

Issue 8 April 2014

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## A NOTE FROM OUR EXECUTIVE DIRECTOR

Dear colleagues

I am pleased to announce that the Group reported a 21% year-on-year growth in turnover to \$507.7 million for FY 2013. The improved turnover was contributed by most of the Divisions.

Since the divestment of steel business in 2005, this is the first time that the Group achieved a turnover of more than \$500 million and this is in line with the vision set 3 years ago.

Group profit before tax in 2013 was \$36.4 million against \$46.1 million in 2012.

Excluding Bangkok Synthetics Co., Ltd, NSL Group profit before tax increased 13% to \$27.2 million, mainly due to the improved performance by Construction Products and Engineering Divisions. Construction Products Division achieved a higher sales volume and revenue from its precast operations in Singapore and the regional dry mix business. Engineering Division achieved better performance driven by the higher spreader deliveries and improved product mix.

In the third installment on "Business Excellence", we would like to touch on Results Orientation and Customer-Centric Excellence.

An organisation's performance system needs to focus on results that are guided

by the interests of all stakeholders- customers, employees, shareholders, suppliers and partners and the community.

At the same time, we should fulfill customer-centric excellence; constantly engaging with them, with a firm focus of meeting customers' needs. This will lead to greater customer satisfaction, customer referrals and loyalty.

We should also pay attention to both current and future customer and market needs, and respond to them efficiently and effective.

In this issue, NSL OilChem Services tells how their customer service department is trained to build a strong rapport with customers and achieve customers' satisfaction. Raffles Marina showcase their impeccable hospitality to visitors, thus have been receiving compliments from visitors alike. Read more in the following pages.

I would like to thank all of you for your contributions to the organisation in 2013.

Let's continue working together as a team to enhance our core businesses and seize opportunities for new and sustainable growth.

**Oo Soon Hee**

# Feature

NSL

## 2013 FULL YEAR RESULTS

Group turnover increased 21% to \$507.7 million in 2013 compared to \$420 million in 2012. The higher turnover was contributed by most Divisions.

Group profit before tax was \$36.4 million, 21% below the profit before tax of \$46.1 million in 2012.

Excluding BST, Group profit before tax increased 13% to \$27.2 million mainly attributed to the improved performance by Construction Products and Engineering Divisions.



	THE GROUP		
	2013 S\$'000	2012 S\$'000	Change %
Turnover	507,745	419,980	21
Profit Before Tax and Exceptional Items	27,212	24,125	13
Profit Attributable to Shareholders	148,634	46,769	218
Earnings Per Share (cents)	12.52	26.84	(53)

### Performance by Business Divisions

Turnover (S\$'mil)	2013 S\$'000	2012 S\$'000	Change %
Construction Products Division	304.9	232.5	31
Environmental Services Division	85.5	79.3	8
Engineering Division	56.7	44.9	26
Chemicals Division	44.5	47.4	(6)
Others	16.1	15.9	1
	507.7	420.0	21

Profit/(loss) before tax excluding exceptional items (S\$'mil)	2013 S\$'000	2012 S\$'000	Change %
Construction Products Division	11.8	5.3	123
Environmental Services Division	8.4	11.1	(24)
Engineering Division	6.8	5.1	33
Chemicals Division excluding BST	5.5	5.4	2
Chemicals Division including BST	9.2	22	(58)
Others (Including unallocated corporate expenses)	(5.3)	(2.8)	(89)
	36.4	46.1	(21)

# COMPLETION OF ELECTRIFIED DOUBLE TRACK PROJECT, IPOH TO PADANG BESAR

The Electrified Double Tracking Project (EDTP) (Ipoh – Padang Besar) is among Malaysia’s largest public infrastructure undertakings that hold the key for future reduction in national petrol consumption alluding to savings in petrol subsidies and decrease in carbon emissions.

Scope of works for EDTP (Ipoh – Padang Besar) include the design and construction of two new parallel electrified tracks to replace the existing single track, stations, bridges, as well as modern electrification and signalling systems.

Eastern Pretech (Malaysia) Sdn Bhd (EPM) recently completed the supply and delivery of precast elements in this prestigious project. EDTP project is one the largest contract EPM has secured and marks EPM’s paradigm shift to infrastructure products. EPM’s contract value stood at approximately RM165 million. Below is a summary of the contract:

	Precast Elements	Quantity (m³)
1	Viaducts encompassing 3.45km marine viaduct and 29km land viaduct	128,405
2	Railway Sleepers	49,151
3	Turnout Bearers	7,736

## Viaduct

The 3.45km marine viaduct, built across the northern tip of Bukit Merah Lake will serve the only above-water double railway track. The viaducts were cast and supplied by EPM at the temporary Bukit Merah Casting Yard. The plant was set up primarily to undertake the casting of viaducts.



The 3.45km marine viaduct



Aerial view of the temporary Bukit Merah Casting Yard in 2009

## Railway Sleepers



Railway Sleepers at Perak railway track



Railway Sleepers casted at Sg. Petani Plant

## Turnout Bearers





# Feature

## Construction Products

### EPHK HIGHLIGHTS

Eastern Pretech Hong Kong (EPHK) shares with us some of their key projects completed in 2013.

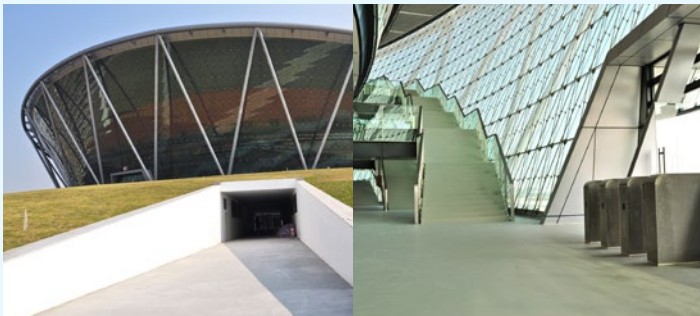
Total sales of E.MIX Hong Kong steadily increased 14% in 2013. the Render & Screed series and tile fixing series contributed to the highest sales volume. The newly launched products, Stone Fix 686 and Stone Sealer S1, were well-received and recommended by some architects in Hong Kong for their iconic projects.

