



Singapore Manufacturers'
Federation

Connect

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Breakfast Talk by
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SCIC Year-End
Cocktail Reception-
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Session



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SMa Recognises Its Long-Serving Staff



<<

Dr Roger Low, Secretary-General of SMA extending his appreciation to all staff for their dedication and contribution to the organization for the past year

>>

Ms Rosyati Bte Mohd Said, General Manager of GS1 Singapore Council, receiving her Long Service Award. Ms Yati is the longest serving SMA staff, having devoted 20 years of her career life to the Federation!



A total of 13 Long Service Awards, ranging from 5 to 20 years of service at the Singapore Manufacturers' Federation (SMa), were presented during the Annual SMa Christmas Celebration on 22 December 2006. Mr Richard Soh, SMa Honorary Treasurer, presented the award recipients with a Certificate of Appreciation signed by Mr Edwin Khew, President of SMa. The award recipients are:

5-year service

Dr Roger Low
Ms Anita Ho
Mr Darren Lim
Ms Ivy Teng
Mr Dennis Toh

10-year service

Ms Christie Chua
Ms Surina Chua
Ms Pauline Lim
Ms Linda Poh
Ms Lyn Soon
Ms Pauly Tan

15-year service

Mr Tan Jin Soon

20-year service

Ms Rosyati Bte Mohd Said



✓ *Mr Richard Soh, Honorary Treasurer of SMa presenting the 10-year Long Service Award and Certificate to Ms Lyn Soon of Membership & Trade Services Division*



Award recipients with Mr Richard Soh (Top row, L-R): Dr Roger Low, Mr Tan Jin Soon, Mr Richard Soh, Mr Darren Lim, Ms Ivy Lee (Bottom row, L-R): Ms Surina Chua, Ms Linda Poh, Ms Pauly Tan, Ms Rosyati Bte Mohd Said, Ms Pauline Lim, Ms Anita Ho and Ms Christie Chua

(In absentia: Ms Lyn Soon and Mr Dennis Toh)

SMA President, Mr Edwin Khew, elected as a Nominated Member of Parliament (NMP) in the Singapore Parliament.

Mr Edwin Khew, President of SMA, was elected as a Nominated Member of Parliament in the Singapore Parliament for the current term. Mr Khew, is one of nine NMPs selected out of a total submission of 48 nominations to the Office of the Clerk of Parliament.

According to the Constitution of the Republic of Singapore, NMPs "...shall be persons who have rendered distinguished public service, or who have brought honour to the Republic, or who have distinguished themselves in the field

of arts and letters, culture, the sciences, business, industry, the professions, social community service or the labour movement..."

The successful nominees were selected by an eight-member special committee chaired by the Speaker of Parliament, Mr Abdullah Tarmugi. The names of the NMPs have been submitted to the President of Singapore for his approval. Congratulations Mr Khew on your new and honourable appointment!



Asia Star Award 2006

By Dennis Toh

The Singapore Manufacturers' Federation (SMA) would like to congratulate and bask in the glory of winning an international award in packaging by 5 of its members. At the Asia Star Award held in Mumbai, India on 12 December 2006, five SMA member companies comprising of A.S. Louken, Goh Joo Hin, Sevenoaks Wines, SCA Packaging Asia Singapore and Starlite Printer were declared winners in the Commercial Sales & Display Category.

The Asia Star Award 2006 is the one and

only Asia-wide packaging award given out to recognize exceptional qualities and attributes in packaging. The event attracted more than 100 entries from Singapore, Thailand, Japan, India, Sri Lanka, Australia. Singapore submitted a total of 20 entries: 7 for the Commercial Sales & Display Category, 3 for the Commercial Transportation Category and 10 in the Student Category.

Besides the five winners in the Commercial Sales & Display Category, 10 Singapore-

based students from the Nanyang Polytechnic and Nanyang Academy of Fine Arts were also awarded the Asia Star Award in the Student Category.

Well done and congratulations to all our winners!



New Moon Abalone Yusheng by Goh Joo Hin Pte Ltd



Artwines by Sevenoaks Wines



Erdinger Oktoberfest 2006 by Starlite Printer (FE) Pte Ltd



Kwong Cheong Thye Yu Sheng by A.S. Louken Group Pte Ltd



Kitkat Sakura by SCA Packaging Asia Singapore Pte Ltd

Winners from Singapore in the Commercial Sales & Display Category

Company	Winning Entry
A.S. Louken Group Pte Ltd	Kwong Cheong Thye Yu Sheng
Goh Joo Hin Pte Ltd	New Moon Abalone Yusheng
Sevenoaks Wines	Artwines
SCA Packaging Asia Singapore Pte Ltd	Kitkat Sakura
Starlite Printer (FE) Pte Ltd	Oktoberfest 2006

Winners from Singapore in the Student Category

Kenneth Wu Zuoning Nanyang Academy of Fine Arts	"Q-Bone" (Dog Food)
Cheng Wen Ning Nanyang Polytechnic	Plant Fertilizer
Zhang Boyi Nanyang Academy of Fine Arts	Fruit candy branded "Bite"
Lim Choon Ann Nanyang Polytechnic	Campbell's
Siti Khatijah Suleiman Nanyang Polytechnic	POPULAR Junior Colour Pencils
Ng Lai Fung Nanyang Polytechnic	Snow Friend Ice-Cream
Jadelyn Hong Jieli Nanyang Polytechnic	CRIP CROP
Chong Hui Hui Nanyang Polytechnic	Gourmet Spaghetti
Tan Wei Luo Nanyang Polytechnic	Packaging for toilet rolls
Jasjit Kaur Nanyang Academy of Fine Arts	Double Decker Prawn & Chicken Snack

Congratulations to Mr Albert Lim for being elected the President of the Asian Packaging Federation

By Dennis Toh



Mr Albert Lim, Sma Council Member, Chairman of the Packaging Council of Singapore and Sma Plastics & Packaging Industry Group was elected as the President of the Asian Packaging Federation (APF) on 12 December 2006 during the 55th APF Board Meeting & 31st General Assembly in Mumbai, India.

Mr Lim is the Director - Regional Sales & Marketing of Packagers Pte Ltd. Being an environmental advocate, he currently serves as the Co-Chairman of the National Environment Agency (NEA) Task Force on National Voluntary Packaging Agreement. He is also a Member of the Singapore Green Plan 2012 Task Force. He has been serving as the Chairman of Packaging Council of Singapore and Sma Plastics & Packaging Industry Group since the year 2000.

The APF is a non-profit organization, established in Tokyo, Japan, in 1967. It unites the packaging interests

of all trade and industries in the Asia-Pacific region and beyond, under one co-operative umbrella. The objective of the Federation is to enhance cross-country co-operation among all packaging-related bodies, covering a gamut of subjects like training and education, package development, environmental aspects, law and regulations. The APF Secretariat rotates among member countries and is currently held in India, hosted by the Indian Institute of Packaging.

APF consists of 14 member countries. They are Australia, Bangladesh, China, India, Indonesia, Japan, Korea, Malaysia, Philippines, Russia, Singapore, Sri Lanka, Thailand & Vietnam.

The Singapore Manufacturers' Federation (Sma) extends its heartiest congratulation to Mr Albert Lim for being elected as the President of the Asian Packaging Federation.

iWOW is a Winner in the Deloitte Technology Fast 500 Asia Pacific 2006!

iWOW Technologies Pte Ltd, a holding company of IWOW Connections Pte Ltd (an Sma member), was one of the winners in the Deloitte Technology Fast 500 Asia Pacific 2006. This prestigious award recognizes the ranking of 500 fastest growing technology companies in Asia Pacific and the rankings are based on the percentage revenue growth over a 3-year period.

It is indeed honorable to be one of the seven Singapore companies listed in this prestigious award.

Well done and congratulations, iWOW on winning this coveted award!

