

# THE HALLIGRAMS

• Indonesia • Malaysia • Thailand • Singapore • Philippines • South Korea •

**JHS ECO RUN  
2018**

**ENVIRONMENTAL  
CONSERVATION**

**PROTECT  
YOURSELF  
AGAINST FREE  
RADICALS**

**BUILD CUSTOMER  
LOYALTY**



# CONTENTS

- 01-** COVER PAGE
- 02-** EDITOR'S NOTE
- 03-** FEATURES
- 04-** EHS
- 05-** PROJECT SHOWCASE
- 06-** STAFF NEWS/TIME OUT
- 07-** SMALL TALKS
- 08-** EDITORIAL TEAM / FEEDBACKS





By Dolly Tham (HRM)

**SGSecure** is a national movement in Singapore.

It was launched by Prime Minister Lee Hsien Loong on 24 September 2016. It aims to prepare the public in the event of a terrorist attack.

Mr Lee said the Government has stepped up its measures against terrorism, but its efforts alone are not enough. “Terrorism threatens not just our physical safety, but also our social harmony and way of life,” he said. “To protect ourselves, every Singaporean has to play his part.”

“SGSecure gives everybody a role in protecting ourselves, our families and our country,” he added. “SGSecure will teach us the skills we need to do so.



# FEATURES

By Joey Ng (JHS)

As covered in our last quarter e-Newsletter by Kenneth Tan (JHS) on brief introduction of WSHC incorporating SGSecure into bizSAFE to train businesses and employees on how to respond to terror threats, manage risk and put in place recovery plans.

Jim & Hall's Singapore under our certification of bizSAFE Star level has identified and registered our SGSecure Representative with Ministry of Manpower (MOM) which the role of SGSecure Rep entails champion SGSecure during peacetime, working with employer to implement SGSecure initiatives as well as being the Point of Contact between company and MOM.

The SGSecure is not just only part of bizSAFE approach but also a national movement of Singapore's community and workforce response to the threat of terror. It aims to **sensitize, train, and mobilize our workforce** to prevent and deal with a terror attack.



**IN THE EVENT OF A TERRORIST ATTACK,**

# RUN

**RUN AWAY FROM DANGER**

Consider the safest route and move quickly and quietly to stay out of view of the attackers. Do not surrender or attempt to negotiate. Insist others leave with you. Leave your belongings behind.




**IN THE EVENT OF A TERRORIST ATTACK,**

# HIDE

**IF ESCAPE IS NOT POSSIBLE, HIDE.**

Find cover and stay out of sight. Place heavy objects such as tables behind doors to prevent access by attackers. Move away from doors. Be very quiet and switch your phone to silent mode.



# TELL

**INFORM THE POLICE**

When it is safe to do so, tell the Police. Call 999 or SMS 71999 if it is not safe to talk. Provide details on your location and the attackers. Use the SGSecure app to provide more information, photos and videos to the Police.



## IN THE EVENT OF A TERRORIST ATTACK,

Hide from danger. If you encounter someone who is bleeding profusely while hiding, carry out improvised First Aid Skills without drawing attention to yourself.

# PRESS

**PRESS DIRECTLY ON THE WOUND**

To stop the bleeding, press on the wound using items such as a handkerchief or cloth.



# TIE

**TIE ABOVE THE WOUND**

Using items such as a necktie, belt or sling of a bag, tie above the wound to stop excessive bleeding.



# TELL

**TELL THE SCDF**

Tell the SCDF Emergency Responders about the injury and the time when you attended to the wound.

Be prepared. Let's protect our way of life. Learn about what you can do in a terror attack at [www.sgsecure.sg](http://www.sgsecure.sg)

Moving forward on Jim & Hall's Singapore effort for SGSecure will be basing on the following guidelines (abstracted from MOM website) :

### ❖ Prepare Your Workforce

- What we can do to train our employees, develop a team of responders and build a cohesive workforce.

### ❖ Protect Your Workplace

- Safeguard our business by learning how to manage our safety and security risk, plan for business continuity and protect our IT systems.

### ❖ Partner your Community

- Deal with security threats by developing our support networks, enhancing our communications capabilities and reaching out to our stakeholders

### ❖ Resource

- Guides, document templates and contracts implementing SGSecure at our workplace

It is strongly encourage for all employees and stakeholders in Singapore to download the SGSecure mobile app and complete the e-learning while we unveil and brief our processes in detail for the next few months.

