

A WORKRIGHT INITIATIVE







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Do the right thing.

Give your employees
their entitlements.

"We only have eight staff, but I never compromise on their rights as employees," said Mr Edmund Yap, who runs and owns AZ Gift & Trading. Out of the eight staff, three of them have been with the company for 10 to 20 years.



Mr Yap added: "I'm familiar with my obligation as an employer. In fact, I had a pleasant experience with the WorkRight Inspectors. I am also happy that my staff were updated on some work-related issues."

"I couldn't speak a word of English when I first joined the company," said Ms Chai. "Now I am fluent in it, thanks to my boss who has been a very patient teacher."

The benefits from this small enterprise are quite impressive too.

Explaining why his staff l'm familiar are happy to stay in his company, Mr with my Yap said, "My staff obligation as are given their due entitlements stated an employer. in the Employment Act and CPF Act. Their employment contracts cover 44-hour work week with overtime pay rate, itemised payslip, salary payment and paid annual and sick leave."

"Besides giving a week's break during Lunar New Year, the company also gives out annual bonuses of up to three months, and allow flexible working hours to accommodate staff's needs."

Ms Irene Chai who has chalked up 18 years of service as a Sales Assistant considers the good relationship among staff the main reason for her long stay.

Mr Yap coolly continued, "And to top it all off, every staff receives a Rolex watch when they reach 10 years of service!"





Her colleague, Mdm Ng Siak Ngoh, 66, a seamstress with Bez Balloons for over 5 years, added that 'the company has a family-like working culture with good employment benefits'.

Established in January 2000, Bez Balloons employs 22 full-time staff. The average length of service among the local staff is about 3 to 4 years.

At Bez Balloons,
every staff is given an
employment contract that
outlines the key employment
terms such as their job scope,
basic salary, overtime pay rate,
CPF contributions, working hours,
paid annual and sick leave.

One of the many initiatives introduced to motivate staff was a cash incentive scheme for workers who do not take unnecessary sick leave. Instead of giving the reward annually, Mr Andy Goh, Managing Director of the company, awards the cash incentive of \$250 for every 6 months of sick-leave-free work days.

"When your employees are happy, it's a boost for the business. It's a win-win situation for everyone," concluded Mr Goh.







The company ensures all staff are given employment contracts that outline job role, salary, CPF contributions, working hours and leave entitlements.

Salaries are paid on the 29th of each month via GIRO with itemised payslips that list their basic salary, CPF contributions, sales commission, overtime pay, allowances

and bonuses as well as balance of paid annual leave.

"It's important to formalise all these aspects of employment so that staff have documented records of their rights," said Ms Wong. Sales Promoters Mdm Michelle Toh Geok Kee, 61, and Mdm Goh Gek Kiaw, 63, have each worked with the company for 19 years.

"I love meeting people and my job has given me immense satisfaction through the years," said Mdm Toh.

Mdm Goh added, "I appreciate the goodwill and good working relationship that management has accorded to its workers. It makes my work more pleasant."

Both of them have received several benefits for their notable commitment, such as long service awards and performance bonuses, to name just a few.





current full-time staff
even. Of these, three
with the company since
18 years ago and
een working there for
and 14 years.

For a small local enterprise, this is an amazing retention rate.

"When I hire, I look for people who can fit into our work culture and have the qualities and desire to do the job with passion," explained Dr Alice Tang, Founder and Director. "That's why our staff have remained loyal to us for many years."

The list of benefits, besides competitive salaries, includes a 13th month bonus plus a variable performance bonus of up to four months. In addition, EdVenture Books staff get long service awards, birthday gifts and even sponsorships to further their studies up to degree level.

EdVenture Books recognises its staff as key assets and inculcates a spirit of enterprise, honesty and creativity.

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Mr Khalid bin Jantan, a Store Supervisor with EdVenture Books who started as a delivery driver 11 years ago added, "I am grateful for a very understanding boss who is willing to listen and is open to ideas. It makes my work so much more fulfilling."

