Enabling Employment Pledge

- + E-launch of SHA Hotel WSH Week
- + Your Say on COVID-19 and The Hotel Industry
- + SHATEC Shines at World Gourmet Summit
- + SHA Welcomes New Members
- + SHA Welcomes New General Managers



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110 Employers Sign the President's Challenge Enabling Employment Pledge

110 employers represented by the President's Office, Public Service Division, Singapore Hotel Association, National Council of Social Service and the Singapore Centre for Social Enterprise committed to build a more inclusive workforce for people with disabilities by signing the President's Challenge Enabling Employment Pledge at the launch of the President's Challenge 2020 (PC2020) on 11 March 2020 at the Enabling Village. The employers across the public, private and people (3P) sectors, including 106 SHA hotel members, were among the first to pledge their support for this national movement led by President's Challenge.

Guest-of-Honour President Halimah Yacob announced during the launch that PC2020 will focus on supporting initiatives that empower persons with disabilities, so as to bring about sustained improvements in their quality of life. Employers were called upon to adopt an inclusive mindset, create barrier-free workplace environments and implement supportive employment policies for employees with disabilities. Through the Enabling Employment Pledge, President's Challenge hopes to encourage more employers to take the first step and open their doors to persons with disabilities.

Employers who sign the Pledge can look forward to greater support in their effort to train, hire and integrate employees with disabilities. They will join a network of like-minded employers and have access to a whole suite of best practices that can be shared amongst themselves.



YOUR SAY | COVID-19 and the Hotel Industry

With the COVID-19 pandemic drastically changing the way the hotel industry operates, SHA Update hears from GMs 3 things their hotel has done to ensure guests continue to feel welcome and safe during their stay.



Mr Kung Teong Wah
General Manager,
Copthorne King's Hotel
Singapore

Copthorne King's Hotel ensures guests continue to feel welcome and safe during this COVID-19 pandemic through the following measures:

1. High Standards of Cleanliness and Hygiene with Accreditation

We are pleased that the hotel is officially SGClean certified. Cleaning of high touchpoint areas are frequently carried out. Disinfection kits consisting of a disposable face mask and a disinfectant wipe are also readily made available to guests and staff upon request.

2. Appropriate checks upon arrival for the health and safety of our guests and staff

Contactless temperature monitoring and health declaration stations are set up at our lobby entrance.

SafeEntry for all guests and staff at the entrance.

Front desks are equipped with infrared thermometers to conduct temperature checks on guests. Employees and guests who are unwell with any symptoms of fever, flu or respiratory problems are asked to consult a doctor immediately.

3. We Clean, We Care, We Welcome. Commitment

The hotel has been vigorously following recommendations by the authorities and establishing precautionary measures for the health and safety of all stakeholders. To assure our guests that we have adopted the highest standards of safety and cleanliness, we have launched a "We Clean, We Care, We Welcome" which includes the introduction of 10 Hallmarks to further enhance health and hygiene protocols for the well-being of our guests.



Mr Danny Wong
Hotel Manager,
Mandarin Orchard
Singapore

In addition to safe management measures we have stringently put in place at Mandarin Orchard Singapore, we do our best to enhance our guests' stay with us through the following:

1. Enhanced hygiene standards around the Hotel

The Hotel has introduced procedures to improve hygiene standard of guest rooms including enhanced cleaning, sanitisation and disinfection. Other measures include Hotel team required to don PPE, removal of mini bar items and in-room dining menus. Public spaces such as gym and pool have scheduled cleaning process in place and limit on a number of users allowed at any one time.

2. Adoption of digital solution

Throughout the Hotel and restaurants, we have adopted the use of technology such as our hospitality app that allows guests convenient access to a host of services and amenities, including registration prior to check-in for a smoother process, and room access via a digital key. Furthermore, we have also used digital menus where possible.

3. Adjustment to buffet dining

Ensuring that we align to safe-distancing measures, diners are served with made-to-order requests instead of the usual self-service buffet.



Mr Roy Liang
Regional General
Manager, Malaysia,
Singapore and Vietnam
Oakwood Worldwide
Asia Pte Ltd

At Oakwood Premier AMTD Singapore, we believe having a satisfying stay begins from a safe sanctuary that you can trust. We have rolled out the following safety measures to ensure guests feel welcome and safe during their stay:

1. Attainment of SG Clean certification

We have been certified as SG Clean, a national mark of excellence for businesses that adhere to the high standards of environmental public hygiene on their premises. Our visitors can be confident that the premises and its staff have met stringent requirements of sanitation and hygiene.

This include new measures such as replacing buffet breakfast with a la carte breakfast and takeaway options for guests to dine in the comfort of their rooms. Hotel facilities such as the pool and gym are restricted to a maximum of 5 and 3 persons respectively at a given time and pre-registration for usage is required.

2. Oakwood Clean360 campaign

Oakwood Clean360 is a robust hygiene program which ensures the safety of our guests and associates alike. Oakwood Clean360 is built on

three key pillars:

- Continuous enhancement of operational standards
- Providing our guests with a safe sanctuary to call home
- The welfare of our associates

Measures include usage of UV light box to sanitize key cards and key card holders before handing them to guests during check-in and encouraging contactless service requests via Oakwood mobile app.