#### Project Reference



The Riverpark

Situated in Tai Wai, Hong Kong, The Riverpark is nearby the traditional Chinese tourist spot of Che Kung Temple. The project consists of 4 residential buildings, each with 36 to 38 storeys. In this project, the E.MIX Waterproofing system and tile fixing system were adopted. This new project secured high margin products such as Tile Fix 383 and Super Render. The developers are New World Development and MTR Corporation.



The Riverpark

A significant project in E.MIX China in 2013 was the Dongguan Basketball Centre. The project used E.MIX Self-levelling series including Flowment Colour 810 and Primer at the car park, pedestrian walkways, staircases, VIP rooms and the stadium (smooth overlayment with wood on top). E.MIX products covered a floor area of more than 30,000 sq.m.



AZURA



Tregunter Towers

AZURA and Tregunter Towers are the two E.MIX projects located in the premium locations in Hong Kong. AZURA is a new residential project in Mid-Levels West by Swire Properties, where a wide range of products like render, waterproofing, tile fixing products and skim coat were used.

AZURA recently became one of the most beloved places for local celebrities to dwell. Tregunter Towers is a renovation project in Mid-Levels. The main contractor Hong Dau Construction Co., Ltd selected E.MIX waterproofing system and high end tile fixing system for the three residential towers.

# PRECAST/PRESTRESSED CONCRETE INSTITUTE INTERNATIONAL SYMPOSIUM AND EXHIBITION

Dubai Precast participated in the first Precast/Prestressed Concrete Institute (PCI) International Symposium and Exhibition, which was held on 3-5 December 2013 at Dubai World Trade Center.

PCI is the technical institute for the precast and prestressed concrete structures industry in the USA and it is in the process of forming its first international Chapter which will be based in the UAE.

During the event, world-renowned speakers were present to encourage the sharing of best practices in the use of precast and pre-stressed concrete. Topics such as sustainability, high performance self-leveling concrete, accelerated bridge construction and architectural façade treatments were also discussed.

Dubai Precast is one of the founding members of that Chapter, and therefore was one of the sponsors and exhibitors of the symposium.

Participants invited to the three-day event came from all over the broader region of North Africa, the Middle East and the Indian Subcontinent.





### REVIEW OF PARMARINE

In 2013, Parmarine's turnover grew by 11% to EUR 36 million (\$\$62.6 million). Domestic sales rose by 16% to EUR 20.1 million (\$\$34.8 million) and export sales (mainly to Norway) by 5% to EUR 15.9 million (\$\$27.8 million).

With over 40 years of establishment, Parmarine has clients in countries such as Finland, Sweden, Norway and many other European countries. Parmarine took on a challenge to broaden its market share in Scandinavia by penetrating in Swedish market and eventually succeeded in securing new Unit Bathroom (UB) orders for EUR 2.1 million (\$\$3.6 million). The first deliveries to Sweden took place in February 2014.

Specialising in production of prefabricated bathrooms for the housing

industry, the biggest domestic client (UB deliveries) was Pohjola Rakennus with EUR 2.3 million (\$\$4 million) sales and export client (UB deliveries) was Skanska Norge with EUR 8 million (\$\$13.8 million) sales. The biggest Fire doors client was Meyer Werft with EUR 1.8 million (\$\$3 million) sales.

Following the recent news from Singapore government on the use of prefabricated bathroom units to raise productivity in Singapore's construction sector, Eastern Pretech Singapore will adapt the technology from Parmarine to meet the demands of the domestic markets in Singapore.

Parmarine's net profit before tax was EUR 2.1 million (\$\$3.6 million). ROCE was 21% (19% in 2012) and ROE 16% (15% in 2012).



Interior bathroom unit for a residential building, Kauniaisten Calla



Exterior view of the UB element

# AUTHORISED DISTRIBUTOR FOR PRESTONE

NSL OilChem Trading (NOCT) is pleased to be appointed as the authorised distributor for Prestone's products in Singapore and Malaysia.



Mr Aleksei gave an overview of the operation of a cooling system, and presented common misconceptions that drivers have about cooling systems. Prestone's "50/50 Prediluted Extended Life Coolant" was introduced, which is compatible to all makes of cars and boasts a 5-year protection up to 150,000 miles.

Other than learning about the importance of coolants, the event provided productive interaction for NOCT's sales & marketing team and participants.

At the end of the seminar, the participants were convinced that Prestone is the best coolant, and are looking forward to use it.

In conjunction with this appointment, NOCT organised the inaugural Prestone Coolant Seminar on 10 January 2014, at Ramada Hotel.

Prestone, a leader in coolant technology, offers an extensive range of coolants. The brand is a globally approved Original Equipment supplier and technical collaborator for more than 75 years, and is an active participant in standards and testing protocols for the automotive industry.

The seminar was attended by more than 100 participants consisting of prospective dealers and the media. Mr Aleksei V. Gershun, a Technical Fellow of Prestone, was specially invited by NOCT to impart his technical expertise on coolants.