# Environmental Conservation

By Fangting (QEHS)

## How can we contribute to Environmental Conservation???

### Reduce

*When the materials come to **waste**, less is better. Simple ways to reduce unnecessary waste and usage of resources like:*

- 1) Conserving power by switching off the lights, computer screens, air-cons when not in use
- 2) Saving water by turn off the tap when apply of hand sanitizer,
- 3) Use of washing machine when full load
- 4) Reduction on the usage of private cars instead by using public transportations and bicycles.

### Reuse

*Using an item multiple times can decrease generating of waste dramatically. Since single-use and disposable items are one of the biggest factors contributing to waste. Best **ways** to apply are:*

- 1) Drink use your own water bottle instead of packing packet drinks and
- 2) Switch to pack your lunch or dinner from plastic bags to reusable containers.
- 3) Bring your own reusable bags when shopping.

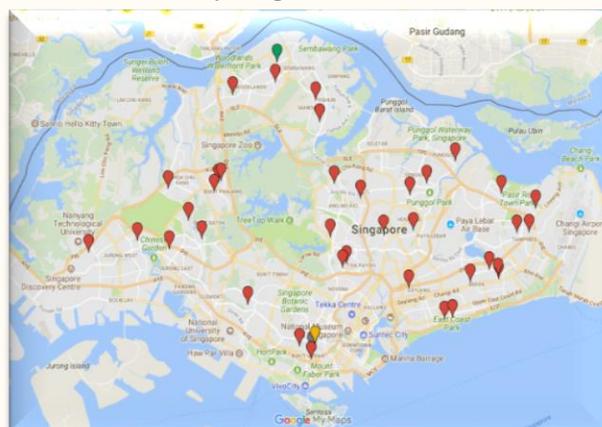
### Recycle

#### Materials can be recycled

- PET Bottles: Mineral water bottles
- Plastic: Plastic bottle of soft drinks, milk, shampoo, Yakult
- Metal Cans & Tins: Metal cans and tins of biscuit boxes
- Aluminium Cans: Aluminium cans of soft drink, beers
- Paper Carton: Carton boxes, paper boxes, tissue boxes
- Paper: Newspaper, books, magazines, envelope, receipt
- Old Clothing: Excluding worn out clothing and undergarment.
- Electrical Appliances: Computers, fans, video players, TV sets, DVD player, radio
- Metallic Items: Metal/ stainless steel kettle, pans, iron rod

### Recycling point

#### Island-wide Recycling Points



# Eco Run 2018 Coming Again !!!

By Fangting (QEHS)

Income Eco run as a Southeast Asia's premier eco-run organizer encourage everyone to play their part in supporting environmental conservation. Because of the rave reviews in year 2017, Jim and Hall's continually encouraged halligrams to participant Eco Run 2018 in this year.

On 29th April 2018, total of 4 staff, Liong Aik Kian, Lim Hui Kian, Nino Delgado and Yu Fangting, registered as 'Zero Waste Runner' 10km mixed team representative of Jim & Hall's attended this meaningful activity.

The race site was set fully eco-friendly with educational environmental promotion booths at the start & finish point. Participants could be inspired on environmental conservation both spiritually and practically. Participants were encouraged to take public transportation or shuttle bus to the race site in order to reduce carbon emission. The trash collected station was classified as paper, plastic and cans to encourage participants of trash classification before throw them.



At the end of the race, all four staff successfully completed 10km with the good results of within 90 minutes due to Jim and Hall's supported training. Eventually, the race medal for Jim and Hall's was waived with only the E-Certificate received because of Jim & Hall's team commitments to be a Zero Waste Team for environmental conservation.



By Joey Ng (JHS)

# DHL GLOBAL FORWARDING (SINGAPORE) PTE LTD



**Location :**  
Changi South Street 2,  
Singapore

**Scope of Works :**  
Interior Design and Fit Out  
Works



**Completed in  
May 2018**

# HOLIDAY

By  
Suryani Kamis (ADM),  
Syazima (ADM),  
Pang (ADM/FIN)

## WHERE: INDONESIA

### WHEN

|           |                                   |
|-----------|-----------------------------------|
| JULY      | • NONE                            |
| AUGUST    | • Independence Day<br>• Idul Adha |
| SEPTEMBER | • Islamic New Year                |

## WHERE: MALAYSIA

### WHEN

|           |   |
|-----------|---|
| JULY      | • NONE  |
| AUGUST    | • Hari Raya Haji<br>• National Day                                    |
| SEPTEMBER | • Agong's Birthday<br>• Awal Muharram (Maal Hijrah)<br>• Malaysia Day |