3. Oakwood Mobile Bar, a roving mobile bar that offers club lounge service on wheels.

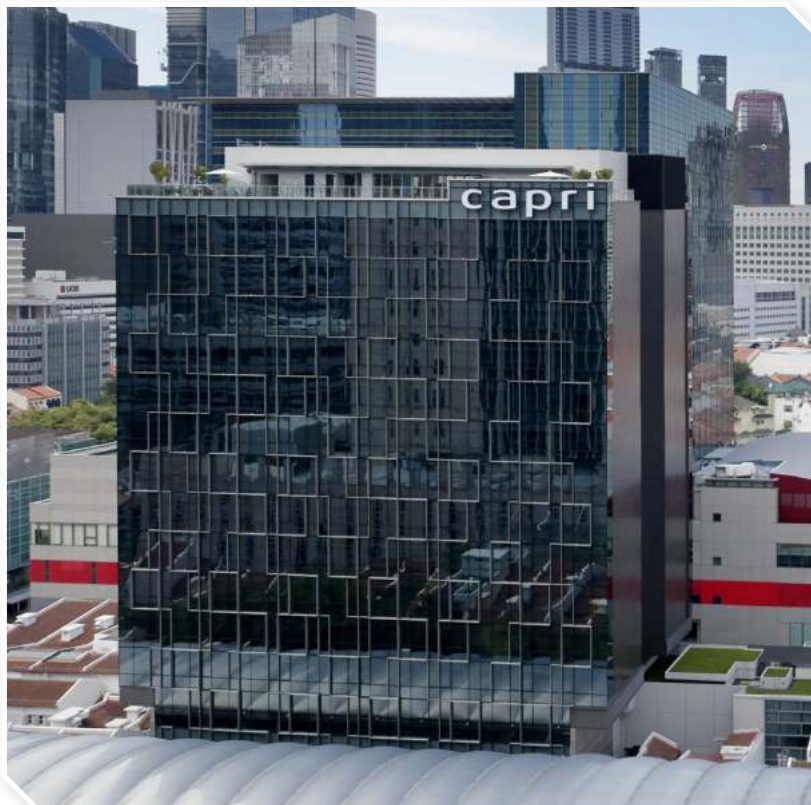
- For guests who prefer to stay in, they can opt for the Oakwood Mobile Bar service that delivers unlimited personalized cocktails and canapés to your doorstep every evening.
- This premium add-on room service reduces intermingling opportunities and the bartender also maintains a safe distance from the guests.

SHA Welcomes New Ordinary Members

Capri by Fraser, China Square

Located within easy access to work and play, Capri by Fraser, China Square / Singapore is a hotel in the heart of the Central Business District and walking distance to many local attractions. Featuring 304 rooms in Superior, Deluxe, Executive and Studio configurations, the hotel has many communal areas as well, based on the concept of social living. In keeping with Capri by Fraser's designed style, interiors are inspired by the district in olden times, interpreted with a distinctly modern twist.

Catering for social, always-on guests, there are many kinds of facilities at Capri by Fraser, China Square / Singapore. Be sure to check out The Den (Social Hub), as well as the breathtaking rooftop pool and Spin & Play (our special launderette, featuring Atari Pong and PlayStation 4). Meeting rooms are also available, should you really need to get down to business at your hotel in Singapore.



lyf Funan Singapore

Located in the heart of Singapore's Civic & Cultural District, lyf Funan Singapore is the largest coliving property in Southeast Asia.

Designed by millennials for millennials and the millennial-minded, lyf Funan Singapore is part of CapitaLand's Funan integrated development that offers cutting-edge retail concepts, urban farm, theatre, cinema and artisan shops. Catering to the digital natives, lyf Funan provides a digital experience through its lyf mobile app, allowing easy booking, check-in and out, payment and seamless access to their apartments with just a tap or swipe.

With 329 units and the flexibility to offer up to 412 rooms, lyf Funan Singapore has five apartment types, ranging from the 'One of a Kind' studio for up to two guests to the 'All Together' apartments for up to nine guests.



SHA Welcomes New Associate Members

Brintons Carpets

Brintons is the world's leading designer and manufacturer of high-quality woven carpets and rugs for commercial interiors. A global team of designers, project managers and technical experts work with clients to develop beautiful wool-rich and nylon woven axminster and wilton carpets, axminster tiles and hand tufted rugs.

Brintons has been at the forefront of the global woven carpet manufacturing industry for more than 230 years. We are proud of our heritage and draw on our

expertise and experience to push the boundaries of woven floorcovering design. Our high definition weave capability gives clients ultimate freedom to use up to 32 colours to create photo-realistic designs in woven carpet form.

Brintons Singapore offers an outstanding client experience, delivering exceptional products and fantastic service by an experienced team of flooring experts who are passionate about what they do.

Expedia Group

Expedia Group helps knock down the barriers to travel, making it easier, more enjoyable, more attainable and more accessible. We are here to bring the world within reach for customers and partners around the globe. We leverage our platform and technology capabilities

across an extensive portfolio of businesses and brands to orchestrate the movement of people and the delivery of travel experiences on both local and global basis. Our family of travel brands includes: Brand Expedia®, Hotels.com®, Egencia®, trivago® and more.

Keep Track Solutions

Keep Track Solutions provides marketing, sales and support services to leading edge companies that have solutions for the hospitality industry looking to get a foothold in Singapore and South East Asia.

Companies such as Silverbyte Ltd providing front of the house solutions for PMS, POS, EVENT management and more have expanded to SEA with the help of Keep Track Solutions and now have over twenty hotels using

their Optima Hotel management solutions which is used by over 1,000 Hotels worldwide including such prestigious hotels like the Leonardo group.

Keep Track Solutions has also partnered with SIMPLEX and MYRA to bring advanced Website Booking Engine features/functionality and advanced KIOSKS to hotels in Singapore and Southeast Asia.

NEC Asia Pacific

As a leading information and communications technology provider, NEC Asia Pacific helps the Hospitality and Leisure industry control costs, improve staff efficiency and create an environment that makes guests want to return. With technology becoming the catalyst for success in this and every industry, we strive to be the global change agent and value driver, transforming both the guest experience, as well as the operational deliverables.

Be it small or big property, we are able to address your needs, with solutions for Customer Engagement

(like unmanned check-in with contactless and light touch technology, VIP authentication), Business Prediction (like Crowd Prediction, Waiting Time Prediction) and Personalised Service (like Real Time Feedback and Footfall Analytics).

To ensure the best possible guest experience, environments must be geared to each specific brand and individual property. Our expertise and hospitality-relevant solutions and services can help you to digitalize operation process smartly and effectively.

Q Framing

Q Framing Pte Ltd specializes in providing exceptional framing where conservation is the norm, and we pride ourselves in taking up projects from fine art collectors, galleries, commercial businesses as well as local museums and overseas entities that are looking for conservation framing and museum standard framing.

Our passion for framing began when our founders, husband and wife team Steven and Zoe, were working in one of Singapore's largest chains of retail frame shops. Frustrated by the lack of an established

framing standard in Singapore, the founders took on the responsibility to improve on that. Q Framing continuously strives to upgrade our skills through various trainings and our Managing Director, Steven, is armed with certification from the Professional Picture Framers Association (PPFA) from the United States.

Through continuous learning and investing in innovation, we want to make a difference in raising the standards of the art and framing industry to the Singapore landscapes.