Inaugural Prestone Coolant Seminar held at Ramada Hotel



# Feature

## Environmental Services

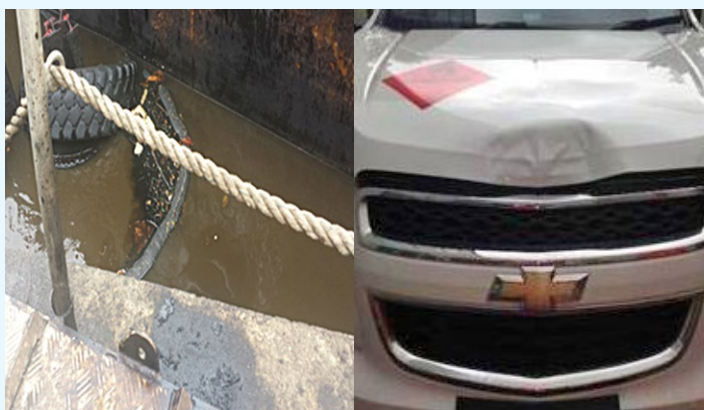
### SAFETY SEMINAR 2014

NSL OilChem group (NOC) held its Safety Night 2014 on 10 January. The objective of the seminar was to share the incidents reported for 2013. This includes, identifying some of the Behavioural Base observed at the workplace, process owner presentation and the implementation of the Demerit Points System. Safety Awards were also presented to the employees with good safety record.



#### Some of the safety incidents reported in 2013:

- Slip and fall when using stairs
- Oil sheen in the sea
- Back injury due to manual handling
- Vehicle damage when parked at the loading and unloading area



#### What is Safety Triad?

Participants were introduced to a safety triad. They were addressed on the three contributing factors to a safety culture which includes Person, Behaviour and Environment.



#### Demerit Points System

A new system was implemented to improve on the Safety Culture at the workplace. Contractors and employees will be issued demerit points for breaches under the system. The number of demerit points awarded depends on the severity of the violations.

#### Annual Employee Safety Award

The following employees who participated actively in the safety activities and achieving good safety record in the workplace received the Annual Employee Safety Award.

#### Congratulations to all winners!

- Foo Kuet Chou (Logistics)
- Ng Yong Khoon (Logistics)
- Chung Sin Wong (Logistics)
- Zhang Ting (Logistics)
- Du Ye Ping (Laboratory)
- Azman Bin Buang (Laboratory)
- Rathinam Parthasarathy (Lube Plant)
- Fong Hua Yan (Lube Plant)
- Chinnaiyan Annad (Incineration Plant)

# Feature

## Environmental Services

### CUSTOMER-CENTRIC EXCELLENCE

Established since 1997, NOC has been providing waste management services to customers in Singapore and overseas. With a wealth of customer handling experience accumulated over the past 17 years, NOC is proud to be the waste management company preferred by oil majors, and the de-slopping service provider for 90% of the vessels at PSA's wharves, among other achievements.

#### Customers chose NOC as preferred company due to good service

NOC's prowess in providing high levels of customer satisfaction is also reflected in a survey conducted by the brand consultants from StrategiCom Pte Ltd, where the majority of NOC's customers have indicated "good service", as their main reason for choosing NOC.

NOC has achieved the above through its relentless drive and continuous evolution to be a customer-centric organisation, to provide customers with one-stop, hassle-free waste management services. This simple idea to focus on customers is one that has influenced the thinking of everyone in NOC across all levels.



#### 15-strong Customer Service team

Starting with the customer service department, NOC has a 15-strong team where everyone is expected to answer the telephone within three-rings, and cross-trained to handle each and every caller's enquiry effectively, with minimal call-transfers to other colleagues.

This is because NOC believes in having a human touch; by listening attentively to the customers' needs and understanding their concerns. From there, the customer may be assigned an account executive who will follow through with the delivery of the services required.

NOC assures the provision of good services by ensuring that the touch-points with the customers are well-covered:

- **Timely provision of services and updates:** every vehicle is equipped with a GPS tracking device and walkie-talkie to allow the Customer Service (CS) team to know the exact location of the vehicles at any time, and stay in constant contact with the drivers.

The GPS system is also programmed to automatically send out notifications when NOC's service team arrives on site. Therefore, when customers call in to enquire about the service status, the CS team is able to answer the customer immediately and accurately.

- **Safety consciousness:** the attainment of the BizSAFE STAR Certification was underpinned by NOC's safety culture and robust team of safety and project supervisors.

NOC understands the stringent requirements of oil majors and other established leaders in the oil and chemical industries.

Hence, NOC has assembled a competent and experienced team of ESH and project supervisors to ensure that not only the customers' safety requirements are met, but customers can also rest assured that NOC's services will be carried out smoothly and safely, in a responsible manner.



Moving ahead, NOC looks forward to continue cementing its customer relationships through its customer-centric approach, and in doing so, achieve greater customer satisfaction, loyalty, and resilience in the oil-and-chemical waste management sector.

