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Leadership and Logistic Management

TRAINING!



The Leadership and Logistics Management Training was conducted from 28 February to 01 March 2024 at Sankyu Technical Academy (STA), Johor, Malaysia.

Participants above Section Chief designation attended the training from the following countries: Sankyu Indonesia, Malaysia, Singapore and Thailand. The Leadership and Logistics Management Training is designed for managers based in the logistics industry in Sankyu to develop their knowledge and skills to become an engaging leader.

The trainers for the Leadership and Logistics Management Training were from Sankyu Singapore: Junus san, Muthu san and Agnes san respectively.



James' reminiscences of his insights and experiences gained from the 5 Days' Leadership and Management Training held at STA Sankyu Malaysia

"We have colleagues from Sankyu Malaysia, Indonesia, Singapore and Thailand who attended the training with us. Most of the lessons are conducted by Junusan, Muthusan and Agnessan.



Sankyu Singapore



Sankyu Malaysia



Sankyu Thailand



Sankyu Singapore



STA Classroom Lessons



VAR Training

Leadership Training			SANKYU
Perception and Mindset <ul style="list-style-type: none"> Perceptions from different angles Fixed Mindset vs Growth Mindset 	Six Sigma (DMAIC) <ul style="list-style-type: none"> Define-Measure-Analyze-Improve-Control Improve Business Processes 	Fishbone and 5 Whys <ul style="list-style-type: none"> Identifying root cause of a problem Development & Improvement 	Crisis Management <ul style="list-style-type: none"> Understand Crisis What to react and making decisions effectively

Logos: Kodak, Amazon, NOKIA

Diagram: DMAIC cycle (Define, Measure, Analyze, Improve, Control)

Quote: "Thank You" to our Guide

In the first 3 days, we are being taught mainly on Leadership skills; some of the topics like perception and mindset of a leader, crisis management, lean six sigma and benchmarking are part of the module.

Last two days' lessons were focused in Logistics Management like technology, KPI and cold chain management. I also had the opportunity to try out the VR simulations on what could possibly happened when there are safety lapses.

This boosts my understanding and confidence level as a leader in the warehouse. I am also able to solve issues or problems efficiently using the methods.

In conclusion, after the 5 days of training, I am more confident as a leader in the warehouse. I will continue to improve our process and lead our men to a greater height."



Reflection on the 5 Days' Leadership and Management Training held at STA Sankyu Malaysia by Nurhidayah Karim san

Hello, My name is Nurhidayah Karim and I am from Sea Freight Department. I attended our 1st Leadership and Logistics Management Training in STA which was held on 26 Feb to 1st Mar 2024 & I would like to give a shout-out to Mr Junus san and his team with their exceptional Engaging Training delivery.

The course covers a wide range of topics from Perception to my personal favorite Cold Chain Management. A bonus lesson on warehouse planning were also introduced. These topics are useful for our day to day jobs. In fact, some are currently being practiced in our department. Real world examples made the contents interesting and relevant Materials were also delivered at a perfect pace, loaded, packed and fun. I hope these beneficial and excellent trainings will progressively continue for our current and future leaders.

Change takes time. And now I am confident to proudly say, we are in good hands. Thank you!

“ A Leader is one who knows the way, goes the way, and shows the way ”

- Jon C. Maxwell



Engaging and Fun Classroom Lessons



Learning Journey to Sankyu TLH SGenable Programme

A group of guests visited Sankyu TLH from SG Enable and Bizlink on Tuesday, 6 Feb 2024 from 9am to 10.30am. The purpose of the visit is to learn the best practices put in place in Sankyu catering to the needs of people with disabilities in the workplace. The attendees were as follow:

S/N	Name	Designation	Organisation
1	Mr Ron Loh	Deputy CE	SGE
2	Mr Kenny Foo	Assistant Director- Employment and Consultancy Services	SGE
3	Ms Ang Li May	CEO	Bizlink
4	Ms Jacqueline	Head Client Support and Fulfilment Enterprises	Bizlink
5	Mr Christopher Yeo	Manager - Logistics and E-Commerce Fulfilment Training	Bizlink
6	Ms Eileen Ee	Manager - Employment Support Team	Bizlink
7	Mr Lam Kheng Chong	Head - Community Engagement and Employability Preparation	Bizlink