Sma congratulates its member, Mr Xavier Hu of SME Funding Advisory on winning the Excellence in Public Suggestions Award 2006

Mr Xavier Hu, Chief Negotiator, Business Funding, SME Funding Advisory and an Sma member was awarded the Excellence in Public Suggestion Award in 2006. His suggestion to give ex-offenders a chance to qualify for the government's Start up Enterprise Development Scheme (SEEDS) funding was in line with the goal of the "Yellow Ribbon Project", which inspires community action in supporting the rehabilitation and re-integration of ex-offenders.

The "Excellence in Public Suggestions Award" scheme is a nation-wide suggestions scheme launched by the Service Improvement Unit in September 1997 to recognize and reward members of the public (both individuals and organizations) whose suggestions help to improve public services.

Sma member, RHB Bank Berhad, Singapore wins the Singapore Service Class Award (S-Class)

RHB Bank Berhad, Singapore attained the Singapore Service Class Award (S-Class) on 31 December 2006. It is the first and only bank to be accorded the S-Class status amongst the 72 S-Class organizations in Singapore.

The S-Class, launched in 2003, is one of the most prestigious awards conferred on organizations that demonstrate the highest standards in service excellence.

RHB Bank Berhad, Singapore was accorded the S-Class Award after rigorous on-site evaluation by the National Assessors (appointed by SPRING Singapore) on all aspects of service leadership, service agility, customer experience, customer delight and other service quality improvement initiatives.

The achievement of the S-Class status provides RHB Bank Berhad, Singapore with a market distinction and signals its commitment to deliver excellent service for greater customer value.

Sma extends its heartiest congratulations to RHB Bank Berhad, Singapore!

Indo Defence 2006 Expo and Forum

By Lawrence Chan

Held in Jakarta from 22 – 25 November 2006, the Indo Defence 2006 Expo & Forum was widely recognised by the industry as the most successful international tri-services defence event in Indonesia. 14 Singapore companies occupied 150 sqm of exhibition space in the event, which was attended by LG Ng Yat Chung, Singapore Chief of Defence Force, key military officers and professionals from the defence industry.

Indonesia, the largest country in Southeast Asia, plays a key strategic role in the geo-political

development in the region. Occupying a larger area, the need for Indonesia to upgrade its military equipment and technology is critical to maintaining the country's security. The Indonesian Defence industry is currently embracing the concept of cooperation and joint ventures in promoting the growth of this sector, which bodes well for industry participants worldwide.

For information on Indo Defence 2008, please contact Lawrence Chan at lawrencechan@smafederation.org.sg



^ LG Ng Yat Chung, Singapore Chief of Defence Force (second from right) at the Singapore Pavilion

Singapore: 'Houston of the East'

By Pauly Tan

Asia's increasing energy consumption is putting a heavy demand on its existing energy resources. As a region, Asia realizes that the most practical way of increasing energy supply quickly is to further develop its potential hydrocarbon resources.

The region's longest-running and most established oil & gas industry exhibition - the 16th International Oil & Gas Industry & Conference (OSEA 2006) was unveiled by the Minister of State for Trade and Industry, Mr S Iswaran on 5 December 2006 at the Suntec Convention City, Singapore. At the launch, he hailed Singapore as 'Houston of the East' and announced the government's strategy to develop this sector. He also introduced the Centre for Offshore Research & Engineering (CORE), as well as the two-year offshore oil & gas technology specialization programme for mechanical engineers at the National University of Singapore.

This biennial exhibition, held from 5 - 8 December 2006, showcased a wide array of products and services ranging from drilling and exploration equipment, handling systems, LNG terminals, pipeline components, communication technologies, safety and environmental systems and other oil and gas related equipment. It was an ideal platform for business opportunities and networking, as it brought together more than 10,000 trade visitors and 1,000 exhibiting companies from 45 countries. It also featured 8 National Pavilions from Australia, China, Germany, Italy, Norway, Singapore, UK and USA.



^ (L-R) Mr Simon Li, Chairman of Oil & Gas Industry Group, SMA welcoming and receiving the Minister of State for Trade and Industry, Mr S Iswaran and Honourable Konstantine Vatskalis, Australia's Northern Territory Minister for Business and Economic Development

The Singapore Pavilion, led by the Singapore Manufacturers' Federation (SMA) with the support of IE Singapore, showcased products and services from 30 companies. The good turnout delighted the exhibitors and helped many of them to exceed their sales expectations from the show. The 17th International Oil & Gas Industry & Conference will be held in 2008. For more information, please contact Pauly Tan at 6826 3079 or email to paulytan@smafederation.org.sg.

ProPak Indonesia 2006

By Dennis Toh



The Singapore Manufacturers' Federation (SMA) led seven Singapore-based companies under the Singapore Pavilion at the ProPak Indonesia 2006 held from 6 - 9 December 2006 at the Jakarta International Expo, Kemayoran, Jakarta, Indonesia.

A total of 497 exhibitors from 27 countries showcased their products under the respective national pavilions including those from

Austria, China, Germany, Korea, Singapore, Taiwan, UK. ProPak Indonesia attracted a total of 19,593 trade visitors, surpassing the 18,739 visitorship achieved in 2005.

Concurrently, the 19th International Series of Exhibitions for the Processing & Packaging Industries was also staged, incorporating FoodProPak Indonesia and PharmaProPak Indonesia. ProPak Indonesia's is one the most established international trade shows for the packaging and processing sectors in South East Asia.

The demand for packaging and packaging related materials, packaging technologies, machineries and equipment has increased significantly, spurred by the high demand in the regional manufacturing industries. ProPak Indonesia 2006 provided the opportunity to showcase the latest packaging equipment and machinery and establish new business contacts for all participants.

For more information on packaging related events, please contact Mr Dennis Toh at 6826 3036 or email to dennistoh@smafederation.org.sg.

Executive seminar on “Solutions to Compliance with Existing and Emerging RoHS Regulations Worldwide”

By Mikaela Kwee and Linnette Lim



Mr Edwin Khew, President of SMA, emphasizing the importance for companies to be RoHS-compliant in order to stay ahead of the competition

Singapore manufacturers need to comply with Restriction of Hazardous Substances (RoHS) regulations worldwide to remain competitive globally.

Local manufacturers who export electronic and electrical products worldwide now have to comply with stiffer laws regulating the use of potentially hazardous chemicals in these products.

The European Directive 2002/96/EC on RoHS, which came into effect on 1 July 2006, restricts the use of hazardous substances that are permitted in electrical and electronic equipment sold in the EU.

The list includes commonly used substances such as mercury, lead, hexavalent chromium and brominated flame retardants. Since then, RoHS has become a buzzword in

the electronics industry. California has already initiated its Electronics Waste Recycling Act while China, Japan, Korea and Taiwan are expected to enact similar laws soon.

For Singapore, it is a wake-up call to electronics manufacturers and exporters to heed RoHS and ensure that their products comply with the stipulated regulations. This will ensure that their products will be able to enter the EU market and other countries that adopt RoHS. After all, the Republic's exports of electronic components and parts, electric motors, radio and TV parts and office and industrial machinery typically make up half of total domestic exports.

In order to provide companies with a better understanding of RoHS regulations, the Singapore Manufacturers' Federation (SMA)

and SPRING Singapore jointly organized an executive seminar titled “Solutions to Compliance with Existing and Emerging RoHS Regulations Worldwide” on 6 December 2006. More than 180 participants benefited from the knowledge and experiences shared by industry experts from USA, Europe, China and Singapore. The presentations ranged from EU, USA & China RoHS requirements to how top MNCs implement RoHS processes and qualify vendors for compliance.