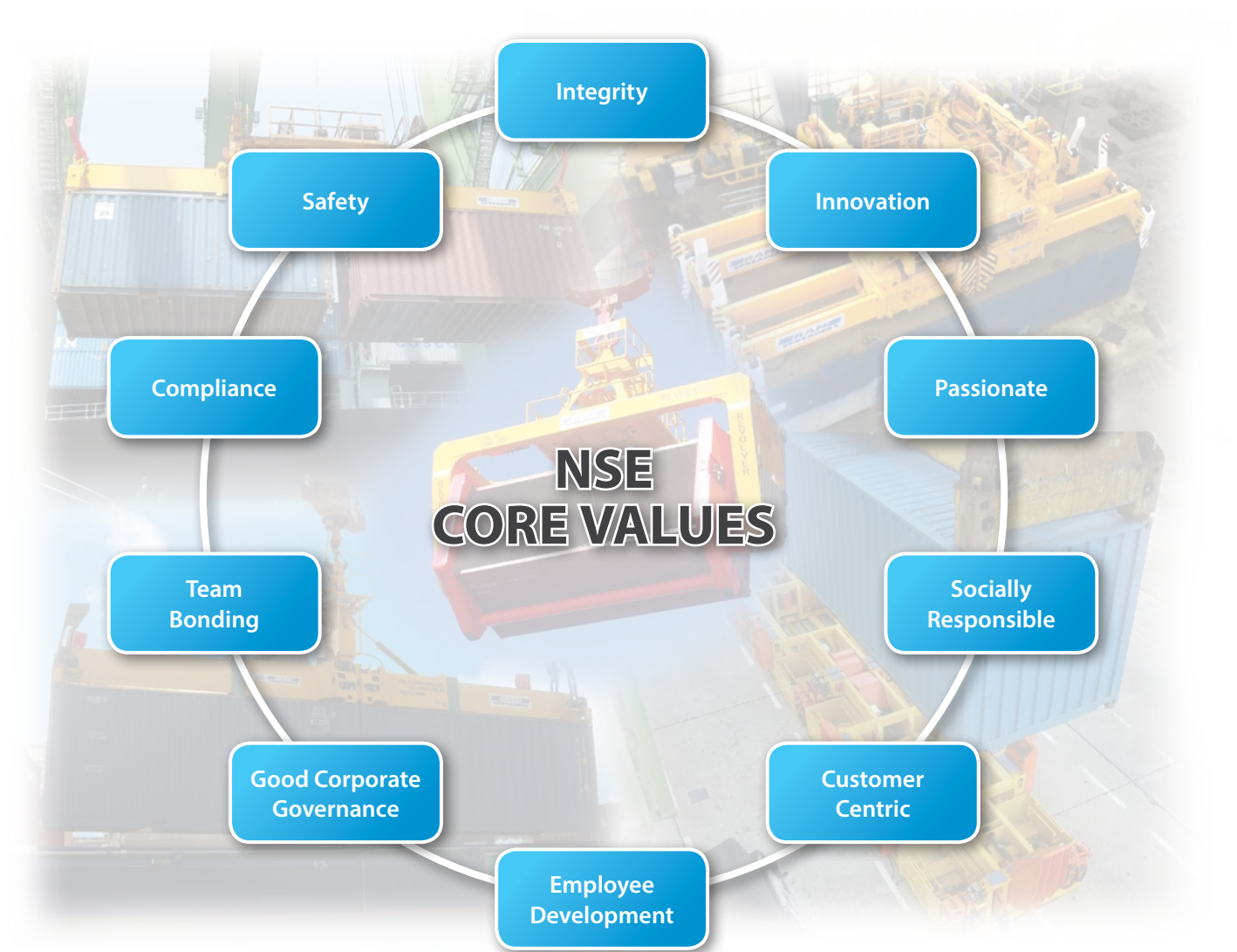


### STERLING ACHIEVEMENTS AT NSE GROUP

NSL Engineering (NSE) Group achieved one of its highest profits in FY2013. Compared to previous year, turnover for the group increased 26% to \$56.7 million and profit before tax rose 33% to \$6.8 million.

The Group delivered 578 Electrical Singlelift Equivalent (ESEQ) units of Spreaders in 2013, an increase of 37% compared to FY2012. The better product mix comprising the regular Spreaders as well as the relatively new and higher end models (Singflex, RAM Revolvers and All Electric Twinlift Spreaders) also contributed to the increase in sales.

The Group's sterling achievement was the result of dedicated effort of every member of the RAM family. It was the outcome of all striving towards the goals as set in the budget and KPIs while diligently embracing the Group's core values.



In 2013, management made concerted effort to boost work ties and reward staff for their good work. Company outings such as Family Day for ChangShu RAM Engineering and a two-day trip to Bintan for NSE were organised.



### STUDENTS BURSARY PROGRAMME



Changshu RAM Engineering (CSR) Bursary Programme was established by Changshu RAM Charity Foundation

To reach out to the local community in China, Changshu RAM Charity Foundation established the Students Bursary Programme recently.

Five qualified undergraduate students from Changshu Technical College were the first group to benefit from the financial aids allocated from the charity fund. This represented a little token of encouragement in their path of study.

On 26 December 2013, the beneficiaries and their principal, Mr Gu and teacher, Ms Xu, were invited to CSR. Committee members of the Foundation hosted the event and were pleased to meet the beneficiaries who came across as confident and ambitious.

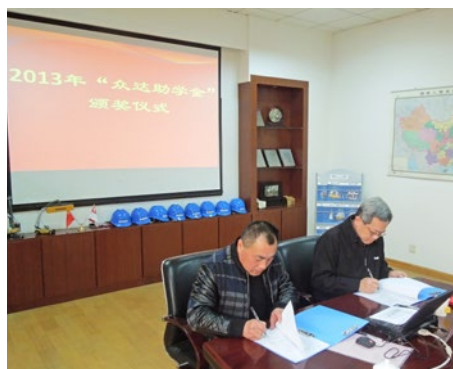
The day started with the signing ceremony of memorandum and bursary distribution of two thousands Yuan to each student by General Manager, Mr Eric Ong. This was followed by Mr Gu presenting a souvenir to CSR as an

appreciation for our generosity. After that, the guests were invited for a tour at the plant where the students had their first close encounter with the products and manufacturing techniques. The guests were also guided to visit the RAM Heritage Gallery where they were briefed about the Company development and product technology.

It is CSR's hope that these students could one day join the big family and contribute to the continual growth of the Company.



A tour around CSR's plant and facilities



Signing the memorandum



Learning more about RAM's heritage and history

# CHANGSHU RAM ENGINEERING 2013 YEAR-END SNAPSHOTS

In 2013, ChangShu RAM Engineering (CSR) was buzzing with activities. Towards the year-end, they continue to engage employees in the following areas.

## Internal Company's Newsletter

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A printed 4 pages newsletter was produced in December 2013. A quarterly newsletter in Chinese, it features articles and photographs of recent events such as the establishment of the Changshu RAM Charity Foundation, CSR Family Day and the memorable trip to Hangzhou. With this newsletter, it allows the management to keep employees abreast about happenings in the company. It is a powerful tool to create a sense of belonging within this big family.