Rest Assured Pte Ltd

Rest Assured Pte Ltd, which was established in 2018, is Singapore's authorised distributor of Zees Hotel Beds and Bedding Accessories. We are best known to our customers for delivering high quality Zees mattresses and bedding accessories at sustainable pricing and responsive customer service. Zees is the creation of PT ZEESINDO INTERNASIONAL, by a team of hotel beds and bedding accessories experts with more than 20 years of industry experiences. Zees is designed and manufactured in Tangerang, Jakarta, with the best

quality materials from international vendors such as Bekaert Deslee, Latexco, Hilon, Henkel and many more. Zees has supplied to more than 200 hotels and resorts in Southeast Asia. Whether you are an international hotel chain or a boutique hotel in Singapore, you can entrust our team to deliver a memorable sleep experience to your guests. Zees also has extensive retail distribution network in Jakarta, Medan, Bandung, Bali, Maldives, Vietnam and Singapore.

SoftBank Robotics Singapore

SoftBank Robotics is driving technology forward by becoming a worldwide leader in robotics solutions. Rapidly expanding with offices in Asia, Europe, the U.S.A and Australia, SoftBank Robotics is constantly exploring and commercializing robotics solutions that help make people's lives easier, safer, more connected and extraordinary. There are currently over 35,000 SoftBank Robotics robots, Pepper, NAO and Whiz, used in more than 70 countries worldwide and offer innovative applications relevant in the fields of retail, tourism, healthcare, finance, education, facilities management and cleaning.

SoftBank Robotics Singapore is the APAC headquarters and currently oversees China, Hong Kong, Australia and South Korea. It was officially launched in Singapore on 25 September 2019 and in Hong Kong on 17th September 2019. Other regions will be launched shortly. SoftBank Robotics APAC currently carries Whiz as our flagship product and works with different partners in each region to bring Whiz into different industry sectors.

Tuan Sing Holdings Limited

Tuan Sing Holdings Limited is a fast-growing, diversified regional investment holding company with interests mainly in property development, property investment and hotel ownership in Grand Hyatt Melbourne and Hyatt Regency Perth. Over the years, the Group has developed a portfolio of strategically located real estate assets in Singapore and across the region, establishing a reputation for the delivery of good quality and iconic developments.

Set to mark its Golden Jubilee in 2019, the Group has embarked on a business transformation to reposition

itself from a niche developer to a major regional player with a presence in commercial, residential and hospitality properties in various key cities across Asia-Pacific, particularly in Singapore, China, Indonesia and Australia. Leveraging on its strengths and track record in property development and investment across a diverse range of property segments, the Group intends to participate in large-scale integrated developments and townships as it enters the next phase of growth.

SHA Welcomes New General Managers



Mr Mike Williamson

*General Manager
Conrad Centennial Singapore*

Conrad Centennial Singapore welcomes Mr Mike Williamson as the new General Manager, responsible for the overall hotel performance and operations. Bringing more than 36 years of hospitality management experience of which 24 years is with Hilton, Mr Williamson will continue to grow the hotel's prominent position within the local and international markets.

Mr Williamson is a British national from Newcastle, and has a diverse background in operations, revenue management and business development. His international career has seen him working in the United Kingdom, Belgium, Romania, The Netherlands, UAE (Dubai), China and most recently in Japan where he was the General Manager of Hilton Tokyo.

A seasoned professional, Mr Williamson has also previously held the position of General Manager in Hilton Shanghai Hongqiao, Hilton London Heathrow, Hilton London Green Park and Hilton London Paddington. In 2013, he was even honoured as the General Manager of the Year for APAC Hilton Worldwide.



Ms Jeane Lim

*General Manager
Grand Park City Hall*

Grand Park City Hall, the flagship property of Park Hotel Group, is pleased to announce the appointment of Ms Jeane Lim as the hotel's new General Manager. Passionate and dedicated, Ms Lim is a veteran with more than 30 years of experience in the hotel industry. Her vision is to entrench Grand Park City Hall as a leading luxury hotel in Singapore and Asia that offers warm and sincere service, and embraces practical sustainability solutions.

A highly respected hotelier, Ms Jeane Lim possesses a wealth of experience in hotel management with a remarkable track record in sales and marketing. She held various key appointments such as Director of Sales in Grand Hyatt Singapore, General Manager in Destination Singapore Beach Road, and Vice President of Global Sales at Millennium Hotels and Resorts. Before her appointment at Grand Park City Hall, Jeane was the General Manager of PARKROYAL on Pickering.

With this new appointment, she will steer the team to accomplish a new level in brand representation and awareness, guest experiences and financial results. A firm believer in the nurturing of young talents, Ms Jeane Lim has been actively involved in the Industry Mentorship Programme organised by SHATEC since 2015.



Mr Andreas Kraemer

*General Manager
InterContinental Singapore*

InterContinental Singapore is pleased to announce the appointment of Mr Andreas Kraemer as General Manager. In this new role, Mr Kraemer will be responsible for driving the hotel's strategic growth, overseeing operational excellence, and continuing to elevate the luxury positioning of this 403-room heritage hotel.

Mr Andreas Kraemer is a highly-established hotelier with over 26 years of hospitality experience in both city hotels and resorts. As General Manager in InterContinental Sanya Resort China and InterContinental Xiamen China, he was instrumental in driving revenue-generating programmes by identifying unique opportunities within key markets, delivering innovative guest experiences, and shaping and executing strong dining concepts for both properties.

Prior to joining IHG in 2016, Mr Kraemer managed a diverse portfolio of luxury properties across key markets, starting his hospitality journey as F & B Manager at luxury hotels in Germany. Mr Kraemer led the team as Resort Manager at Six Senses in Koh Samui, before becoming General Manager at properties including KC Resort & Over Water Villas in Koh Samui, Thailand; Hilton Shillim Estate Retreat & Spa in Pune, India, where he oversaw the hotel's pre-opening; and Wanda Realm in Harbin, China.



Mr Norman Cross

*General Manager, lyf
The Ascott Limited*

Mr Norman Cross is the General Manager of lyf. Mr Cross joined The Ascott Limited in 2019 and was appointed as the pre-opening GM with a successful opening of lyf Funan Singapore, Southeast Asia's largest coliving property.

In his 17 years of notable hospitality and F&B experience at international chains, he was involved in pre-opening and rebranding of hotels and F&B concepts in Singapore and Thailand. He currently serves as the Vice President of SHATEC Global Alumni Association, the international arm set up by SHATEC to mentor and provide guidance for future SHATEC graduates.