Stanley H Salot Jr., President of The Electronic Components Certification Board (ECCB), USA presented an overview of the development in RoHS Legislations worldwide and the USA Certification and Green Process Manufacturing. Mike Inman from the British Standards Institution, UK explained the EU Compliance and Standards applicable to RoHS. Lei Wen from the Ministry of Information Industry, People's Republic of China answered participants' queries on China's RoHS requirements. Manish Bhatnagar from Underwriters Laboratories and Nils de Culawe from Philips Consumer Electronics elaborated on their experiences on RoHS implementation and qualification of supply chain for compliance whilst Tan Teck Beng from Shimadzu and Dr Patrick Fernandez from Pacific-Tec Marketing Services showcased RoHS Testing and Screening through their respective presentations and product demonstrations.

Participants gave the seminar a thumbs-up, with several companies requesting for more in-depth and specific workshops on RoHS compliance across industries in the near future.

More than 180 delegates >> attending the seminar...



Grow Your Business with FTAs

Contributed by IE Singapore

“Make Free Trade Agreements (FTAs) an integral part of your business plan, if you want to increase your export competitiveness or uncover new investment opportunities,” says Thian Tai Chew, Director of Enterprise and Trade Promotion, International Enterprise (IE) Singapore.

FTAs are superhighways that connect economies and markets. They remove barriers to trade and investment, creating a freer flow of goods, services and people. A globalised economy, Singapore currently has one of the most extensive FTA network in Asia.

Singapore-based exporters and investors stand to enjoy a host of benefits from the 13 FTAs signed with Singapore's key trading partners. These partners include US, Japan, Australia, New Zealand, members of the European Free Trade Association (Switzerland,

Iceland, Liechtenstein and Norway), Jordan, China (under the ASEAN-China framework), South Korea, India, and New Zealand.

- If you are a Singapore manufacturer exporting goods out of Singapore, your importer in FTA partner countries will save on import tariffs. This makes your exports more cost competitive.
- If you are a Singapore investor operating in FTA partner countries, you will enjoy savings when you import from Singapore and the ASEAN countries.
- If you are a Singapore-based company making overseas investments, you will enjoy benefits including preferential access to certain sectors, faster entry into markets, and Intellectual Property (IP) protection.

A founding member of the (ASEAN), Singapore is part of the ASEAN Free Trade Area (AFTA). ASEAN FTAs, namely the

ASEAN-China FTA and the ASEAN-Korea FTA, cater to Singapore's integrated regional production patterns. Singapore manufacturers therefore stand to gain even when sourcing raw materials from the ASEAN countries.

To equip you with the know-hows of FTAs, IE Singapore* has lined up a series of market-specific FTA seminars over the next few months. Apart from these seminars, IE Singapore will also be running an FTA Certificate Programme on 1 to 2 February 2007 and the inaugural FTA Symposium on 14 to 15 March 2007. The latter features ex-negotiators and prominent business personalities as speakers and panelists.

For more details these events and FTAs, please visit IE Singapore's website at www.fta.gov.sg.

*IE Singapore is the lead agency tasked with promoting the use of FTAs in Singapore.

SCIC Conference 2006 – “Preparing Your Company to Implement REACH”

By SCIC

The SCIC conference 2006 was successfully staged by the Singapore Chemical Industry Council (SCIC) of the Singapore Manufacturers' Federation (SMA) and the Ciba® Expert Services on 17 November 2006.

As the European Union Regulation on the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) is expected to come into force in 2007, it is therefore crucial for companies dealing with chemical substances to be well-informed on REACH's requirements, implications and implementation.

More than 120 participants attended the conference, which provided an overview of the current status of the legislation, the implementation plan and the steps required to ensure the continual supply of products containing specific chemicals into the EU.

The speakers included Mr Mike Rasenberg from European Chemicals Bureau, Mr Craig Barker, Chairman of CEFIC REACH Business Implications Working Group and Mrs Sue Anderson, Head of Regulatory Services – Switzerland, Ciba Expert Services.

The conference covered important topics including:

- An overview of REACH: the positive and negative aspects of REACH, its implications for non-EU manufacturers and its preparation for implementation
- Operational guidance of REACH: Pre-registration and registration requirements, consortia formation, data sharing with potential competitors and dealing with proprietary/confidential business information
- REACH Case Studies: Industry View and Operational procedures of assessing downstream information, including how Singaporean/ASEAN companies should prepare for REACH,

addressing the uncertainties of SMEs, building customer relationships along the supply chain, using EU representatives to help ASEAN companies fulfil importer's obligations and communication with downstream users in the supply chain

- REACH Evaluation, Authorisation and Restrictions: its processes and information flow, including scope of responsibilities, compliance check, priorities, conditions for granting authorisation, its processes on restrictions and the current discussions on REACH

More information on REACH can be found at the website of the European Chemicals Bureau (ECB) at <http://ecb.jrc.it>.

SCIC is currently working with industry members and the respective government agencies to monitor the developments of REACH regulation. For more information, please email to SCIC at secretariat@scic.org.sg.



^ Participants at the SCIC Conference 2006

CEO Briefing on Workplace Safety & Health Act & Risk Management Assistance Fund

By Chin May Fang

To reinforce the importance of Workplace Safety and Health Act (WSHA) as well as to raise the awareness of the Risk Management Assistance Fund (RMAF), the Enterprise Development Centre @ Singapore Manufacturers' Federation (EDC@SMA) has been organizing regular CEO Briefings on WSHA and RMAF for SMA members.

Concord Associates, a Ministry of Manpower-approved Risk Consultant, presented its practical risk consultancy lessons in one of these briefings on 28 November 2006. The informative presentation by Concord imparted in-depth knowledge of WSHA and the RMAF to the participants who were more informed on building a safer environment in their respective workplace after the briefing.

EDC@SMA and MOM will continue to embark on similar briefings for members. For more information on upcoming WSHA briefings, please contact May Fang at chinmayfang@smafederation.org.sg.



Mr Birch Sio, Managing Consultant & Director of Concord Associates and Council Member of SMA (right) explaining to participants Concord's risk consultancy services

GS1 Asia Pacific Regional Forum

By Rosyati Bte Mohd Said



^ Delegates from the 17 GS1 Asia Pacific Member Organisations gathered in Bali for the 2006 GS1 Asia Pacific Regional Forum

The GS1 Head Office (HO) conducts Regional Forums separately in Europe, Latin America, Middle East and the Asia Pacific Regions from September to October each year to gauge member's reactions on the new policies. These new policies will be introduced at the combined GS1 Global Forum in February in the following year in Brussels.

The GS1 Asia Pacific Regional Forum 2006 was held in Bali, Indonesia from 27 to 30 November and attracted 51 delegates from 17 Asia Pacific countries including Australia, New Zealand, China, Hong Kong, Taiwan, India, Indonesia, Iran, Japan, Korea,

Russia, Singapore, Thailand, Philippines, Vietnam, USA and Belgium. Mr Tan Jin Soon, Executive Director of GS1 Singapore and Ms Rosyati Mohamed Said, General Manager of GS1 Singapore represented GS1 Singapore at this meeting.

At the regional forum on 28 November 2006, Ms Rosyati made a presentation on the survey on the LEARN programme implemented by Asia Pacific (AP) GS1 Member Organisations (MOs). LEARN is an online training course covering topics on GS1 bar coding systems.

Mr Tan reported on the mentoring efforts by his team in 2006, which included the on-the-spot training for AP MO staff in Melbourne, Australia (in July 2006) on the important topic of Bar Code Verification. He also presented on the EPCglobal implementation and highlighted the new sectors of EPCglobal for 2007 covering the healthcare, aerospace, automotive, consumer electronics and chemical, oil & gas sectors.

It was confirmed at the regional forum that the 2007 GS1 Asia Pacific Regional Forum will be held in Hanoi, Vietnam.