# Feature

## Engineering



### Fighting Fire!

An annual fire drill at CSR was conducted on 11 December 2013. All 304 employees evacuated systematically from their respective workstations and gathered at the designated assembly point after the alarm was set off. The methodical evacuation process took only two

minutes reflected the quick response towards emergency inculcated among the employees throughout the years.

An officer from the community fire department demonstrated some fire-fighting skills through useful techniques

like tying rope knots for emergency escape and putting out fire using fire extinguishers. A training workshop was conducted by the officer to further instill occupational safety and health awareness among our staffs.

### Winter Hazards Protection Plan

Wind chill is severe in Shanghai and adjacent coastal cities like Changshu. Days with extreme wind chill can lead to skin frostbite and even hypothermia. Staff working at the exposed shop floor as well as the engineers commissioning at ports are most exposed to such hazard strikes.



CSR had taken countermeasures to purchase winter vests for staff. Each staff is urged to wear the additional down parka vest on top of the current jacket to keep them warm during this season.

All the air-conditioners were inspected and serviced by the maintenance staff before the winter season arrived.

The room temperature is set to a comfortable level (ie: about 24 degree celsius) whenever the temperature drops to below 10 degree celsius. The heater at the canteen is switched on a few minutes before noon so as to ensure that the environment is warm during staff lunch break.

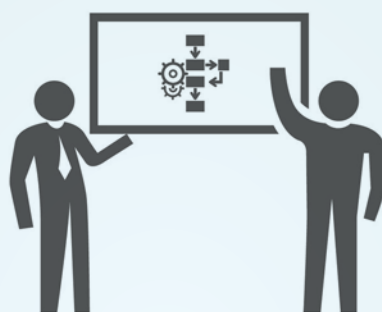


# Feature

## Chemicals



NSC management reviews and discusses the financial performance of each operating division in their monthly management review meeting.



## FINANCIAL REVIEW

Chemicals Division recorded a lower turnover. Turnover declined 6% to \$44.5 million in 2013 largely due to lower revenue from the refractory business which was affected by lower demand from the steel industry.

Compared to 2012, Profit before tax of the Division declined 46% to \$14.7 million in 2013. This was largely due to the significantly lower contributions of its petrochemical associate in Thailand, Bangkok Synthetics Co. Ltd (BST) which was affected by weak operating conditions last year.

Excluding BST, profit before tax of the Division was \$5.5 million, marginally higher compared to 2012. This was due mainly to higher contribution from its lime business on the back of higher export sales.

### Highlights in 2013

Last year, Malaysia's operation in Ipoh relined one of its kilns and extended its warehouse capacity to store solid fuel such as petroleum coke.

Committed to research and development, the Division focused on development of new product applications in agriculture and construction sectors.

### Monthly Management Review Meeting

Each month, NSC management reviews and discusses the financial performance of each operating division in their monthly management review meeting.

During the meeting, the management focuses on variances between actual and budgeted and compare against competitors and/ or industry benchmarks, whenever appropriate. The key financial performance indicators such as profitability, operating efficiency and cash conversion cycle and other operating issues are discussed.

If there are any adverse trends or problems, the management takes immediate actions to rectify or resolve any issues.

The result-based system does not stop at financial performance review. As an organisation-wide culture, NSC also implemented Key Performance Indicators to measure the outcomes of each individual's performance depending on the functions within their job scope.

# ANNUAL CUSTOMER SURVEY

NSC continually engages its customers on a regular basis to determine and understand customers' needs and challenges. NSC believes it is important to foster good customer relationship and strengthen customer-supplier cooperation.

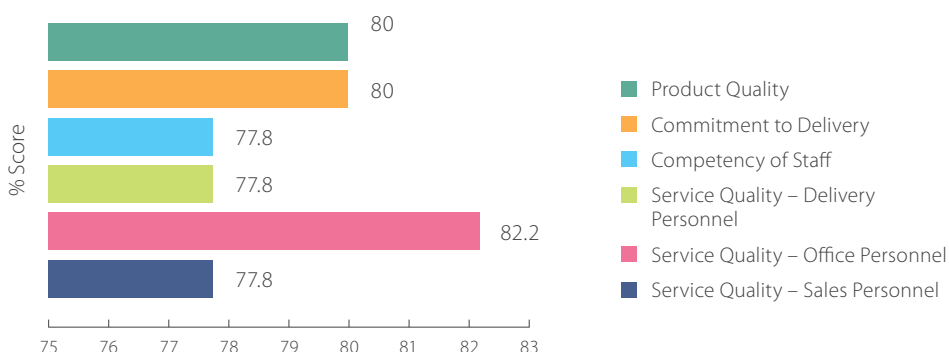
On an annual basis, NSC conducts a survey to obtain feedback from their customers. As some industries served by lime and refractory are varied and their needs are slightly different, NSC customised survey forms for each of the industry. For lime, the survey is categorised into four main segments, which includes: service quality, competency of staff, commitment to delivery and product quality.

For refractory, customer satisfaction level breaks into seven main segments:- service quality, application performance of products, response time to the order, Just In Time (JIT) on delivery, range of products and services, pricing compared to competitors and support service (before/after sales).