Mr Paul Town

*Senior Vice President, Resort Operations
Marina Bay Sands*

Mr Paul Town is the Senior Vice President, Resort Operations at Marina Bay Sands and is responsible for the success and strategic leadership of key resort operations at the integrated resort. With over 20 years of experience in the hospitality and integrated resort management, Mr Town oversees Finance, Development, as well as resort operations that include Singapore's largest hotel, the iconic Sands SkyPark and Pool, Transportation, Call Centre, Food and Beverage, Sands Expo and Convention Centre, The Shoppes at Marina Bay Sands, Sales, Facilities, Entertainment, Security and Sustainability.

Prior to joining Marina Bay Sands, Mr Town had developed a significant portion of his career with Galaxy Macau and Crown (Melbourne and Macau) across various senior leadership roles in Hotel, Revenue and Sales. He opened multiple properties and was pivotal in building a foundational path for operating teams, improving productivity and guest satisfaction, as well as managing and optimizing revenue. Mr Town holds a Bachelor of International Hotel Management from International College of Hotel Management and began his career at Langham Hilton as a Night Manager, working his way up through the ranks.



Mr Henry Lim

*General Manager
Park Regis Singapore*

Park Regis Singapore is pleased to announce the appointment of Mr Henry Lim as General Manager, responsible for overseeing the hotel's business performance and spearheading key initiatives.

Being a veteran within the hospitality industry, Mr Lim brings with him over three decades of experience in hotel and apartment operations, product innovation, portfolio expansion, talent development and owner relations. Mr Lim began his hospitality career in 1982, having worked with several International hotel chains and renowned serviced apartment brands in various regions, such as China, Japan, Korea, Myanmar, Philippines, Thailand and Singapore.

Throughout his career, Mr Henry Lim has held numerous senior appointments and has been recognised by corporations, universities and government boards, winning him accolades such as the General Manager of the Year, Outstanding Individual Business Performance Award accorded by the Chairman of the Hanoi People's Committee and various awards for the properties under his leadership. Mr Lim is also a Certified Hotel Administrator (CHA) and Certified Rooms Division Executive (CRDE) accredited by American Hotel & Lodging Educational Institute, USA.



Mr Edward Kollmer

*General Manager
PARKROYAL COLLECTION Pickering*

Pan Pacific Hotels Group is pleased to announce the appointment of Mr Edward Kollmer as the new General Manager at one of its most iconic and eco-friendly hotels in Singapore – the much lauded 367-room PARKROYAL COLLECTION Pickering, previously known as PARKROYAL on Pickering.

Mr Kollmer brings with him extensive knowledge and experience from over 25 years in the hospitality industry. Having worked with notable brands like Shangri-La, Le Meridien, Intercontinental and the Great London Hospitality Group (GLH) in both the United Kingdom and Asia, Mr Kollmer bears considerable understanding of the global hotel landscape.

To date, Mr Kollmer has been in charge of nine different properties prior to coming on board PARKROYAL COLLECTION Pickering. He is no stranger to Pan Pacific Hotels Group where prior to his appointment, Mr Kollmer was General Manager at PARKROYAL Penang Resort where he oversaw the successful completion of the renovation and relaunch of the resort.



Mr Matthias Al-Amiry

*Managing Director & Regional Vice President Southeast Asia
The Capitol Kempinski Hotel Singapore*

Appointed as Managing Director, Mr Matthias Al-Amiry will oversee the management of the five-star luxury hotel at 15 Stamford Road, Kempinski's properties in Bangkok, Jakarta and Bali as well as the development of their Hotel & Residences in Kuala Lumpur. He holds a dual role as he is also the Regional Vice President of Southeast Asia for the Kempinski Hotels group. He is also responsible for future projects in the area.

As a graduate of the famous Heidelberg Hotel Management School and alumnus of the private Cornell University in the USA, where he took further education courses in Hotel Revenue Management, Leadership & Motivation, Accounting and Asset Management, Mr Al-Amiry has over 30 years in the industry. He became the General Manager of Al Faisaliah, a Rosewood Hotel Riyadh, Saudi Arabia, being responsible for the operations of this property and overseeing the conversion of the adjacent high-end condominium building into an ultra-luxury 104-key hotel in 2009. He then took on the role of General Manager at the Raffles Beijing Hotel, People's Republic of China. In 2014 he joined the MGM China development team, Macau as Vice President Hotel Operations MGM China, Cotai.

Industry Briefing on Budget 2020 Measures and Hotel Job Redesign

The SHA organised an Industry Briefing on Budget 2020 Measures and Upskilling of Workers through Job Redesign on 24 February 2020 at STB Auditorium.

The programme comprised 2 segments as follows:

Presentation by STB on Key Budget Measures for the Hotel Industry

Sharing by WSG on Job Redesign Place and Train (JR PnT) Programme for Hotels

Hotels can receive up to 70% of salary support capped at S\$2,000 per employee per month for reskilling and upskilling of new and/or existing employees for redesigned job roles for up to 6 months. SHA is the appointed programme manager for this programme

A total of 115 hoteliers from 83 hotels attended this event.



Hotel Job Redesign Workshop and Clinic Session

The SHA and Food, Drinks and Allied Workers Union (FDAWU), with the support of Workforce Singapore (WSG) jointly organised a Hotel Job Redesign Workshop and Clinic Session on 6 March 2020 at Grand Hyatt Singapore.

The WSG Hotel Redesign Place-and-Train Programme provides salary support for hotels which are keen to adopt job redesign. This workshop cum clinic session was specially organised to help hotels to establish an OJT plan together with relevant training courses for the redesigned roles.

121 attendees from 75 hotels participated in this session.



Industry Engagement for Hotels on resumption of business (Virtual)

The SHA jointly organised a series of online industry engagement sessions with relevant agencies to keep the hotel industry updated on the latest government announcements and resumption of business operations in safe manner.

The following four sessions were held:

- 29 May 2020 – SHA/STB Industry Engagement Session on Post Circuit-breaker Phase 1 and Fortitude Budget support measures
- 18 June 2020 - Joint Briefing Session on Phase 2 Re-opening of F&B Outlets by Enterprise Singapore (ESG) and STB
- 3 July 2020 – SHA/STB Industry Engagement Session on resumption of staycations and recreation areas for children
- 3 August 2020 – SHA/STB Online Industry Engagement Session for General Managers on Easing of Restrictions for Key Life Events, in particular wedding functions in hotels

Here's How Companies Can Survive Crisis



How can businesses weather a storm and bounce back?
Here are two ways employers can help their workers while
keeping the company afloat.

1. Allow staff to take on second jobs

The current pandemic has brought about many challenges for business and grappling with manpower is one such concern. But there are efforts to support both employers and workers, under the SGUnited Jobs & Skills initiative, which aims to match companies with excess manpower to those that have a demand.