SMa CEO Business Breakfast Talk by Olam International

By Liz Tan



<<

Mr Edwin Khew, SMa President (left) presenting a token of appreciation to Mr Sunny Verghese

>>

Mr Sunny Verghese sharing the "Olam Journey and Experience" with the audience



Olam International is a leading global supply chain manager of agricultural products and food ingredients. The company enjoys a leadership position in many of its businesses, including cocoa, coffee, cashew, cotton, rice, sesame, sheanuts and teakwood. This unique brand of supply chain management has also earned Olam a global reputation as the "Brand behind the Brands".

On 29 November 2006, the Singapore Manufacturers' Federation (SMa) was pleased to invite Mr Sunny Verghese, Group Managing Director and Chief Executive Officer of Olam International Limited to share with SMa's CEO members on "Starting and Scaling a Business to Global Leadership – The Olam Journey and Experience".

Mr Verghese shared with the audience the key enablers that facilitated Olam's transition from a green field start up to a global leader in its industry. Mr Verghese set the direction and led Olam through its ambitious expansion and growth plans. He is also responsible for the strategic planning, business development and overall management for the Olam Group of companies worldwide. The Question & Answer session saw Mr Verghese and the participants exchanging business perspectives, challenges and experiences. Many participants who

did not get to pose their questions during the Question & Answer session stayed on for a one-on-one discussion with Mr Verghese. Participants were enriched by the Olam's experience based on Mr Verghese's presentation-cum-discussion and looked forward to attending more of such talks in the future. Members interested to know more about the CEO Business Breakfast Talk can contact Liz Tan at 6826 3035 or email liztan@smafederation.org.sg.

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Participants engaging in a post-Q&A session discussion with Mr Verghese



Guide to Environmental Management System

In the last issue of Sma Connect, we provided a brief introduction on the SMA's Guide to Environmental Management System (EMS). The aim of the Guide is to help SMEs wishing to implement or improve their EMS. This is consistent with the ideas of sustainable development and compatible with diverse frameworks and management systems.

The EMS Guide comprises of 8 Elements, of which Element 3 on Regulatory Compliance and Element 4 on Operational Control and Performance

Measurement were covered in the last issue of Connect.

In this issue, we will cover Element 5: Incident Reporting, Analyses and Follow-up and Element 6: Emergency Response.

The EMS Guide is proudly compiled by the Environmental Management Systems Sub-Committee of the Environment, Health, Safety & Security Function Committee, SMA. The key members include:

Chairman	Committee Members (2004-2006)	Committee Members (2006-2008)
Mr Hans Pijnenburg <i>Plant Manager</i> <i>Singapore Intermediates and Aromatics</i>	Mr Tay Cheng Pheng <i>Regional Environment, Health and Safety Manager</i> <i>Chevron Philips Chemical Asia Pte Ltd</i> <hr/> Mr Lim Siak Heng <i>Senior Engineer</i> <i>Environmental Protection Division</i> <i>National Environment Agency</i> <hr/> Mr Terence Koh <i>Singapore Chemical Industry Council, SMA</i>	Mr Birch Sio <i>Managing Consultant & Director</i> <i>Concord Associates</i> <hr/> Mr Lim Meng Wee <i>Managing Director</i> <i>SP Consulting (International) Pte Ltd</i> <hr/> Mr Ng Wei Min <i>Director / Managing Consultant</i> <i>Enterprise Development Centre, SMA</i> <hr/> Mr Ong Pak Shoon <i>General Manager</i> <i>Spot Management Services Pte Ltd</i>

Environmental Management System Manual for Singapore SMEs

Environmental Management System Elements

Element 1 Management leadership, Commitment and accountability
 Element 2 Identification and assessment of environmental aspects
 Element 3 Regulatory compliance
 Element 4 Operational control and Performance measurement
 Element 5 Incident reporting, analyses and follow-up
 Element 6 Emergency response
 Element 7 Information management and Communication
 Element 8 Environmental Performance, Assessment and Improvement

Element 5 INCIDENT REPORTING, ANALYSES AND FOLLOW-UP

Environmental incidents should be reported and investigated as well as reviewed with appropriate management to ensure corrective measures are identified and implemented.

Reported incidents provide the opportunity to learn from and to use that information to take corrective action and prevent reoccurrence.

Follow-up actions should be tracked and periodically stewarded until closure.

Effective incident reporting, investigation and analyses are essential in achieving improvements in environmental performance

- A system should be in place to establish environmental performance and to compare this against expected performance standards. When incidents or events occur that could possibly lead to deviations from acceptable performance, procedures should be in place so that:
 - These incidents will be timely reported to the appropriate level of management as well as to government agencies where needed
 - Root cause and contributing factors will be identified
 - Actions are determined to reduce the risk of similar and related incidents
 - Appropriate action is taken and documented
- Information from all incidents is periodically analyzed to determine common cause systems, plant area's, materials, tools, procedures, jobs or other factors most frequently involved. Necessary action is taken to prevent future incidents.
- Timely feedback of incident information is provided to all potentially affected employees and others as appropriate. Feedback includes incident description, lessons learned and actions taken to prevent reoccurrence.
- All incident follow-up actions are being tracked and stewarded. The decision to not implement recommendations is being taken by appropriate management.

Completion of follow-up actions is documented together with the incident report.

- Incidents can be both failures to meet environmental objectives like a spill or a potential non-conformity like an incident that could have resulted in a spill. Both type incidents should be reported, investigated and follow-up items identified to prevent re-occurrence.

Element 6 EMERGENCY PREPAREDNESS AND RESPONSE PLANS

The proper implementation of the Emergency Preparedness and Response Plans is vital to ensure appropriate response in the event of an incident to reduce injuries, prevent or minimize environmental impacts, protect employees and the community, and reduce asset losses and downtime.

These plans and their associated controls should identify potential emergency scenarios and the appropriate response. Consideration should be given to accidental emissions to the atmosphere and accidental discharges to water and land.

6.1 Provisions for implementation

Companies should have emergency procedures that detail response plans. These plans should address:

- The hazards of products and materials at the site
- Potential emergency situations
- Emergency response procedures
- Emergency materials
- Emergency communication procedures
- Emergency organization and responsibilities
- Emergency contact list
- Evacuation routes and assembly points
- Arrangement with local emergency response providers and mutual assistance from neighbour organizations
- Actions to minimize environmental damage
- Training of emergency response personnel
- Testing of emergency response procedures
- Maintenance of emergency response equipment
- Information on hazard materials; their potential impact on the environment and measures to be taken in the event of accidental release

Consistent with the focus on continuous improvement, it is important to review the emergency response performance after the occurrence of an incident. This review should determine if more training is required or if the emergency preparedness and response plans should be revised.

To be continued....

SMA Calendar of Trade Missions & Exhibitions (March – December 2007)