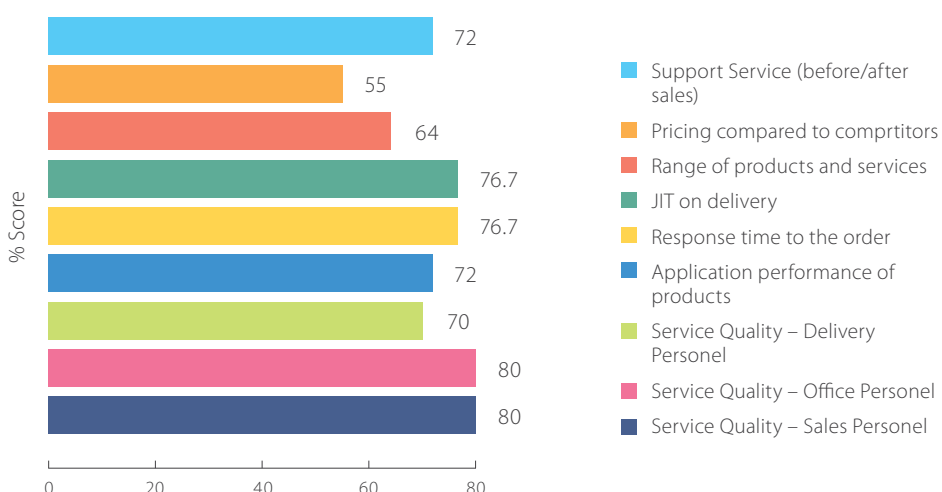
For year 2013, the overall customer satisfaction score for lime and refractory is 79.3% and 72.4% respectively, where refractory score is the highest in the past 5 years. Further breakdown of the score is shown in the graphs.

## Results of Customer's feedback through survey conducted in 2013

### A: Lime



### B: Refractory



NSC is happy to note that for lime and refractory, the customers were most satisfied with our service quality from office personnel. Through the survey, NSC has also received helpful feedbacks from customers which allow NSC to gain better understanding of customer's needs in this fast pace environment.

For roadstone business, the number of customers are lesser, thus the group service them differently. Staff of NSC slag digging staff, works closely with the staff of Nasteel Holdings

meltshop operations to execute the safe handling of the hot steel slag. Over the years, the team has been working closely with customers to address their needs, such as, managing quality, prompt deliveries and coordinating with their operation staff on projects and to provide technical support on any steel slag related issues faced by them.

NSC will continue to strive to achieve optimal customer satisfaction with its product and services.

# Feature

## Chemicals

### SALVAGE WASTE

NSL Chemicals (M) Sdn Bhd (NCM) developed a two-pronged objective to tackle the burgeoning inventory of waste and to save cost. This initiative was approved by the management in September 2013.

The approach is simple - repair the broken pallets in-house and manage the pallets stock. Broken pallets include one or two planks damaged, and it accumulates to a significant amount of waste material.

Prior to this, there was no history to pallet repairs. Nevertheless, the assigned personnel attempted it. Armed with just hand tools and plenty of determination, the personnel had the

pallets sorted, stripped and repaired. Within two months, a total of 138 pallets were salvaged, with potential savings calculated at RM2,696.52 (About S\$1,348).

With the cooperation of all departments, the area was cleared of waste materials.

The message is plain and simple - with everyone putting in extra effort, no task is too great to achieve!



The situation before the initiative



Men at work



The area cleared of wastes



# Feature

## Raffles Marina

### RML'S IMPECCABLE HOSPITALITY

Raffles Marina (RML) takes pride in its service to customers and guests.

One very good example of this aspect is the annual sailing event, entitled "Sail Indonesia", supported by RML. This boat rally takes place towards the end of each year with self-owned boats sailing from Darwin, Australia, through the Indonesian archipelago and finishing at RML.

This journey takes three to four months and for many participants, it is the biggest trip of their lifetime.

Participants come from every spectrum of life, from the young sailing couple, wanting an adventure before settling down to start a family, through family units and the hardened and seasoned-round-the-world sailor, to those in their retirement years.

An eclectic group, all with different needs and all keen to move outside their comfort zones and taste a little adventure. From any Marinas

perspective, RML could have adopted a sit back and they will come approach or engage them early, listen to their needs and always try and over deliver on service.

RML of course takes the second approach, which is customer-centric.

Over the past few years, a representative from RML attended a skippers technical briefing for 300 skippers and crew a few days before it gets underway in Darin. Firstly, to make a presentation on the benefits of choosing to berth their yachts with RML at the end of their adventure. Secondly, but most importantly, to meet, connect and listen to the participants.

By connecting and listening, RML has become more than a venue on the itinerary. RML become a trusted and relevant partner as they

venture into the unknown, providing them information and service that connects to dots between Darwin and Singapore.

By the time they reach our marina, we have made multiple touch points and contacts with them. Sailors know RML personnel and their service culture and they feel comfortable and at home.

RML is their window into Singapore and of course if they feel they are getting good value and service, that shows in the dollars they are willing to spend whilst here in the marina.

Customer centric service is a simple process. It requires listening, deciphering what is required and delivering a little bit more every time. It's defiantly a cornerstone of the hospitality industry and one that RML is very proud of.



The Dockmasters at Raffles Marina (Grey, long sleeves) are there to assist visitors and clients

#### Here are some of the testimonials from RML's 2013 Sail Indonesia visitors:

"We had a wonderful time both in the Marina and Singapore. So much to see, so little time! The staff was very helpful and the facilities are great. Thanks very much and hope to be back next year!"

Jan Vleggaar, from Valletta

"Enjoyed our time here! The Marina staff are very friendly and helpful. Thanks very much!"

Roger Hill, from New Zealand

"Thank you to all of the Raffles Marina Staff for making our stay here so enjoyable! We really had a great time here at Raffles Marina and Singapore. Of all the mariners that we have stayed all over the world, this is our favourite!"

Jake Adams from USA

### SPORTING IT OUT AT DUBAI PRECAST



Dubai Precast Family

Dubai Precast held its traditional Annual Party on the 20 February 2014 at the Etisalat Academy grounds.

Employees participated in relay races, sack hopping, badminton as well as treasure hunting games. Awards were given to winners for those games as well to those who participated in cricket and football

tournaments organised in the weekends before the party.