Workforce Singapore (WSG) and the Singapore Hotel Association are also facilitating company-to-company matching. If you have excess manpower, please send in your worker profiles to either agency, who will then help facilitate job-matching for long-term and short-term outplacement opportunities (including second job arrangement) for your workers.

Email Li_Shuting@wsg.gov.sg for more information.

Alternatively, you can inform staff to visit [MyCareersFuture.sg](https://mycareersfuture.sg) and search **#SGUnitedJobs** for a wider range of job opportunities.

2. Give affected staff the necessary support

The government has announced several initiatives and support for companies to send workers for upskilling. This includes the Stabilisation and Support Package for affected sectors, including tourism and food services, to receive support through redeployment programmes to help employers retain and reskill employees during this period.

WSG also regularly organises career workshops and seminars such as the Career Resilience Workshop, for individuals to upskill and assist them in their career journey. Employers can sign their employees up for events such as the Career Resilience workshops, to increase their emotional resilience and to encourage them to be open to change and challenges.

Visit go.gov.sg/crworkshopemp to view upcoming dates and register.

Workshop on “Successful Tactics for Surviving an Economic Downturn: Results from an International Study”

SHA, with the support of STB, organised a workshop titled “Successful Tactics for Surviving an Economic Downturn: Results from an International Study” at Raffles City Convention Centre on 20 March 2020.

Conducted by Dr Sherri Kimes, Emeritus Professor of Operations Management at the Cornell University School



of Hotel Administration and Visiting Professor of Analytics and Operations at the Business School at the National University of Singapore, participants gained insights from an insightful sharing on “COVID-19: What should you do?”.

The session concluded with a panel discussion.

SHA/IMDA Digital Tech Sharing Webinar

The SHA and IMDA jointly organised a Digital Tech Sharing Webinar on 9 April 2020. To kick-start the webinar, Mr Arun Poojari, General Manager, APAC of Spark Beyond presented on “Connecting Artificial Intelligence (AI) to Social and Business Impact”.

Mr Kenny Wang, COO of igloohome proceeded to share about “A World Without Keys” (Internet-of-Things). The last paper was a presentation by Mr Thomas Yip, Head of Sales from Taiger. He concluded with a paper on virtual assistant, “Does AI work for Hospitality Industry?”

Webinar “Create a Data Protection Preventive Kit”

SHA and RSM jointly organised a webinar titled “Create a Data Protection Preventive Kit” on 24 March 2020, 2.30pm to 3.30pm for SHA members.

With security breaches and data incidents being all too common these days, the speaker, Mr Hoi Wai Khin shared on the preparation of a data protection preventive kit to prevent these incidents, and also to stem immediate damage should there be an incident.



Webinar “Robots and Artificial intelligence in Hotel Housekeeping”

SHA and our knowledge partner, SoftBank Robotics, jointly organising an Online Webinar for SHA hotel members titled “Robots and Artificial intelligence in Hotel Housekeeping” on 19 August 2020, 3.00pm to 4.00pm.

Mr Eric Lim, Singapore Sales Director, SoftBank Robotics Singapore and Mr Ian Wilson, SoftBank Robotics Hospitality Expert, Advisor and Mentor / Emeritus SVP of Non-Gaming



Operations, Marina Bay Sands shared with attendees on how hotels can leverage robotics in hotel housekeeping to ensure the safety of guests.

E-launch of SHA Hotel WSH Week

The SHA Hotel WSH Week was off to a rousing start with an e-launch on 29 June 2020, which kicked off the one-week campaign which ran from 29 June to 3 July 2020. Participating hotels may choose a day to conduct the WSH briefing to their staff. The WSH Council had also specially put together a comprehensive set of resource materials for hotels to tap on, in support of the event.

In her opening remarks, SHA president Ms Kwee Wei-Lin commended the industry for its resilience to the COVID-19 situation and emphasised the need for all hotel employers and employees to keep WSH top of mind.

At the session, Mr Kung Teong Wah, General Manager of Copthorne King's Hotel as well as Mr Thomas Meyer, Managing Director and Ms Jacqueline Poey, Hotel Manager of Fairmont Singapore and Swissôtel The Stamford shared with attendees on their hotel's WSH best practices in light of a new normal.

More than 100 hotels supported the SHA Hotel WSH Week and committed to brief their employees on the importance of workplace safety and health. These included online briefing sessions for employees, WSH training and sending of daily mailers to staff during the WSH week.



“Enabling Employment Initiative” Programme Preview

SG Enable and SHA presented an online preview of the Enabling Employment Initiative (EEI) to SHA members on 29 June 2020. The EEI, supported by the President's Challenge, aims to strengthen employers' in-house capabilities to integrate employees with disabilities.

Over 70 attendees learned about the EEI training programmes for hotels' in-house job coaches and gained tips on how to be a more inclusive employer. In addition, Ms Angela Fok, Director of Human Resources of Shangri-La Hotel, Singapore and Mr Richard Tan, Vice President - Operations (Serviced Suites) of Pan Pacific Hotels Group shared how their organisations continued to stay committed to train and hire persons with disabilities despite the challenges faced during the COVID-19 pandemic.





Guest's Hotel Journey In the New Normal

Creating a contactless / light touch environment and managing crowd at premises for guests are some of the top priorities of hoteliers in the new normal. With extensive experience and innovative hospitality solutions, NEC is here to help.



Contactless / Light Touch

Using facial authentication, guests can do mobile check-in or self check-in at the kiosk provided at the hotel, thereby reducing waiting time and contact. Manpower is also optimized to carry out other tasks.



Social Distancing

With real-time updates and the powerful feature of displaying crowd trends data, visitors are able to pre-plan their activities to avoid crowd by monitoring the congestion visualization on a website while management can handle crowd control effectively.

Talk to us about your needs today.

Contact us at **+65 6273 8333** or **SED_marketing@nec.com.sg**.



Industry Networking Session for General Managers (Virtual)

The first SHA Industry Networking Session for General Managers took place on 24 July 2020, 3.00pm to 5.00pm via Zoom Meeting.

It was a specially curated session where STB and KPMG shared with members on how hotels can harness the power of data to transform and emerge stronger through the Data Transformation Programme.

In addition to General Managers, the invitation was also extended to one Senior Management representative from each hotel to attend.