## WHERE: PHILIPPINES

### WHEN

|           |                        |
|-----------|------------------------|
| JULY      | • NONE                 |
| AUGUST    | • National Heroes' Day |
| SEPTEMBER | • NONE                 |

## WHERE: SINGAPORE

### WHEN

|           |                                    |
|-----------|------------------------------------|
| JULY      | • NONE                             |
| AUGUST    | • NATIONAL DAY<br>• HARI RAYA HAJI |
| SEPTEMBER | • NONE                             |

## WHERE: SOUTH KOREA

### WHEN

|           |  |
|-----------|--|
| JULY      | • <b>Constitution Day</b>  |
| AUGUST    | • Liberation Day   |
| SEPTEMBER | • Chuseok (Harvest Festival)<br>• Chuseok (Harvest Festival) Day 2<br>• Chuseok (Harvest Festival) Day 3 |

# BIRTHDAY MONTH

### WHEN

|           |  |
|-----------|--|
| JULY      | • LEONARDO GUANZON<br>• JEROME TAN                                       |
| AUGUST    | • MONICA SYQUIA<br>• PICHAT TANLAR<br>• MUJARIN TANL<br>• MANCHUPRON YIN |
| SEPTEMBER | • ROCK YEO   |

Happy  
BirthDay!





*If you are in sales customer service or a frontline position, there are many opportunities to delight your client or customer.*

## HERE ARE THREE WAYS YOU CAN DO SO.

### 1. BE SINCERE

Your core focus should be to win your customers' hearts.

By respecting them and making them feel special, you engage them emotionally. It is this emotional connection that drives your customers' decisions.

If you do that, they will remember you and subsequently return or tell others about you. Win their hearts, heads and then their wallets.

Sincerity has to be the key value the resides within everything you do.

### 2. TAKE PRIDE IN YOUR WORK

There is story about a roadside worker in Switzerland who was painstakingly measuring the black and white markings on the curb and painting them with utmost accuracy.

Someone walked up to him and asked: "Why do you bother getting them straight and equal? Nobody's going to care."

the worker replied with pride: " I care; it's my work."

### 3. SNIFF OUT OPPORTUNITIES

If you see an opportunities to make your customer happy, grab it! You may not get another chance.

Perhaps it is an article you come across on a topic that you were discussing with him just forward it to him. Or it may be a simple hand-written card on a special occasion to show him you care.

The difference between just doing your job and being a great salesman or customer service officer is seeing the opportunity to impress and acting on it.

# Essential soft skills to have

*Despite their importance not all soft skills can be acquired through education or on the job training.*

*Soft skills are the intangible qualities that make you an ideal match for a position, and can make or break your chances of getting hired.*

Here are some soft skills that are in demand among employers:



## FLEXIBILITY

Employees who aren't flexible in their schedule, job duties, or the challenges they face in their jobs are harder to work with from the employer's perspective.

## COMMUNICATION

Good communication skills are key, especially in positions that require you to coordinate between multiple departments or individuals.

## ADAPTABILITY

Adaptability also refers to your ability to work in a rapidly evolving environment.

Basic technical understanding is a given for most jobs today, but not adding this information to your resume is doing yourself a disservice, especially when hiring managers turn ATS software to filter applicants.

## WORK ETHIC

For example, your willingness to take ownership of your shortcomings, make good on company mistakes (regardless of whose fault it is), and correct errors even when they are to your advantage.

## TIME MANAGEMENT

Good time management skills mean an employee is punctual. He is also able to get more done in a shorter time, or spend the time as efficiently as possible.

## ANALYTICAL SKILLS

Akin to problem solving, the ability for an employee to assess a problem or situation is important in many jobs.

## PROBLEM SOLVING

An employee who is a good problem-solver is likely to be capable of taking on additional roles and adapting to challenging situations.

## TEAM WORK

How well you cooperate with a team will determine your long-term success with a company.

## ABILITY TO WORK UNDER PRESSURE

How are you in high-pressure situations? Do you have a story about a time when you had to pull out all the stops during a busy time at the office? You might want to relate that the story during the interview.

# Editorial team

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# Halligans.

## Contact Us!!

- What's happening at your office?
- Completed Projects?
- Awards?
- Small Talks e.g. health or travel tips? Latest technology or software?
- Feedback?
- Comments?

Photos that you have taken lately and like to share or be featured , do so on  
*The Halligram !*

**Email us now at [halligram@jimhalls.com](mailto:halligram@jimhalls.com)**

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