The employees danced their hearts away to the rhythm of music from different parts of the sub-continent. The successful day ended with a buffet dinner and raffle prizes as the cool evening set in.



"I did it!"



Everyone's giving their brightest smiles!



Spontaneous colleagues showcasing their best dance moves



Employees grooving to the rhythm of music from different parts of the sub-continent



### HEALTHY BITES AT RAFFLES MARINA

Raffles Marina commenced a “Healthy Eating Campaign” in November 2013. It aims to encourage employee to eat healthily at least twice a week.

To kick off this campaign, twice in a week, the staff canteen will tweak their menu and serve an array of fresh vegetables like pumpkin, celery, vegetable salad and more (instead of the regular menu). Chicken are skinned before cooking and steamed fish are served.

To cope with the recent hot weather, brewed herbal drinks are made available. Fresh sugar cane juice, healthy fruit juice, and fresh fruits like apple, orange, and banana are served too.

Posters on healthy eating are pinned up around the staff canteen, for tips and ways to eat healthily.



Presenting healthy dishes at RML!



Tucking in soon!



Having a healthy break with fellow colleagues!



### NSE COLLEAGUES IN FOR A TRIP (TREAT)!

On 28 to 30 December 2013, NSL Engineering (NSE) embarked on a trip to Bintan, to celebrate the company's achievement and its record breaking growth.

Staff and management from different departments came together with their families to enjoy this relaxing retreat. It was also a great opportunity for employees to spend time with their family and friends.

Upon arriving at Bintan Lagoon Resort, the white sands, rolling waves and gentle sea breeze welcomed everyone. Families and children had a great time cycling, swimming, playing laser tag games while couples and friends strolled along the beaches, get together around the lounges and playing billiards.

A short tour was organised to explore the island and some colleagues went shopping. Food was great during the dinner party, where delicious barbecue dishes and beer were kept flowing through the night. Gift exchanges and lucky draw added excitement to the event. Kudos to the organisers who made special efforts to prepare gifts and prizes and ensured that no one went home empty-handed.

The NSE Family ended their trip on a smooth sail back home bringing along happy memories.





# People

## Staff Bulletin

### MOVIE – GANZA AFFAIRE

Eastern Pretech Malaysia (EPM) held its annual dinner on the 15 February 2014 at Pullman Lakeside Putrajaya, Malaysia. Themed as “Movie-Ganza”, some came dressed as movie characters like Charlie Chaplin and Superwoman, turning the event into a Hollywood event. Attended by over 400 employees of EPM Group from Kuala Lumpur, Beranang, Seelong, Bemban, and Sungai Petani, everyone had a fun night together.



A spontaneous group who dressed up to the nines!



Best Dressed Male and Female Award went to Wan TY and Normarianna from the Marketing Department



Cheers to great company!



All smiles for the camera!



Bird-eye view of EPM Celebration



A toast to celebrate EPM's achievements in 2013!



25 Years Service Award was presented to Madam Maggie Shem of EIM by Mr Ng Kok Peng, Mr Tang Lai Peng and Mr James Ng



Nominees for Best Dressed



Kudos to the Sports Welfare and Recreation Club (SWRC) Committee for making the night a success!



# People

## Staff Bulletin

### EMIX GLITZ AND GLAMOUR PARTY!



Guests and staff members dressed to famous movie stars



Multicultural solidarity and team work in the organisation



Winners of "EMIX Got Talent" singing competition

EMIX Annual Dinner 2014 was successfully held on 28 February with the theme of "Hollywood". The guests and employees let their hair down and dressed up to the likes of Leonardo Decaprio, Kate Winslet, Audrey Hepburn, Indiana Jones, Batman, Spiderman and more. Red carpet was rolled out for these "Movie Stars" at the Hong Kong Jockey Club. Entertainment activities, including lucky draw, group games, karaoke and live band performance were held. Fifteen tables were filled with joyous guests and staff.

This year, colleagues from Singapore, Malaysia and Guangzhou also joined the banquet. The event further strengthened the multicultural solidarity and team work within the organisation. During the dinner, the Sales and Marketing team rewrote the lyrics of a famous song "問誰領風騷" to sing praises on EMIX products. The guests were immensely impressed. Everyone sang and danced together. What a delightful event! Cheers to everyone's effort and commitment to the company.



Guests and staff danced together



The talented lyricists



"Pharaoh Dicky" received the prize from Mr Ivan Fu, CEO of the listed company C. Cheng Holdings Ltd., the parent company of LWK & Partners (HK) Limited.



"Captain Ip" with Mr Kyran Sze – KYSS Properties



(From left) "Nepoleon Loke", "Captain Ip", & Mr Derrick Pang, Deputy Chairman of the listed company Chun Wo Development Holdings Ltd.



## LOVE MOVEMENT 2014 AND MELROSE HOME VISIT

On a Saturday morning, 22 February 2014, 16 employees from subsidiaries in Singapore visited Melrose Home. This Home is run by Children's Aid Society to provide a supportive environment for children ages 4 years old to 18 years old.

First time visiting the home, they spent time interacting with the children, and presented them donations from staff and NSL Ltd. The morning started with several outdoor activities (like team relay). This is followed by treasure hunt where snacks like Kit Kat, Pokey and raisins were hidden in several locations around the Home.

The children were able to find these delicious treasures quickly.

After the morning activities, Dr Low Chin Nam, Chief Strategy and Operations, presented \$12,000 of staff donations and \$10,000 of donation from NSL corporate to Mr Amargid Singh, Programme Executive of Melrose Home. The staff donations were raised during the annual Love Movement 2014 held in January this year. These donations will be channeled towards sponsoring daily meals for 11 children in 2014.