Enterprise Singapore: Updates on Singapore Standards for the Hotel and Accommodation Sector

Being in the hospitality industry, hotels are expected to provide a high quality of service to meet the evolving needs of customers. This means finding ways to improve productivity by leveraging technology, as well as upholding best practices in talent attraction and development.

New TR 72 : 2020 Guidelines on RFID systems for laundry and linen management

The practice of manual stocktaking of linen in the hospitality industry is not only labour-intensive and time consuming, it also presents problems in count accuracy, as workers may be prone to fatigue.

Led by Dr Gan Oon Peen from SIMTech A*STAR and Ms Ng Sie Yen from Suntec Singapore Convention and Exhibition Centre, SHA, Enterprise Singapore and industry experts developed a Technical Reference (TR) 72 : 2020 Guidelines on RFID systems for laundry and linen management under the Singapore Standardisation Programme. This standard addresses the interoperability of RFID systems in hotel laundry and linen management and recommends best practices to improve system accuracy.

Organisations in both the hospitality and laundry industries could benefit from the guidelines provided in TR 72 in terms of time savings, speed of delivery, reduction of manpower requirements, as well as providing advancement opportunities for employees.

New TR 75 : 2020 Guidelines on internship programme for the hotel and accommodation services

Aligned with Singapore Tourism Board's efforts to build a strong pipeline of talent, TR 75 : 2020 Guidelines on internship programme for the hotel and accommodation services aims to provide the industry with guidelines to develop a robust internship programme to attract, retain and acquire suitable candidates for the hotel industry.

Ms Margaret Heng, Executive Director of SHA and Chairperson of the Technical Committee for Hotel Services and Mr Rainer Tenius, General Manager of Swissotel Merchant Court Singapore, led the development of this standard and worked with ESG and industry stakeholders to produce this comprehensive document.

The TR 75 provides good practices to the hotel and accommodation services sector on the development of a structured internship programme for students to have a meaningful and realistic experience in this industry.

Get your copy of the Technical References

To get your copy, please visit <https://www.singaporestandardseshop.sg>. In line with World Standards Day celebration, Singapore Standards will be offered at a special rate for the month of October and November 2020.

SHATEC Enhanced Training Support for Hotels

Since March 2020, the Enhanced Training Support Package has helped employers cope with business disruptions by encouraging the retraining and upskilling of workers, thereby positioning themselves for a strong subsequent recovery from the effects of COVID-19.

Recently, SHATEC held 2-hour sessions to preview an exciting new course: Keeping Personal Data Safe: What You Need to Know about PDPA. Conducted by SHATEC Master Trainer, Dr. Maverick Yeo, where participants learned the key obligations and exceptions in data protection. The contents of the preview were applicable to various job roles in the hotel and F&B industries.

SHATEC also received positive feedback from participants who have completed one or more courses during this period:

“The online learning was a novel experience which brought us out of our comfort zone. There is a good variety of activities and I especially enjoyed the group presentations where we are challenged to be as creative as we can.”
– Participant from Grand Hyatt Singapore on Digital Marketing in Hospitality



“There was in-depth coverage on new world wines and the lesson was well-paced. The trainer was detailed and made the information easy to understand for all learners.”
– Participant from Raffles Hotel Singapore on Essentials of Wine Knowledge

Check out the latest run dates for all courses on our enhanced training website at <https://shatecenhancedtraining.com>, or email to enhancedtraining@shatec.sg to find out more!

SHATEC Care Movement: Love in a Bento (CNY Edition)

On 7th February 2020, aromas of freshly prepared dishes wafted from the SHATEC kitchens for Love in a Bento 2020, a part of the SHATEC Care Movement.

Students and chef trainers joined in preparing healthy and nutritious bentos and delivering them to over 300 seniors in South West CDC, including neighbourhoods in Bukit Panjang, Bukit Batok, Clementi and Telok Blangah.



SHATEC students working hard to fill each bento with speed and accuracy.



Each beneficiary household also received a Prosperity Bag containing two oranges and kuih bahulu.



One beneficiary who was all smiles after receiving her bento and Prosperity Bag from SHATEC students.

Team SHATEC Curate Original Mocktail for ICHRIE's 75th Anniversary

In celebration of ICHRIE's 75th anniversary next year, Team SHATEC has concocted a special mocktail, **Cerulean Unity**, which was presented at APacCHRIE's Zoom Around the World (ZATW) virtual event on 20th July 2020.



Through a unique blend of creativity and innovation, Cerulean Unity brings forth a true harmonious experience that cultivates keen connections and invigorates alliances. Propagated with fresh Sencha leaves and a shrewd combination of lime juice and elderflower syrup, its artistry lies in its ability to amalgamate the differing senses. Perhaps one cannot be more drawn to its beauty made possible by the aesthetic effects of blue lagoon; the same beauty which embellishes the ardour and essence of hospitality.

With a dash of soda water and ginger ale, this imperative concoction becomes more than a mere beverage. It is a unification of values and a celebration of zest and passion. Ingested with grated lemon rind on the rim of the glass, Cerulean Unity is an emblem of camaraderie and harmony. It is an affinity which seeks to foster closer ties and kinship within an ever-vibrant community. Cerulean Unity is, indeed, an affiliation to all that represents strength, vigour and resilience.

Distribution of Welfare Care Packs for Frontline Health Staff

On 20th March 2020, SHATEC participated in a community outreach alongside various organisational and community stakeholders and volunteers as part of Festive Cheer @ South West, in rallying support of about 700 frontline staff of the transport and healthcare sectors in Bukit Batok.

SHATEC students prepared an Energy Booster pack comprising a potato curry puff, a cookie and a home brewed drink.

SHATEC was most humbled to contribute in supporting the efforts of staff from Bukit Batok Polyclinic, St Luke's Hospital, Bukit Batok Interchange & Bukit Batok MRT Station, who would continue to take care and caution of themselves and others around them in containing the spread of coronavirus.



Group photo of the Welcome Party, together with Mr Murali Pillai, Advisor to Bukit Batok Grassroots Organisations (GROs) and Ms Low Yen Ling, Mayor of South West District.



Ms Margaret Heng, Chief Executive of SHATEC, with staff of Bukit Batok Polyclinic.

SHATEC Thank-You Bentos in conjunction with World Gourmet Summit

On 3rd April 2020, SHATEC prepared hearty bentos brimming with nutritious colourful ingredients that contributed towards the 1,100 gourmet meals presented to healthcare professionals at Sengkang General Hospital.