"I joined EdVenture Books about four months ago and everyone here has been very welcoming in helping me to settle in. In fact, I'm learning new things every day," said Ms Iris Lim, Administration Support Assistant.



"One of the issues that we face is ageing employees. They have been with us for long and might not be as fit as before," explained Ms Nichol Ng, Managing Director. "So we re-designed or re-assigned their work duties to suit their individual capabilities. And they are happier now."

"We have an employee's handbook and ensure that all systems and processes to comply with Employment Act and CPF Act are formally in place. Beyond that, we have several benefits that are quite enviable."

Such benefits include generous staff discounts for food products, sharing of annual company sales profit and flexible hours.

Ms Esther Lim, a
Service Service Executive,
shared, "The flexible
working hours really
help me balance my studies
and work schedule."

FoodXervices firmly believes in having 'a life after work' and employees can claim expenses (with receipts) on personal grooming, travelling and dining up to a certain amount every quarter.

"We also revised the number of paid sick leave after the WorkRight inspectors pointed out that we should be giving more," added Ms Ng.
This has made a difference and benefited Ms Emily Koh, a Customer Service Executive who needed it for personal reasons.

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FOR ITS WORKERS It was a visit from WorkRight Inspectors that For The Love helped the Of Laundry Pte Ltd management of For The Love Of Laundry clarified an issue about working hours for its employees.

"Our employees were proposing to work longer on weekdays so that they can work shorter hours on Saturdays," related Ms Luo Zhongyu, Manager. "However, the company needs to allocate manpower based on operation requirements without violating the Employment Act."

The solution was to abide to the 44-hour week by spreading out working hours during the earlier parts of the weeks, and then have shorter hours for the rest of the week, including Saturdays.

For The Love Of Laundry also ensures that all staff are given their employment rights, such as overtime payments; timely salaries; paid annual and sick leave. The company issues itemised payslips that list basic salary and CPF contributions, as well as employment contracts for all staff within 2 days of joining the company.

"We believe in a transparent system where every employee's entitlement is properly documented," reiterated Ms Luo. Laundry Operations Worker, Mdm Wong Kwan Chun, 60, said, "I like the system of proper accountability for my entitlements and the working hours."

Her colleague, Ms Siti Aminah binte Arif, 41, added, "It is good that our rights are well taken care of. This is a friendly and conducive working environment for staff to work in harmony with each other."





Mr Alex Ang, General Manager of Fur & Away
Pet Grooming Salon for more than 15 years,
attributed the achievement to the team of staff
and management. "In our business, it's not easy
to recruit and retain staff. We do our best to

treat them as family and ensure that they do not miss out on any employment benefits," explained Mr Ang.

The salon employs both older and younger workers for tasks that best suit them. "It's important that each

employee derives satisfaction from
his or her job and that the duties match their skills
and personality."

Mr Ang Ah Ba, a driver with the salon for close to 10 years, said, "I help transport pets between the salon and the pet owner's premises. As I am



already 69 years old, I find my scope of work both relaxing and satisfying."

Fur & Away Pet Grooming Salon employs about 18 staff at its two outlets, of which 70% are locals.

work both relaxing and satisfying.

"I train all my groomers personally. I hope to send my staff for further training and allow them to develop their career with us," concluded Mr Alex Ang.



"Being traditional does not mean that we don't keep up with the times. Especially for employment regulations, we would update ourselves regularly through MOM and CPF Board's websites and then communicate any changes to our staff," explained Ms Kwok Wee Chi, Director of Kenlife Corporation.

"Currently, we are in the process of implementing written key employment terms for our existing staff. We have also sent staff for government-funded training in TCM courses to help improve their product knowledge and offer value-added services to all our customers. At the end of the day, we must deliver what we promise."

6 My boss is very

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get stressed out by

work pressure.