(Left to right) Mr Jeffrey Fung, NOCS CEO, Mr Amargid Singh, Dr Low Chin Nam and Mr Chia Wei Min, SRC Chairman



Engaging the children. (This photo was taken from the back to keep their identities confidential)



Yummy food is served!



Thank you for brightening the lives of the children



### PREVENTIVE MEASURES FOR HAZE



In June 2013, Singapore experienced its worst haze condition, with 3-hr PSI reading exceeding 400, while the 24-hr PSI reading exceeded 200. Malaysia also experienced similar haze condition. A similar index is used in Malaysia, known as Air Pollutant Index (API). 24hr PSI readings and 24hr API readings are published by the National Environmental Agency (NEA) of Singapore and the Department of Environment (DOE) of Malaysia respectively.

#### What should we do?

According to the NEA, a 24hr-PSI reading of more than 100 is considered unhealthy while a reading of more than 300 is considered hazardous. For those with chronic heart or lung disease, haze particles can affect the heart and lungs. For healthy individuals, haze particles may cause irritation to the eyes, nose and throat. Below is a Health Advisory by Ministry of Health (MOH):

24-Hour PSI	Healthy Persons
<100 (Good/Moderate)	Normal activities
101 - 200 (Unhealthy)	Minimise prolonged or strenuous outdoor physical exertion
201 – 300 (Very Unhealthy)	Avoid prolonged or strenuous outdoor physical exertion Wear N95 mask if prolonged and strenuous outdoor activity is unavoidable
>300 (Hazardous)	Minimise all outdoor exposure Wear N95 mask if outdoor activity is unavoidable

In general, during a haze condition, the MOH of Singapore advises that the general public should :

- Try to stay indoor and minimise outdoor strenuous work
- Drink plenty of water
- Use an N95 mask, depending on the PSI level and the health of an individual.

N95 masks blocks out 95% of fine air-borne particles between 0.1 to 0.3 microns.

#### Haze At Work

In addition, the Ministry of Manpower of Singapore and the Department of Occupational Safety and Health Malaysia have separately issued guidelines for the protection of employees against the effects of haze at workplaces. These guidelines require employers to conduct risk assessment to assess the safety and health risks, and to implement appropriate measures to minimise or mitigate these risks.

NSL Group has implemented a Haze Action Plan last year for all operating units in Singapore and Malaysia. This action plan provides measures to be taken at different range of 3hr-PSI readings.

For example, all employees working outdoors will be issued N95 masks when 3hr-PSI is more than 100, and are required to wear the mask when the 3hr-PSI exceeds 200. All outdoor work activities will cease when 3hr-PSI reading exceeds 400.

# HOW TO RELIEVE SORE MUSCLES AND MUSCLE PAIN AFTER EXERCISE

Source: By Teresa Cheong for Health Xchange, with expert input from the LIFE Centre, Singapore General Hospital (SGH), a member of the SingHealth group.



Getting sore muscles a day or two after an intensive workout or rigorous exercise is normal, especially if you are increasing your exercise intensity or starting on a new sport or exercise. The delayed muscle aches and muscle pain are caused by tiny injuries in the muscle fibre and connective tissue.

This condition, known as delayed onset muscle soreness (DOMS), is common, says Cindy Ng Li Whye, Principal Physiotherapist, LIFE Centre, Singapore General Hospital (SGH), a member of the SingHealth group.

"If you haven't exercised for a while or if you are starting a new physical activity, you are likely to experience sore muscles after the workout. Your body is simply saying your muscles need time to recover," says Cindy.

The good news is that once your body gets accustomed to the new sport or exercise, you will experience little or no muscle soreness.

## How long is muscle pain supposed to last?

The sore muscles that occur after a rigorous workout will usually subside after 24 to 48 hours of rest. But if the muscle aches do not go away after a few days of rest or even become more intense, it could be a sign that you have sustained a serious muscle injury.

Experiencing severe muscle pain during a workout could also be a sign that you have a muscle strain or muscle injury. If muscle pain is accompanied by breathing difficulty, high fever, muscle weakness and stiff neck, see a doctor.

### *Tips to relieve muscle pain and soreness*

#### 1. Use an ice pack

If it's an acute injury, or if one notices swelling of the muscle or joint area and it feels warm, wrap an ice pack in a thin towel and place it on the sore muscles for about 15 minutes. If there isn't any swelling and the muscles are just sore from the exercise, apply a heat pack for 15 minutes to boost blood circulation.

#### 2. Go for a massage

A trigger-point or sports massage will help to relax very tight sore muscles and soothe muscle aches.

#### 3. Stretch, stretch, stretch

Stretch your muscles for about 10 minutes after a rigorous workout to prevent sore muscles. And before exercising, remember to warm up the body with simple movements like arm swings and marching on the spot, or start walking slowly and gradually pick up the pace.

#### 4. Do light exercises (such as walking, swimming)

Do not stop exercising completely. The fact that you are experiencing muscle soreness after a workout is a sign that your muscles have been stretched and are slowly getting stronger. By using your muscles (with light activity), you can speed up the elimination of lactic acid buildup.

#### 5. Build up eccentric exercises slowly

You are more likely to get muscle aches if your muscles are working eccentrically. Eccentric contractions occur when your muscles lengthen under tension as seen in the "down motion" of a bicep curl. Walking or running downhill are also examples of eccentric training. Increase intensity gradually.

#### 6. Take a warm bath

A warm bath may loosen tight muscles and boost blood circulation, providing temporary relief.

What about topical creams? "There is little evidence that liniments, oils and other typical over-the-counter sports creams have any effect beyond the massaging action," says Cindy. However, by making the skin feel cold or hot, they may distract your mind from the soreness.

Need help adopting a better lifestyle? The LIFE Centre at Singapore General Hospital has a multidisciplinary team of experts who can provide you with guidance on weight management, exercise and diet.

Article contributed by the LIFE Centre at:



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