Part of World Gourmet Summit Celebrating Unsung Heroes over six days, which collaborated with numerous partner restaurants and educational institutions, these warm meals



Chef Samson Lin leads students in the bento preparation.



Kudos to the SHATEC crew who made these Thank-You Bentos possible!

saluted the hard work of our brave, tireless front-line staff in the healthcare service.

SHATEC Shines at the World Gourmet Summit – World Gourmet Award

Restaurateur of the Year Conferred to Chairman of SHATEC

Our heartiest congratulations to Mr Loh Lik Peng, Chairman of SHATEC, who is named Restaurateur of the Year at the World Gourmet Summit (WGS) – World Gourmet Awards (WGA) Virtual Presentation Ceremony on 7 September 2020! This award is presented to a restaurateur who has demonstrated creativity in entrepreneurship and integrity in restaurant operations.

Lifetime Achievement Award Conferred to CE of SHATEC

At the same ceremony, Ms Margaret Heng, Chief Executive of SHATEC and Executive Director of SHA, was presented the prestigious Lifetime Achievement Award 2020!

The Lifetime Achievement Award recognizes visionary individuals who have constantly strived for higher standards and contributed ideas to influence the development of the Food & Beverage industry. Their significant contributions, over a minimum span of 15 years, have led to the promotion and growth of excellence within the Food & Beverage industry.

For the past 30 years, Ms Heng has been working tirelessly to raise the bar for the hospitality industry by ensuring top-notch training to develop manpower capabilities in F&B and all aspects of hotel operations. A firm believer in



continuous learning, she is also driving efforts to hone digital skills in our workforce to stay ahead of the competition, which is especially critical in the new normal.



At the regional level, Margaret, serves as the current President of APacCHRIE (Asia Pacific Council for Hotel, Restaurant Institutional Education).

In her appreciation speech at the WGA ceremony, Margaret thanked all SHATEC and SHA Board, the membership and her team for all their support.

In addition, Ms Heng was recently appointed a Justice of Peace by the President of Singapore.

Congratulations to both Mr Loh and Ms Heng!

Spotlight: Yvonne Chan



In this issue, Ms Yvonne Chan, Director of Style (Director of Housekeeping), W Singapore – Sentosa Cove, was invited to share her journey to success with us.

1) What is your most memorable experience whilst as a student at SHATEC?

I was from hotel management, and to me the most memorable part of my school days was actually my graduation project. It was to organize a ticketed event for our own cohorts. There were a lot of intense discussion, organization and team work involved. And it actually shaped me to where I am today. And of course, I had a lot of fun with my fellow classmates back then.

2) Share with us your success story and how SHATEC has played a part in your career development through the years.

I think, SHATEC had taught me how to present myself in front of others. I am an introvert, and I used to be shy talking in public, but throughout my days at SHATEC, I had to do a lot of group discussion, a lot of project work, and I learned how to present myself with confidence in front of others. Confidence plays an important role in my career today. The confidence you have in yourself and your team, will lead you far.

3) How has COVID-19 changed your work and do you see this as the new norm moving forward?

As hoteliers, we need to have the ability to adapt to changes. Change is the constant factor of success in our line. This COVID-19, have brought everyone that is working in the hotel, closer to each other than before, we had cross deployment that we never had before. We have to adjust to the current situation and plan according, and we will be able to overcome all challenges.

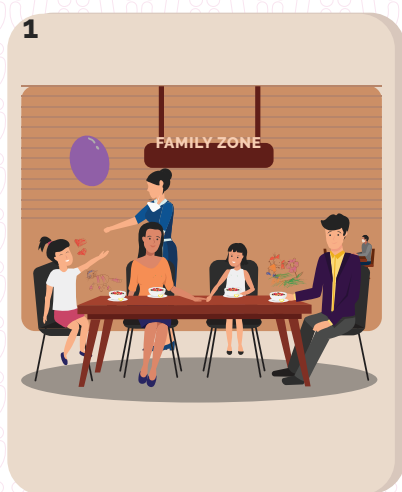


Be Part Of The **Made For Families** Initiative!

Does your hotel have packages, programmes, experiences or amenities for families with young children?



Show how your hotel welcomes and supports families in Singapore by adopting the Made For Families brand mark! Here's how you can do that:



1 **Encourage family bonding** by offering Made For Families initiatives or experiences at your hotel with special programmes just for families.



2 **Share** your hotel's services, amenities, deals or initiatives for families on your **social media channels**. Use the hashtag **#WeAreMadeForFamilies** in your post!



3 **Display** the Made For Families wobbler or decal* at family-friendly amenities in your hotel. Use the Made For Families brand mark* in the collaterals of your family-friendly packages and experiences on your website.

*Requires registration and approval

Visit go.gov.sg/MadeForFamilies for more information and to register your interest to adopt the Made For Families brand mark. You can also e-mail us at made_for_families@pmo.gov.sg, and we'll be in touch with you soon!