Mr Wong Heng Nam and Mdm Ong Ah Yok, two employees who have been with

Mr Wong Heng Nam, Delivery Sup

the company since it was founded 17 years ago, shared on why they enjoy working at Kenlife Corporation.

Mr Wong, 61, a Delivery Supervisor shared, "I have a strong interest in Chinese medicine. Naturally, Working here suits me well. Plus, the work atmosphere is warm and friendly."

"My boss is very appreciative of my work and I don't get stressed out by work pressure," added Mdm Ong who, at 67 years old, is the oldest employee at the company.

"Prior to the WorkRight inspection, most of our key employment terms with our employees were not necessarily in black and white," related Mr Edmund Lim Soon Lee, General Manager of Lim Thiam Chwee Food Supplier. Lim Thiam Chwee

"Following the WorkRight inspector's advice, we have since included these key employment terms in our letters of employment and issued payslips to all staff, who welcomed the move as it helped formalise their employment," said Mr Lim.

The company employs about 60 staff and they have the option of working on either a 5-day or 6-day work week. If overtime is required, the company will pay the staff accordingly.

In complying with employment laws and regulations, the company has also invested in a software payroll system which helps generate payslips that itemise the basic salary, CPF contributions and overtime pay.

"I find the payslips helpful as I use them to apply for certain things like loans or concessions," said Mdm Chew Fong Ling, 49, General Worker.

"Most of our staff find the payslips
helpful as I use
them to apply for seldom work overtime. Nonetheless, certain things... we keep track of all working hours through a biometric attendance system, and pay our staff overtime when they do," said Mr Lim.

Her colleague, Mdm Hasemah binte Ariff, 61, a General Worker who has been with the company for 3 years, added that 'she is appreciative of the management in ensuring that her employment rights are secured with proper documentation.



making



Mr Rendall De Cotta, Director of Monty's Catering, issues employment contracts to his employees, which he deemed 'to be mutually beneficial to management and employees'. "They protect everyone's interests and facilitate good rapport between both parties," he said.

In addition, employees are also issued itemised payslips that list their basic salary, CPF contributions, allowances and overtime pay. They are given 14 days of paid annual leave and 14 days of paid sick leave. Salary is paid via electronic transfer to the employee's bank account on the last day of the month.

"I don't do much overtime and we follow the polyclinic's operating hours. I work 44 hours per week and the tasks really suit my job skills," shared Mdm Lee Chin Toh, who works as a Cashier/Service Crew.

Mdm Tan Pheck Song, a Service Crew who is aware of her employment rights, added, "The pleasant working culture and good management makes my job less stressful."

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"We had quite a good retention rate of employees until a few years ago. Mainly because my employees are older and can't stand for too long," related Mr De Cotta. "That's why we have a good pool of part-time workers who are also given their due employment rights. Now everyone feels much better with the arrangement."



Oregon Prime Marketing has a staff strength of 27 employees and adopts a heartland working culture with a good work-life balance.



"We discourage overtime," said Mr Andrew
Tock, Director of Oregon Prime Marketing. "But
we do ensure that our low-wage employees
are given gratuity bonuses."

The company contributes an amount equivalent to about 5% of the employee's salary into the scheme. The employee can then receive this special lump sum gratuity bonus after every 2 years.

The company has a proprietary accounting system to process its payroll, whereby employees are given itemised payslips that list the basic salary, CPF contributions, sales commissions and allowances.

The company is a very responsible employer...

Other benefits
include transport
allowances for sales
personnel and
certain office staff,
medical and dental
reimbursements and
a healthy bonus for
employees with a sick-

leave-free year of between \$250 and \$300.

Staff receive paid annual leave and sick leave of 14 days respectively. However, Mr Tock was not clear about the number of days for paid hospitalisation leave. A visit by WorkRight Inspectors helped to clarify the issue and the company has since apportioned the correct amount of 60 days (instead of 30 days) for paid hospitalisaton leave.