TRADE EXHIBITIONS

Name of Event	City/Country	Industry Sector	Date	Contact Person
Asia Pacific Sourcing 2007	Cologne, Germany	Hardware	4 Mar – 6 Mar	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
ProPak Vietnam 2007	Vietnam	Packaging	7 Mar – 10 Mar	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
HVACR Vietnam/Projects Vietnam 2007	Vietnam	Heating, AirConditioning	15 Mar – 17 Mar	Mr Jonathan Tan at jonathantan@smafederation.org.sg or DID: 6826 3039
International ICT Expo	Hong Kong	ICT	14 Apr – 17 Apr	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
The Lancet Asia Medical Forum & Exhibition 2007	Singapore	Medical Technology	21 Apr – 22 Apr	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
China Intl Electric Power & Electric Engineering Equipment & Technology Exhibition (EPETEE)	Shanghai, China	Electricity / Power Generation	23 Apr – 25 Apr	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
Integrated Systems China	Beijing, China	Broadcast	25 Apr – 27 Apr	Mr Jonathan Tan at jonathantan@smafederation.org.sg or DID: 6826 3039
China Int'l Medical Equipment Fair (CMEF) 2007	Dalian, China	Medical Technology	25 Apr – 27 Apr	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
Cards Asia 2007 / R.F.I.D World Asia 2007	Singapore	Cards / R.F.I.D	25 Apr – 27 Apr	Ms Pauly Tan at paulytan@smafederation.org.sg or DID: 6826 3079
The 8th China Int'l Water Supply & Drainage and Water Treatment (WSDWTF)	Shanghai, China	Water Treatment	27 Apr – 29 Apr	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030
SubCon 2007	Birmingham, UK	PE	1 May – 3 May	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
SEMICON Singapore 2007	Singapore	Semiconductor	8 May – 10 May	Ms Pauly Tan at paulytan@smafederation.org.sg or DID: 6826 3079
The 12th China Beauty Expo	Shanghai, China	Lifestyle	10 May – 12 May	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030
MetalTech Malaysia 2007	Malaysia	Machinery	16 May – 20 May	Ms Pauly Tan at paulytan@smafederation.org.sg or DID: 6826 3079
Automechanika Middle East 2007	Dubai, UAE	Auto parts	27 – 29 May 2007	Ms Pauly Tan at paulytan@smafederation.org.sg or DID: 6826 3079
PALME 2007	Dubai	Project Installation / Broadcast	20 May – 22 May	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
Oil & Gas Asia 2007	KL, Malaysia	Petroleum	11 Jun – 14 Jun	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
InterPhex Asia 2007	Singapore	Pharmaceutical	11 Jun – 14 Jun	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
Medical Design & Manufacturing East 2007	New York, USA	Medical Technology	12 Jun – 14 Jun	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
ProPak Asia 2007	Bangkok, Thailand	Packaging	13 Jun – 16 Jun	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
CommunicAsia 2007	Singapore	ICT	19 Jun – 22 Jun	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
NEPCON Malaysia 2007	KL, Malaysia	Electronics	19 Jun – 22 Jun	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
Broadcast Asia 2007	Singapore	Animation / Broadcast	19 Jun – 22 Jun	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030
INDO Security Firex IVAC 2007	Jakarta, Indonesia	Security	20 Jun – 22 Jun	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
Asia Traffic 2007	Singapore	Traffic, Safety & Security	9 Jul – 11 Jul	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
PALME Asia 2007	Singapore	Project Installation / Broadcast	12 Jul – 14 Jul	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
MYMEX / AUTOMEX 2007	JB, Malaysia	Automation	13 Jul – 15 Jul	Ms Pauly Tan at paulytan@smafederation.org.sg or DID: 6826 3079
CosmoBeaute Asia 2007	KL, Malaysia	Lifestyle	16 Jul – 19 Jul	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030
Industry Automation 2007 / ASEAN Elenex 2007	KL, Malaysia	Industrial Automation	18 Jul – 21 Jul	Ms Pauly Tan at paulytan@smafederation.org.sg or DID: 6826 3079
1st Elsevier International Dermatology Congress & Exhibition	Singapore	Healthcare	21 Jul – 22 Jul	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
Manufacturing Technology InFocus	Sydney, Australia	Automation	24 Jul – 26 Jul	Ms Pauly Tan at paulytan@smafederation.org.sg or DID: 6826 3079
Hong Kong Int'l Medical & Healthcare Fair 2007	Hong Kong	Medical / Lifestyle	16 Aug – 20 Aug	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030
Hong Kong Food Expo 2007	Hong Kong	Food & Beverage	16 Aug – 20 Aug	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
ProPak Malaysia	KL, Malaysia	Packaging	22 Aug – 25 Aug	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
Chemical & Instrumentation Asia 2007	KL, Malaysia	Chemical & Instrumentation Control	23 Aug – 25 Aug	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030

SMA Calendar of Trade Missions & Exhibitions (March – December 2007)

TRADE EXHIBITIONS

Name of Event	City/Country	Industry Sector	Date	Contact Person
MedTec China 2007	Shanghai, China	Medical Technology	28 Aug – 30 Aug	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
ATE China 2007	Shenzhen, China	Assembly Technology	29 Aug – 31 Aug	Ms Pauly Tan at pauilytan@smafederation.org.sg or DID: 6826 3079
Inter-Pak Indonesia 2007	Jakarta, Indonesia	Packaging	5 Sep – 8 Sep	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
CosmoBeaute Indonesia 2007	Jakarta, Indonesia	Lifestyle	7 Sep – 10 Sep	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030
MYMEX /AUTOMEX 2007	Penang, Malaysia	Automation	07 Sep – 09 Sep	Ms Pauly Tan at pauilytan@smafederation.org.sg or DID: 6826 3079
Indo ICT Expo & Forum	Jakarta, Indonesia	ICT	11 Sep – 13 Sep	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
HOSPIMedica Thailand	Bangkok, Thailand	Medical Technology	12 Sep – 14 Sep	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
Kind + Jugend 2007	Cologne, Germany	Cross Industry	13 Sep – 16 Sep	Mr Jonathan Tan at jonathantan@smafederation.org.sg or DID: 6826 3039
Natural Products Expo 2007	Baltimore, USA	Pharmaceutical	27 Sep – 29 Sep	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
CommunicVietnam	Ho Chi Minh, Vietnam	ICT	3 Oct – 5 Oct	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
PALME INDIA 2007	Mumbai, India	Project Installation / Broadcast	5 Oct – 7 Oct	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
Canton Fair 2007	Guangzhou, China	Multi-sectoral	15-20 Oct	Mr Jeffrey Liew at jeffreyliew@smafederation.org.sg or DID : 6826 3033
Wire & Tube Southeast Asia 2007	Bangkok, Thailand	Wire/tube	16 Oct – 18 Oct	Ms Pauly Tan at pauilytan@smafederation.org.sg or DID: 6826 3079
Machine Tool Show 2007	KL, Malaysia	Machinery / Automation	24 – 28 Oct	Ms Pauly Tan at pauilytan@smafederation.org.sg or DID: 6826 3079
Building & Construction Indonesia	Jakarta, Indonesia	Building & Construction	31 Oct – 3 Nov	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
Mining Indonesia	Jakarta, Indonesia	Energy & Mining	31 Oct – 3 Nov	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030
Electric Indonesia Series	Jakarta, Indonesia	Power Generation	31 Oct – 3 Nov	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
Oil & Gas Technology Indonesia 2007	Jakarta, Indonesia	Oil & Gas	31 Oct – 3 Nov	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
Defense & Security Thailand 2007	Bangkok, Thailand	Security	7 Nov – 11 Nov	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
Natural Products Asia 2007	Singapore	Environment	14 Nov – 16 Nov	Mr Jonathan Tan at jonathantan@smafederation.org.sg or DID: 6826 3039
ACM 2007	KL, Malaysia	ICT	20 Nov – 22 Nov	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
CIA2007	Singapore	Automation	27 Nov – 30 Nov	Ms Pauly Tan at pauilytan@smafederation.org.sg or DID: 6826 3079
Infocom 2007	India	ICT	28 Nov – 2 Dec	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
SITL Asia 2007	Shanghai, China	Logistics	10 Dec – 12 Dec	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
ProPak Indonesia	Jakarta, Indonesia	Packaging	5 Dec – 8 Dec	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036

TRADE MISSIONS

Name of Event	City/Country	Industry Sector	Date	Contact Person
Mission to Philippines	Manila	Building & Construction, Security	12 Mar – 16 Mar	Ms Cindy Quah at cindyquah@smafederation.org.sg or DID: 6826 3032
Mission to Dubai & Cairo	UAE & Egypt	Multi-sectoral	18-24 Mar	Ms Vanda Kwek at vandakwek@smafederation.org.sgor DID: 6826 3031
Mission to US	Washington	Multi-sectoral	April	Ms Vanda Kwek at vandakwek@smafederation.org.sgor DID: 6826 3031
Mission to Kazakhstan	Astana & Almaty	Multi-sectoral	May	Ms Vanda Kwek at vandakwek@smafederation.org.sgor DID: 6826 3031
Mission to Vietnam & Thailand	Hanoi/Bangkok	Multi-sectoral	June	Ms Vanda Kwek at vandakwek@smafederation.org.sgor DID: 6826 3031
Mission to Russia and Hungary/Poland	Russia/Hungary/Poland	Multi-sectoral	July	Ms Vanda Kwek at vandakwek@smafederation.org.sgor DID: 6826 3031
Mission to China & Vietnam	Guangxi & Hanoi	Multi-sectoral	Oct	Ms Vanda Kwek at vandakwek@smafederation.org.sgor DID: 6826 3031

The Singapore Manufacturers' Federation (SMA) reserves the right to cancel or postpone the programmes, arising from factors beyond its control, without prior notice. Please contact the person-in-charge for more information of the events.



