

CONVERSATIONS

NEW BATCH OF HUMAN CAPITAL PARTNERS UNVEILED

The Human Capital Partnership (HCP) programme welcomed 28 new HCPartners on board this year, expanding the community of progressive employers in Singapore.



Mrs Josephine Teo, Minister for Manpower and Second Minister for Home Affairs, with the newly-minted HCPartners

More employers in Singapore have pledged their commitment to growing their businesses and staying competitive through progressive employment practices this year. These 28 companies join the HCP family of over 600 employers who believe in practices such as nurturing a stronger local workforce, developing its people across all ages and levels, facilitating skills transfers from foreign to local employees and more. Today, these HCPartners collectively employ over 200,000 locals.

This batch of new HCPartners received their HCP certificates from Mrs Josephine Teo, Minister for Manpower and Second Minister for Home Affairs



at the Engagement Session with Human Capital Partners and Tripartite Alliance Award Winners held on 14 February.

In her opening speech, Mrs Josephine Teo said of exemplary employers, **“Beyond embracing a mindset of doing right by their employees, these employers put commitment into action – through long-term people strategies which are core to their business plans, and deliberate effort to meet the changing needs of their workforce. I am heartened that this community of exemplary employers continues to grow.”**

Mrs Teo also highlighted the best practices of a few companies. Lauding new HCPartner Mencast Marine for its efforts in redesigning jobs for mature workers, she said, **“The seniors in our workforce have much to contribute. Enabling them to do so through different phases of a company’s growth and transformation can be a boon to the business.”**

“It has been a win-win outcome for both Mencast Marine and its employees. The company benefits

from increased productivity. At the same time, those whose jobs were redesigned also benefit from new skills to stay relevant, and jobs that are easier, safer and smarter,” she added.

Tripartite Alliance Award Winner homegrown law firm Rajah & Tann was also lauded for its belief in supporting its employees’ lives outside of work despite the demanding and fast-paced nature of the legal industry.

“Work-life initiatives are important for employee retention and job satisfaction. It also leads to a more productive and committed workforce that can help the company achieve better business outcomes,” said Mrs Teo.

The event ended with a closed-door dialogue exchange led by Mrs Teo, which saw over 45 participants exchanging insights in a spirited discussion about progressive employment practices such as the employment of older workers, suggestions to enhance sharing of these practices, and the government’s support for employers in view of the COVID-19 situation.

See the full list of new HCPartners at [TAFEP’s website](#).

NEW ON THE MENU: A TECHNOLOGICALLY CONFIDENT AGEING WORKFORCE

Shorter queues, quicker payment processes, happier customers and more – technology promised to serve up cafeteria operator The Wok People a whole slew of benefits. But first, the company needed a key ingredient to complete its recipe for success – the confidence of its ageing workforce in handling all things digital.

As the relentless advancement of technology makes waves across industries, businesses have to quickly embrace new skills for the digital era. And cafeteria operator The Wok People is one company determined to stay ahead of the game.

In 2017, the company was looking to incorporate new technological features such as digital menus, buzzer systems, QR codes as well as cashless and contactless payment systems, into its services. At that point, almost half of the company’s 600-strong workforce were in their 50s and above, many unfamiliar with technology. The management recognised that a massive shift in operations could lead to some of its people grappling with insecurities brought along by technology. Therefore, it sought to help its ageing workforce gain confidence to take on the digital world.

Learning & Development: Making Technology Part of The Mix

When the company set up an in-house training department as part of its ongoing efforts to upgrade its people’s skills and knowledge, it made technology a key focus. Apart from enrolling its people in courses in areas such as food safety and hygiene and interpersonal relationship management, the training department arranged courses in technology for those who needed them.

One major project involved sending about 300 employees for the SkillsFuture for Digital Workplace workshop at the Asian Culinary Institute. The foundational course equipped participants with knowledge in areas such as kitchen automation, robotics servers, data analytics and cyber security. The department also hired

training instructors to conduct courses at the company’s head office. Skills learnt ranged from basics such as using search engines and mobile applications, to more complex tasks such as operating cashless payments.

Serving Up Productivity, Efficiency and Satisfaction

The various digital training courses, many of which provided older workers with hands-on experience, reaped positive outcomes.

“When we eventually implemented digital technology and equipment at our offices and cafeterias, employees were more receptive to change, and were also able to learn faster,” says Mr Alfred Chua, Managing Director at The Wok People.

Productivity increased, and so did customer service standards in many aspects.

For one, queue time at cafeterias has been reduced by about five-fold – manual payment processes that used to take about one minute can now be completed within 12 seconds. This is because the company’s new payment system calculates the prices of food items automatically as each plate passes through a scanner. Additionally, e-payments also make transactions faster, convenient and less prone to human errors.

Overall, manpower spent on performing manual tasks such as handling cash payments have been reduced by 80%, enabling staff to focus better on other aspects of business such as enhancing service quality.

“Today, we are better able to reskill our cafeteria staff, especially the older workers, so that they can take



Senior Operations Manager Mr Ivan Kwok, one of the employees who benefitted from the organisation’s upskilling initiative, at his workplace.

on higher-level, multi-skilled job roles. Our people can now focus better on providing good service to the hundreds of customers who patronise us every day,” says Alfred.

“On the backend, being able to employ data analytics results in better inventory management and forecasting. This has led to enhanced productivity and staff satisfaction,” he adds.

Take Mr Ivan Kwok, one of the employees who benefited from the company’s digital initiatives, for example. The 52-year-old Senior Operations Manager is responsible for ensuring smooth operations across nine of the company’s many F&B outlets. Whether he is working on building client relationships, encouraging teamwork amongst staff, or strategising business plans for the various outlets, Ivan’s work has been eased by technology.

“I can now obtain information, updates and feedback on various outlets faster and more conveniently. This enables me to make decisions more swiftly and efficiently,” he shared.

SKILLSFUTURE FOR DIGITAL WORKPLACE

Are You Ready for The Digital Workplace of the Future?

Gain the know-how and confidence to embrace the changes coming our way at work.

SkillsFuture For Digital Workplace Workshop



WHAT IS IT

A two-day foundational programme to prepare Singaporeans for the future economy, and build their resilience and adaptability as they become attuned to today’s technology-rich environment.

WHO IS IT FOR



Individuals for a better understanding of emerging technologies and how they impact work, and how to interpret and use data



Employers to equip their staff with the mindset and skills to welcome technological changes to the workplace, and to take advantage of new opportunities

WHAT TO EXPECT

Participants will build an understanding of the digital workplace in various areas:

01



Technology

- Learn to thrive in a technology-rich workplace
- Understand how to enhance daily life through mobile apps

02



Cyber Security

- Recognise the importance of cyber security at work and in life
- Learn basic skills such as setting up passwords

03



Data Analytics

- Understand how data and information can be used to enhance processes at work and in life

04



Functional Skills

- Identify sought-after jobs in the future economy
- Create action plans for continuous learning
- Enrol in courses on the MySkillsFuture Portal
- Apply for SkillsFuture Credit

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