THE SHA HOTEL MEMBERS

30 Bencoolen
Amara Sanctuary Resort Sentosa
Amara Singapore
Amoy Hotel
Andaz Singapore
Aqueen Hotel - Little India
Ascott Orchard Singapore
Ascott Raffles Place Singapore
Bencoolen Hotel
Broadway Hotel
Capella Hotel, Singapore
Capri by Fraser Changi City, Singapore
Capri by Fraser China Square
The Capitol Kempinski Hotel Singapore
Carlton City Hotel Singapore
Carlton Hotel Singapore
Citadines Rochor
Concorde Hotel Singapore
Conrad Centennial Singapore
Cophthorne King's Hotel Singapore
Courtyard by Marriott Singapore Novena
Crowne Plaza Changi Airport
Days Hotel by Wyndham Singapore at Zhongshan Park
Destination Singapore Beach Road
Dorsett Singapore
Dusit Thani Laguna Singapore
The Elizabeth Hotel
Fairmont Singapore
five/6 Hotel Splendour
Fortuna Hotel
Four Points by Sheraton Singapore, Riverview
Four Seasons Hotel Singapore
The Fullerton Hotel Singapore
The Fullerton Bay Hotel Singapore
Furama City Centre Singapore
Furama RiverFront Singapore
Genting Hotel Jurong
Goodwood Park Hotel
Grand Copthorne Waterfront Hotel Singapore
Grand Hyatt Singapore
Grand Mercure Singapore Roxy
Grand Park City Hall
Grand Park Orchard
Hilton Singapore
Hilton Garden Inn Singapore Serangoon
Holiday Inn Express Singapore Clarke Quay
Holiday Inn Express Singapore Orchard Road
Holiday Inn Express Singapore Katong
Holiday Inn Express Singapore Serangoon
Holiday Inn Singapore Atrium
Holiday Inn Singapore Orchard City Centre
Hotel 81 (Dickson)
Hotel 81 (Star)
Hotel Chancellor @ Orchard
Hotel Clover 33 Jalan Sultan
Hotel Fort Canning Singapore
Hotel G Singapore
Hotel Grand Central
Hotel Grand Pacific
Hotel Indigo Singapore Katong
Hotel Jen Orchardgateway Singapore
Hotel Jen Tanglin Singapore
Hotel Kai
Hotel Miramar (S) Ltd
Hotel Re! @ Pearl's Hill
Hotel Royal
Hotel Royal @ Queens
Hotel Soloha
ibis Budget Ruby
ibis Budget Sapphire
ibis Singapore on Bencoolen
ibis Singapore Novena
InterContinental Singapore
InterContinental Singapore Robertson Quay
Jayleen 1918 Hotel
JW Marriott Singapore South Beach
Le Meridien Singapore Sentosa
Link Hotel
Lloyd's Inn
lyf Funan
M Hotel Singapore
M Social Singapore
Mandarin Orchard Singapore
Mandarin Oriental, Singapore
Marina Bay Sands
Mercure Singapore Bugis
Mercure Singapore on Stevens
Naumi Hotel
Nostalgia Hotel
Novotel Singapore on Stevens
Oakwood Premier AMTD Singapore
Oasia Hotel Downtown Singapore
Oasia Hotel Novena, Singapore
ONE°15 Marina Club
One Farrer Hotel
Orchard Hotel Singapore
Orchard Rendevous Hotel, Singapore
The Outpost Hotel Sentosa, Singapore
Pan Pacific Orchard
Pan Pacific Singapore
Pan Pacific Serviced Suites Beach Road
Parc Sovereign Hotel - Albert St
Park Avenue Changi
Park Avenue Rochester
Park Hotel Alexandra
Park Hotel Clarke Quay
Park Hotel Farrer Park
Park Regis Singapore
PARKROYAL on Beach Road
PARKROYAL on Kitchener Road
PARKROYAL COLLECTION Pickering, Singapore
PARKROYAL COLLECTION Marina Bay Singapore
Peninsula.Excelsior Hotel
Perak Hotel
Quality Hotel Marlow
Quincy Hotel
Raffles Hotel Singapore
Ramada by Wyndham Singapore at Zhongshan Park
Regent Singapore
RELC International Hotel
Rendezvous Hotel Singapore
Resorts World at Sentosa (Beach Villas, Crockfords Tower, Equarius Hotel, Festive Hotel, Hard Rock Hotel, Hotel Michael)
The Ritz-Carlton, Millenia Singapore
Robertson Quay Hotel
Royal Plaza on Scotts
The Scarlet Hotel
The Seacare Hotel
Shangri-La Hotel Singapore
Shangri-La's Rasa Sentosa Resort & Spa, Singapore
Sheraton Towers Singapore
Singapore Marriott Tang Plaza Hotel
Six Senses Duxton
Six Senses Maxwell
Sofitel Singapore City Centre
Sofitel Singapore Sentosa Resort and Spa
SO Sofitel Singapore
South-East Asia Hotel
The St Regis Singapore
Studio M Hotel
Swissotel Merchant Court, Singapore
Swissotel The Stamford, Singapore
Travelodge Harbourfront
V Hotel Lavender
Village Hotel Albert Court
Village Hotel Bugis
Village Hotel Changi
Village Hotel Katong
Village Hotel Sentosa
W Singapore Sentosa Cove
The Warehouse Hotel
The Westin Singapore
XY Hotel Bugis
York Hotel Singapore
YOTEL Singapore Orchard Road
YOTELA/R Singapore Changi Airport

THE SHA ASSOCIATE MEMBERS

The American Club
Aston Food & Beverage Specialities Pte Ltd
Assimilated Technologies (S) Pte Ltd
Aqua-Terra Oilfield Equipment & Services Pte Ltd
Bakerzin Holdings Pte Ltd
Batam View Beach Resort
Bekins Commercial Installation Asia Singapore Pte Ltd
Brintons Carpets
The British Club
Certis CISCO Security Pte Ltd
Creative Eateries Pte. Ltd.
CS Tay Foods Pte Ltd.
DKSH Marketing Services Pte Ltd
dnata Singapore Pte Ltd
DP Architects Pte Ltd
EcoLab Pte Ltd
Expedia Group
Givex Singapore Pte Ltd
Guava Amenities Pte Ltd
Harry's International
Himawari Pte Ltd
Horwath HTL
Hospitality Resource Solutions Pte Ltd
Hospitality and Retail Systems Pte Ltd
HPL Hotels & Resorts
Hygiene Care Services
Institute of Technical Education (ITE)
JMD Asset Management
Keep Track Solutions
KPMG Services Pte Ltd
Lytox Technologies Pte Ltd
Loxley Pte Ltd
Luzerne Pte Ltd
Marriott International
Minibar Systems Asia Pte Ltd
Nanyang Polytechnic
National Service Resort & Country Club
NEC Asia Pacific Pte Ltd
NTUC Club
Orchid Country Club
Palvision (S) Pte Ltd
Republic of Singapore Yacht Club
Republic Plaza City Club (S) Pte Ltd
Rest Assured Pte Ltd
RSM Chio Lim LLP
Q Framing Pte Ltd
The SAF Warrant Officers and Specialists Club
Sceptre Hospitality Resources Pte Ltd
Select Group Ltd
Sentosa Development Corporation
Sia Huat Pte Ltd
Simmons (Southeast Asia) Pte Ltd
SingEx Venues Pte Ltd
Singapore Cricket Club
Singapore Institute of Technology
Singapore Island Country Club
Singapore Meritus International Hotels Pte Ltd
Singapore Recreation Club
Skycom Satellite Systems Pte Ltd
SoftBank Robotics Singapore
Solo Pte Ltd
Somerville (Singapore) Pte Ltd
Starhub Ltd
STR Global Singapore Pte Ltd
The Tanglin Club
Trane Distribution Pte Ltd
Tung Lok Millennium Pte Ltd
Tuan Sing Holdings
TKHS Group Singapore Pte Ltd
UBM SES
Unilever Singapore Pte Ltd
YHS (Singapore) Pte Ltd
Young Women's Christian Association of Singapore
ZUZU Hospitality Solutions