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For more information about the programmes, please contact Elsie Koh at 6720 3333 or visit www.sma.edu.sg for further details.



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For more information, please visit us at www.sma.edu.sg or contact Mei Hee at 6720 3333 or email to meihee@sma.edu.sg.

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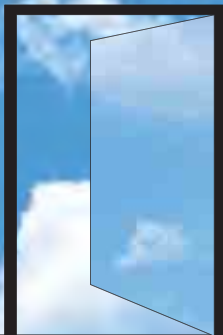
SMa School of Management is proud to collaborate with Murdoch Business School to offer postgraduate level in the discipline of Business Administration and Human Resource Management. The Murdoch MBA is accredited by the Graduate Management Association of Australia (GMAA) and recognized by the Australian Institute of Management (AIM). The Murdoch Masters in Human Resource Management (MHRM) provides graduates with a strong understanding of the areas of the professional HRM and is accredited by the Australian Human Resource Institute (AHRI).

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The 5th intake of the Murdoch MBA and the Master of HRM will commence in Mar 2007. For more information about the programmes, please contact Tracy Lim at 6720 3333 or visit www.sma.edu.sg for further details.



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GS1 Asia Pacific Regional Forum

By Vanda Kwek

The Singapore Manufacturers' Federation (SMA), with the support of Sembcorp Park Management Pte Ltd and Batam Industrial Development Authority, organized a one-day Business Visit to Batam on 12 December 2006.

The visit sought to (i) enhance SMA members' understanding of the bonded area tax incentives and the overall investment climate in Batam and (ii) explore investment opportunities in factory operations through the viewing of existing empty factory spaces.

Through first-hand encounters with the relevant Batam officials, participating members gained valuable information and insights, which were not readily accessible, to assist them in making a more informed decision on investing in Batam.



^ A detailed introduction of the Sembcorp Industrial Park was provided to the delegates

Networking Session onboard the MV Harbour Queen

By Ng Wee Kok



^ Members participating enthusiastically during the games segment

Some 70 members escaped the hustle and bustle of city life to attend a networking session organized by the Singapore Manufacturers' Federation (SMA) on 8 November 2006. Sponsored by Citigroup's Commercial Banking Group, the event was held onboard the MV Harbour Queen, which took participants around the southern part of Singapore waters.

The session opened with welcome addresses from Mr Simon Li, Council Member of SMA and Mr Eugene Tan, Managing Director of Commercial Banking Group, ASEAN, Citigroup Corporate and Investment Banking.

This was followed by a presentation by Mr Sim Moh Siong, Vice President and Economist, Economic and Market Analysis Unit, Citigroup Corporate and Investment Banking where the attendees were updated on the investment and political climate and forecasts of interest rate and foreign exchange rates in the Asian region.

The luxurious ambience, sumptuous buffet dinner which included free flow of wine and beer, coupled with entertainment and games thoroughly excited all onboard. The event climaxed with a lucky draw, where 3 lucky winners sailed away with a Delongi Coffee machine each.

Corporate sponsors interested in hosting similar networking sessions with SMA may contact Wee Kok at 6826 3058 or email to ngweekok@smafederation.org.sg.

SCIC Year-End Cocktail Reception-cum-Networking Session

By SCIC



^ Guests at the SCIC Cocktail Reception

Similar to the previous year, the Singapore Chemical Industry Council (SCIC) organized a Year-end Cocktail Reception-cum-Networking Session to thank SCIC members for their tremendous support for the past year. The 2006 reception was held at The Legends, Fort Canning on 20 November 2006.

Addressing more than 80 members at the reception, Dr A. Chockalingam, SCIC Chairman, extended his gratitude to all members for their support and encouraged greater participation and involvement in 2007. Among the key representatives from the public sector were the Ministry of Manpower (MOM), Ministry of Trade and Industry (MTI), National Environment Agency (NEA), Singapore Civil Defence Force (SCDF) and SPRING Singapore.

Seminar on Capability Development Funding for SMEs

By Chin May Fang



^ Q & A Panelists: (L-R) : Mr Christopher Ow, Manager, SPRING Singapore; Dr John Yong, Group Manager, SIMTech; Mr Ng Wei Min, Director, EDC@SMA; Ms Radha Yogendran, Principal Assessor, SPRING Singapore and Mr Ho Chi Bao, Head of Technology Infrastructure & Policy, SPRING Singapore

To inform and educate our members on the plethora of grants and fundings available to SMEs, the Enterprise Development Centre @ Singapore Manufacturers' Federation (EDC@SMA) with the support of SPRING Singapore and Singapore Institute of Manufacturing Technology (SIMTech), organized a seminar on Capability Development Funding for SMEs on 11 December 2006.

The informative topics covered included:

1. SME Management Action for Results (SMART) – initiated by SPRING Singapore
2. Technology Innovation Programme (TIP) - initiated by SPRING Singapore
3. Standards Implementation for Productivity (SIP) - initiated by SPRING Singapore
4. Technology Applications from SIMTech

If you have missed the seminar but would like to find out how your organization may apply for such schemes, please contact Ms Jessica Lee of EDC@SMA at jessicalee@smafederation.org.sg.

Seminar on CE Mark/European Vehicle Homologation and TÜV STAR Service

By Chin May Fang

>>
Mr Manfred Lottig, Chief Operating Officer of TÜV Rheinland Pte Ltd, presenting on TÜV STAR Service Programme



Securing the CE Mark for one's products is very important and useful as it is evidence of compliance with all applicable directives in the European Union, particularly for imports entering this market. To help our members secure the all-important CE Mark, SMA jointly with TÜV Rheinland Pte Ltd, staged a seminar on CE Mark/European Vehicle Homologation and TÜV STAR Service on 12 December 2006.

Leading industry experts and practitioners from overseas were invited to present on various aspects of the CE Mark and the steps which companies should take to improve their compliance and documentation process.

To address specific areas, speakers from TÜV Rheinland Pte Ltd who are well versed in Industrial Services, Mobility, Products, Life Care, Education and Consulting & Systems discoursed at length on:

- Medical Device & Pressure Equipment Directives;
- European Vehicle Homologation and
- TÜV STAR Service including Corporate Social Responsibility (CSR), Corporate Governance and Health & Safety

Note: As specialized seminars akin to the above would benefit our members, interested parties who wish to impart useful industry-specific knowledge may contact May Fang at chinmayfang@smafederation.org.sg

Seminar on Financial Performance Benchmarking

By Ng Wee Kok

Forward-looking organisations practice competitive benchmarking regularly as it allows them to determine how they measure up to competition and helps to identify their strengths and gaps for improvement.

To educate and equip our members on the elements and benefits of competitive benchmarking, SMA jointly with A&L Business Consulting Pte Ltd staged a seminar on Financial Performance Benchmarking on 7 December 2006.

Presenting to more than 30 attendees, the seminar speaker, Miss Amelyn Chong, an experienced management consultant and corporate planner, shared on the composition and implications of useful financial indicators covering profitability, financial returns, strength and stability, operational efficiency and productivity, that the participants could employ in benchmarking their respective companies' financial performance.