Mr Rosli Moklas, 51, Senior Sales Executive commented that 'the company is a very responsible employer and places a fair amount of trust in its workers'. Little wonder that Mr Rosli Moklas has stayed with the company for over 22 years.



With a staff strength of just over 40 employees, OTO Wellness has a payroll system that tabulates basic staff salaries, CPF contributions, sales commissions, number of days worked by staff and annual leave balances. These are all itemised in payslips given to employees.

Employees are also given employment contracts that spell out their entitlements.

"The key employment terms in the employment contract is advantageous to both employer and employee," added Ms Angie Teo.
"These contracts will help to prevent any misunderstanding that may arise later on."

"The management has always kept its word regarding our welfare. This is important as it means that I can trust the company, which in turn motivates me to work better," shared Mr Chong Chin Ong, 39, a Retail Supervisor who has been with the company for the last 16 years.

Ms Angeline Chang, 55, a Leader in the Customer Relations Department also added that 'the close-knitted culture of the company encourages staff to perform better as a team and work towards common goals and objectives'.

Staff also receive medical reimbursements, festive and performance bonuses, annual salary increments and staff purchase discounts of 30% for its products.





"Most of the staff have been working here since our business started and they tend to be older workers. My boss knows that most of his staff have family, so he's not very particular or calculative about the hours. He would let them take longer lunch breaks for family meals, or get off work earlier to be with their family," explained Mr Toh Wei Wang, Operations Manager.

"That doesn't mean we don't adhere to the Employment Act and CPF Act. We just make procedures easier for our staff. For example, they can just verbally request to take leave and the HR will do all the paperwork for them."

"My HR manager will usually go to MOM website for updates. If there are any changes to our HR policies, we will print out the memo in black & white and verbally update our staff as most of them are not very computer savvy," added Mr Toh.

"My boss treats us very well; he trusts me to do my job. This is why I am here for so long," said Purchaser Mr Teo Hock Keh.

Sharing the same sentiment is Mr Cheng Chai Kee, a Shop Assistant. "I wouldn't have stayed here for 10 years if not for the flexibility my boss has given me. He takes

care of my pay, gives me
CPF and provides me
paid annual leave.
I use the leave to
spend time with

my grandchild."

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When it comes to the basic, SKP has an electronic payroll system that takes care of itemised payslips, which are given to its 130 employees with their salary on the last day of each month.

"We have an automated system to keep track of working hours including any overtime done. Staff are allowed to carry forward their

annual leave for up to 2 years, or choose to encash their leave if desired," explained Ms Magdalene Lim. "Our staff can even refer to our HR Operations Manual if they are unsure of anything."

"We believe that our staff are our greatest asset and ensure they receive their entitlements. We list down the entitlements through formal employment contracts, and give ample opportunities to advance their career with us."



"I had only a Primary 6 education and was selling cakes before I joined SKP. The company has been very supportive of me and helped me improve my skills. Today, 13 years later, I'm a Senior Operations Supervisor," recalled Ms Pay Li Li, 43.

The WorkRight
Inspectors were
impressed by
how happy my
receptionist was...

Ms May Leow Bee Choon, 48, Senior Branch Supervisor added, "My job gives me a lot of satisfaction not only with my employment rights and salary, but also with the respect and trust that the management freely gives to everyone."



Besides offering a wide range of stationery and gifts, Standard Stationery also has excellent HR practices.

balance my time with my family commitments," shared Customer Service Assistant,

We ensure that all employment terms are in line with statutory requirements.

Ms Felicia Lu. Mr Liu
Wei Fang, also a
Customer Service
Assistant, appreciates
'the challenging
aspects of the job and
the benefits that come
with it'.

"We ensure that all employment terms are in line with statutory requirements," said Administration Executive, Ms Cheryl Lee. "Every employee is given an Employment Contract and Employee Handbook that outline the necessary entitlements."

The company has an electronic payroll system that lists basic pay, overtime pay, payment for work done on public holidays and CPF contributions in their payslips. Annual leave and off-days of each staff are clearly displayed on a noticeboard for everyone to keep track of.