<<
Ms Amelyn Chong (right), Director of A&L Business Consulting Pte Ltd engaging a participant on the finesse of financial benchmarking.

Anecdotal observation indicated that the participants derived substantial insights on financial benchmarking from the seminar as many stayed back to discuss related issues with the speaker.

To find out how you can co-organise similar knowledge-enhancing seminars with SMA, please contact Wee Kok at 6826 3058 or email to ngweekok@smafederation.org.sg.

Seminar on Globally Harmonised System (GHS)

By Debbie Quan

The UN-developed Globally Harmonised System (GHS) is a system for chemical classification and hazard communication through harmonised provisions for standardised labels and safety data sheets (SDS). The GHS was endorsed in 2002 by the UN World Summit for Sustainable Development and countries are encouraged to implement the GHS by 2008.

An awareness seminar on GHS was organized on 28 November 2006 by the Singapore Chemical Industry Council (SCIC) to provide participants from the chemical and related industries with the outline on the scope of GHS, its classification, hazard communication, its implementation process in Singapore and the resulting impact.

Several GHS training sessions on "The Chemical Users Course" and "The Classification Course" will be conducted in 2007. Do keep a lookout for more details from SCIC!



Participants at the GHS seminar.

Implementing Quality Management System

By Raymond Wong



Discussion in progress on the 5S system

Tee Hai Chem Pte Ltd, a leader in the local chemical industry, imports, distributes and manages a wide range of chemicals for the semiconductor and pharmaceutical industries, including ultra-pure chemicals, performance and specialty chemicals. The company owns and manages a 147,000 sq ft warehousing and logistics system and serves many of the leading semiconductor manufacturers in Singapore and the region.

The company has embarked on the 5S project with the Enterprise Development Centre @ Singapore Manufacturers' Federation (EDC@SMA) to identify good work habits and to fully understand its working concepts and implementation. 5S represents the Japanese mode of proper housekeeping: Sort (Seiri), Arrange (Seiton), Clean (Seiso), Standardize (Seiketsu) and Sustain (Shitsuke). The objective is to improve the productivity and supervision of the warehouse.

The project began in July 2006 and is currently in its final stage. Visible measures have been put in place in the adoption of the 5S system. To know more about the system and how your company can adopt and implement it, please contact Raymond Wong of EDC@SMA at raymondwong@edc.org.sg

Investing In Your Most Important Asset

By Jonathan Tan



Speaker, Mr James Ashworth imparting the rudiments of Competency-based Staff Recruitment and Development techniques

The human resource of a company is its most important asset. Efforts in sourcing for the right staff and keeping them motivated and retaining them have become increasingly difficult. There is a global shortage of key talent in many areas and employers are faced with a constant demand for more benefits and higher salary from these employees to stay with the company.

Against this backdrop, the Singapore Manufacturers' Federation (SMA) organized a seminar on "Competency Based Staff Recruitment & Development", presented by Mr James Ashworth, MD/CEO of ICRON Technologies Singapore Pte Ltd on 16 November 2006. Mr Ashworth shared with the participants how this business methodology can transform organizations as it delivers remarkable improvement to staff motivation and performance.

He further expounded on competency-based staff recruitment and development techniques that are relevant to all businesses, regardless of the size of the company. The techniques are also applicable to all levels in the organization, from the top management to the junior level.

A lively question and answer session followed which led the participants to enthuse that this seminar was informative and beneficial to their people management skills.

For more information on the seminar, please contact Jonathan Tan at 6826 3039 or email to jonathantan@smafederation.org.sg.

Seminar on "The Success and Need For A Credit Assessment"

By Ng Wee Kok

The Singapore Manufacturers' Federation (SMA), in collaboration with SMA-DP Corporate Centre, organised a seminar on 24 January 2007 titled "The Success and Need for a Credit Assessment through Credit Rating and Credit Bureau".

Ms Jen Soh, Senior Business Analyst with DP Information Group (DP Info), kicked off the seminar by sharing with participants on the benefits of credit rating which could assess the credit worthiness of suppliers and customers and also help secure funding from financial institutions for their business operations.

The other interesting topics informed on (i) how businesses can

generate a greater volume of transaction through a fair, transparent credit rating system that would also help promote confidence among vendors and consumers and (ii) the effective use of credit management tools that businesses can to minimize the possibilities of bad debts and identify clients with poor repayment history.

To find out how you can organize seminars with SMA, please email to Wee Kok at ngweekok@smafederation.org.sg.



^ One of the speakers, Mr Erwan Rodjio (middle) in discussion with participants

Business Mission To New Delhi, India

By Jonathan Tan



^ Singapore delegates at the India Engineering Meet

The Metal, Machinery & Engineering Industry Group (MME IG) of the Singapore Manufacturers' Federation (SMA), at the invitation from the Engineering Export Promotion Council of India (EEPC), led a trade delegation to New Delhi, India from 21 – 25 January 2007.

Sponsored by EEPC, the delegates attended the India Engineering

Meet and Exhibition, which was held for the first time in India. More than 150 Indian manufacturers across India took part in the exhibition.

Two major highlights of this mission were (i) the buyer-seller meeting arranged by EEPC and (ii) the networking session (with dinner reception) which served as platform for overseas delegates, including those from Singapore to meet their Indian counterparts. Useful business contacts and opportunities were established during these sessions. A better understanding of the investment climate and business opportunities in India was also gained by all participants.



^ Mission leader Mr C.M. Quek (left) presenting a token of appreciation to EEPC Chairman Mr Rakesh Shah

For more information on this India Business Mission, please email to Jonathan Tan at jonathantan@smafederation.org.sg.

Visit to Gardenia Foods (S) Pte Ltd

By Ng Wee Kok



^ Ms Sim Ling Ling, the group's guide from Gardenia, introducing some of Gardenia's products

To many, Gardenia is a brand that people would associate the qualities of trust, reliability, good taste and freshness. These values are also the competitive advantage for the brand to stay ahead of their competitors.

The secret to Gardenia's success lies in its traditional American recipe that has been tried and tested for generations. Improvements were made continually to the range of recipes and the method of processing, especially in the area of automation. All these ensure that the aroma and taste of the bread are consistently being maintained.

In its continuous efforts to showcase manufacturing best practices, the Singapore Manufacturers' Federation (SMA) organised a company visit to Gardenia Foods (S) Pte Ltd on the 19 January 2007. More than 30 members visited Gardenia's factory, where a brief introduction of Gardenia's history and the qualities it propagates to all staff were provided through their corporate video. A variety of the company's products were also showcased to the participants.

Ms Sim Ling Ling, Gardenia's Senior Public Relations Assistant, presented an overview of the bread making process before the group toured the factory, which many participants described as "eye-opening".

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Members enjoying some wholesome goodness sandwiches after the tour.

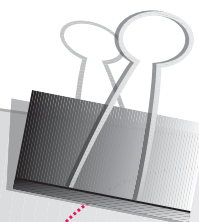


NEW EMPLOYEES



1. Lim Su Ling, Tracy

Tracy joined SMa School of Management (SOM) as a Senior Programme Consultant on 3 January 2007. She graduated with a Bachelor of Science (3rd class Honours) in Business from the University of London, UK. Prior to joining SMa, Tracy was with ToPrep Pte Ltd and her roles included sales, marketing and administration of ToPrep's courses and e-learning solutions. Her 1-year teaching experience in the Ministry of Education enabled her to teach university entrance examination courses such as TOEFL and IELTS at ToPrep, as well as develop course materials.



2. Leong Mun Yin

Mun Yin joined SMa as an Executive in the Centre for Corporate Learning on 3 January 2007. Prior to joining SMa, she worked as a Designer with Me Heng Jewellery where she was responsible for corporate sales, jewellery design, marketing and administrative work.



3. Chia Huiru, Cheryl

Cheryl was attached to Finance & Administration Division during her internship from 4 April to 22 May 2005. Thereafter, she was engaged on a part-time and temporary basis. Cheryl graduated with a Diploma in Accountancy from Ngee Ann Polytechnic. Effective from 3 January 2007, she was converted to full-time staff as an Executive in the Finance & Administration Division.

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GIVING SMEs CONFIDENCE AND PEACE-OF-MIND IN TACKLING SECURITY ISSUES

Ever-Present Security Threats

More Small and Medium Enterprises (SMEs) know the importance of internal network security, yet do not put enough effort into security planning or know where to start. Without proper security measures, one user can easily access another user's computer using well-known exploits, trust relationships and default settings. Most of these attacks require little or no skill, putting the integrity of a network at stake.

Due to the amount of flexibility needed for normal operation, internal networks cannot afford maximum security. On the other hand, with no security at all, internal users can be a major threat to many companies' internal networks. An insider intrusion is a compromise of a network that is committed by someone who has, or used to have, legitimate access to that network. Such insiders include current and former employees, part-time employees, or consultants and contractors.

A user within the company already has access to many internal resources without needing to bypass firewalls or other security mechanisms. In fact, these security measures are generally used to prevent non-trusted external sources, such as Internet users, from accessing the internal network. So, many threats can

come from internal users. An internal user, equipped with hacking skills, can successfully penetrate and achieve administrative network rights while ensuring that their abuse is hard to identify or even detect.

Poor network security is a reason why malicious users can break into a network system to access the rest of the internal network more easily. This would enable a sophisticated attacker to read and possibly leak confidential emails and documents, delete data and damage computers - leading to loss of important information and other dire circumstances. Spiteful intruders may also use your network and network resources to attack other sites through attack relaying. In this way, all evidence of the attack will lead back to you and your company, without exposing the hacker's own identity.



PacNet NetworkGuard The Right Solution

With customer feedback on worries about such real security threats and real-world user-experience, PacNet, Asia Pacific's largest largest telco-independent Internet communications service provider, has launched PacNet NetworkGuard, Singapore's first Managed Security Service designed with the needs of SMEs in mind. **PacNet NetworkGuard** is developed with Cisco to leverage on their class-leading technology to deliver a security solution that addresses customers' security concerns and conforms to their security policies.

Comprising an enterprise-grade managed firewall protection, NetworkGuard is a hassle-free network protection solution that is offered as a subscription service. The new service provides a monitoring feature that includes free alerts via SMS and emails in the event of any outages. Regardless of their company size or IT budgets, SMEs are able to benefit from enterprise-level network protection through PacNet's expertise in managed services.

PacNet NetworkGuard is currently available in two packages - one for companies with up to 20 employees; and the other for companies with between 21 and 250 employees.

PacNet's managed service addresses customer's security needs, while taking away the complexity of setup and maintenance. Customers will also have one less budgeting burden to worry about as there are no upfront hardware costs to pay.



PacNet NetworkGuard provides secure data connectivity at broadband speeds through firewall protection to single or multi-site customers, monitored by a team of professional security experts round-the-clock. In addition to real-time monitoring, customers can access online security reporting to obtain information that will help them formulate effective security policies for their businesses.

SMEs have similar technology concerns as larger companies, particularly in the area of security, but may not have the scale of larger companies and therefore are unable to justify committing the amount of resources for their network security. This is where our new PacNet NetworkGuard managed solution bridges the gap by providing SMBs with an affordable, hassle-free enterprise-grade solution. This takes away the need for SMEs to commit valuable resources to manage security needs therefore allowing them to focus on their core businesses.

Mr Kevin Lim,
Managing Director, Pacific Internet Singapore.

For details and pricing of PacNet's NetworkGuard Managed Security Service, please go to: www.pacific.net.sg/business/networkguard

CCL Training Calendar – March to April 2007

Date	Fee (\$) Members	Fee (\$) Non Members	LOGISTICS & SUPPLY CHAIN MANAGEMENT
26-27 Apr	\$588	\$651	How to Negotiate with Vendors & Suppliers
16-17 Apr	\$588	\$651	Fundamentals of Purchasing Skills for New B&P
22-23 Mar	\$504	\$567	Warehouse & Storage Management
23-24 Apr	\$504	\$567	Import/Export Documentation & Shipping Procedures
26-27 Mar	\$504	\$567	Effective Uses of Letter of Credit in International Trade
09-Apr	\$357	\$399	INCOTERMS in International Trade
14-15 Mar	\$546	\$609	Best Practices and Procedures in Marine Insurance
8-9 Mar	\$504	\$567	Supplier Selection, Evaluation and Development
Date	Fee (\$) Members	Fee (\$) Non Members	GENERAL MANAGEMENT
12-13 Mar	\$546	\$609	Supervisory Management Skills - L, C & M
12-13 Apr	\$483	\$546	Outstanding Customer Service Skills
20-Apr	\$357	\$399	Managing Difficult Customers Effectively
19-20 Mar	\$546	\$609	Effective Negotiation Strategies
Date	Fee (\$) Members	Fee (\$) Non Members	OCCUPATIONAL SAFETY & HEALTH
Daily Classes- Call for Schedule	\$35.00	\$36.25	Safety Orientation Course for Workers (Metalworking) (SDF Funding of up to 90% & SRP Approved) - An MOM Approved Course
Jan 4, 11, 18, 25 Mar 1, 8, 15, 22 Apr 5, 12, 19, 26 Weekly Classes- Call for Schedule	\$235.24	\$247.62	Basic Industrial Safety and Health Course for Supervisors (BISH) SDF Funding of up to 90% & SRP Approved) - An MOM Approved Course
Weekly Classes- Call for Schedule	\$320	\$320	Forklift Driver's Training Course - 3 days (Participants must hold a class 3 driving license & have experience in driving the forklift) (SDF Funding of up to 90% & SRP Approved) - A MOM Approved Course
Weekly Classes- Call for Schedule	\$535	\$535	Forklift Driver's Training Course - 5 days (Participants without class 3 driving license & without experience in driving the forklift) (SDF Funding of up to 90% & SRP Approved) - A MOM Approved Course
23-26 Jan 16-19 Apr	\$323.81	\$352.38	Workplace Safety & Health Management Course (WSHMC)
Date	Fee (\$) Members	Fee (\$) Non Members	SKILLS CERTIFICATE PROGRAMME
21 Mar-31 May	\$688.57	\$688.57	Skills Certificate in Warehousing & Distribution (every Mon & Wed)
9 Apr-15 Jun	\$688.57	\$688.57	Skills Certificate in Purchasing Skills (every Mon & Thur)

Note: The above rates are subject to GST.

Ms Linda Tan at Tel: 6826 3051; Email: lindatan@smafederation.org.sg

Ms Michelle Khoo at Tel: 6826 3040; Email: michellekhoo@smafederation.org.sg

Ms Colleen Chin at Tel: 6826 3041; Email: colleenchin@smafederation.org.sg

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- Special Member's rate for Business Diagnostic Session
 - CEO ProAct : The Newest Business CTScan for Enterprise
- Special Member's Rate on the Purchase of Electricity from Seraya Energy

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- 5% rebate from Sma School of Management (SOM)
 - ranging from \$200 (Diploma) to \$2,250 (Doctor of Business Administration)
- Discount on services offered by Sma-DP Corporate Centre
- Preferential rental rates for Sma in-house facilities
- Preferential rates for seminars, conferences, workshops, training courses organised by Sma
- Subsidies under the International Marketing Assistance Programme (IMAP) from IE Singapore for approved trade fairs, missions or exhibitions organised by Sma. This subsidy can only be disbursed to participating member companies through Sma.

For enquiries, please contact Ms Lyn Soon of Membership & Trade Services
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