"Some of our older workers requested for shorter working hours because they can't stand for long hours while other staff have to care for their children and we accommodate to their requests. Their pay are then tabulated and communicated to them accordingly," explained Ms Cheryl Lee. "That way, they can continue working with a pay system that is fair to all workers."

"The flexible working hours really help me to



These benefits include reimbursements for both medical and dental treatment, and commitment awards that recognise the employee's strong work ethics.



"Although we are a small company, we do not provide any less for our employees," declared Mr Dyran Dharmaraj, Managing Director of Three Beauties.

Established in 1999, the company has 14 staff, most of whom have been with the company for an average of 6 years.

"We ensure that all staff receive their entitlements such as 14 days of paid annual leave, 14 days of paid sick leave and 60 days of paid hospitalisation leave. Their salaries are consistently paid on time and CPF contributions are always up to date."

The warm and friendly working culture at Three Beauties is one of many factors that kept staff like Ms Anthea Lee Lay Yew, 51, working happily as a Sales Promoter with the company for the last 7 years. She attributes it to 'a stress-free working environment, flexible working hours and a good boss'.

Ms Jasmine Ong Lay Choo, 47, to work here. "On top of our entitlements, we also get 13th month bonus, fixed commissions as well as sales Their salaries are incentives when taraets are met. consistently paid

Ms Lee also recommended her good friend,

Best of all, we are not pressured by management to hit those targets," added Ms Ona. "And that to me, is the beauty of working here."

on time and CPF contributions are

"At the moment, we have a manual payroll system with payslips that reflect items such as basic pay, CPF contributions and commissions. We hope to install an automated payroll system soon," said Mr Dharmarai.



always up

to date.



During an inspection, WorkRight inspectors discovered that employees were not given the mandatory 14 days of sick leave after serving for a period of more than 6 months. General Manager Mr Soh Yee How was not aware of this employment regulation as he had based the sick leave entitlement from a previous employment contract he had with a different company.

"However, we have since rectified that lapse and kept up-to-date with both the Employment Act and CPF Act."

Today, Xpressflower.com, which retails in floral bouquets and bespoke gifts for every occasion, ensures that its 59 employees are well looked after in every aspect.

"We do sponsor staff for skills upgrading courses and are open to flexi hours for employees that require to work from home," said Mr Soh.

"We also believe in touching lives and making a difference. We work closely with the Asian Women's Welfare Association (AWWA) and the Society for the Physically Disabled (SPD) to provide employment opportunities for Persons With Disability."

"I was recommended by SPD for a job at Xpress Flower and it has been a great experience working here," said Customer Service Officer Ms Belinda Lim, who is wheelchair bound.

Her colleague, Ms Wang Hui Xin, who is also physically disabled, added, "I have worked here for close to 5 years as an Administration Assistant and the work environment is very conducive for us."

When asked whether she knows about her employment rights, Ms Wang confidently answered, "In addition to getting updates at staff

meetings, I also visit the MOM website regularly to







Yue Hwa is also a company with a heart. When one of its long-term employees wanted to retire because of family commitments,

Staff are constantly encouraged to upgrade their skills through training courses...

the company arranged for her to work flexi-hours and reshuffle job duties to suit her schedule.

"It's important to keep pace with such changes, such as the need to issue key employment terms to ensure that all employees are not shortchanged on their benefits. Every employee is given a handbook for easy reference of their employment rights," stated Ms Yap.

"Staff are constantly encouraged to upgrade their skills through training courses in customer service, safety and language," said Ms Florence Tham, Chief Cashier. "I am so grateful that Yue Hwa has helped me out, and it turned out wonderfully for my family," said Ms Lim Pheck Gim, a Sales Supervisor who has been with the company for 18 years (and counting).

The company has a generous list of incentives and benefits for all its 61 employees to achieve better productivity. Innovative schemes will soon be introduced to help promote a better worklife balance.