Our former MD, Takekatsu Yamanoisan, welcomed the abovementioned guests. He shared with the guests that Sankyu Singapore is committed to embed a corporate culture of inclusiveness for employees with disabilities. For its commitment to embrace a culture of inclusiveness, Sankyu Singapore was awarded the Enabling Mark Silver Award in 2021 and 2023 respectively.



Koshu Matsudairasan showed a video on the Disability Inclusive Programme Initiated by Sankyu Japan. He reiterated that beyond corporate social responsibility, there was also a strong business case for companies to embrace workplace disability inclusion. He stresses, "Organisations benefit in many ways: they can diversify their talent pool and build teams that leverage different strengths and perspectives; enhance their corporate culture to become a more collaborative one, and develop an innovative spirit as they adapt jobs and services to accommodate persons with disabilities. These are strategic advantages for businesses to do well."



Muthusan shared with the participants that Sankyu Singapore Pte Ltd is honoured to be a Disability-inclusive Employer. This award benchmarks and recognizes Sankyu for its best practices and outcomes in terms of disability and inclusive employment.



The company supports the employment of people with disabilities and also students from ITE who perform their internships with us. Sankyu Singapore collaborate with the various stakeholders: Institute of Technical Education, SG Enable, Autism Resource Centre, SPD and the Community.

The company creates a strong environment for people with disabilities to learn, work and assimilate into the community. The company will continue to have a strong focus in this area and we have put in place a good support team of mentors and counsellors to support this initiative.



Next, the following PWD employees of Sankyu Singapore shared their work experiences with the audience: Jordansan, Rajeswarisan and Leesan.



Rajeswarisan is operating the Warehouse

Jordansan is providing admin support

Leesan is keeping the workstation spick-and-span

Management System (WMS)



Finally, the guests toured Sankyu TLH warehouse. They mingled with the staff at the warehouses and chatted with them to gain a deeper understanding of the working culture at the workplaces. Mr. Junus Kartara, General Manager, was at hand to conduct the guided workplace walkabout seamlessly and with ease. The visitors were acquainted with the warehouse operations in the warehouse. During the walkabout, they witnessed the best practices and safety measures put in place at the warehouse. They also had the opportunity to view the facilities and infrastructure at the warehouse. The working trip to the warehouse was indeed a memorable experience for the visitors.

Article By: **A S Muthu - Warehouse**



Sankyu Forwarding Conference

was held in Tokyo, Japan on 21 March 2024

Sankyu Forwarding Conference was held in Tokyo, Japan on 21 March 2024. This is a face to face meeting for the first time in 4 years after the pandemic.

Sankyu Inc has invited members from Sankyu Group to participate and we have 2 members from Singapore, Sea Freight department to participate in this conference.

At the conference, Sankyu Inc shared activities of Global Network Project, Reactivation for Air Logistics Business and Digitalization for our Forwarding business.

In addition, we also have shared the international logistics activities and sales activities in our company.

After the conference, we joined the welcome dinner. The following day, we visited Tokyo Branch, Y2 Container Terminal and head office.



Welcome dinner



Sankyu Inc Tokyo Branch



Conference participants - head office

Article by: Kerine Su - Sea Freight





Bridging the Gap

Have you ever felt that whatever you have done to date does not seem to meet your Superior's expectation or make your boss happier? So when you have such kind of feelings, what do you do about it? Do you find time to talk to your boss? It is all about expectations not being met. Everyone has different expectations of their subordinates. It is important for you to know what is lacking and how you can do better.

In an organization like us with more than a thousand employees, it is not an easy feat to get to where we are. We were never short of capable people and the ability of the organization to retain these people will make a big difference to how far we will progress.

When we have a GENERAL in the team, it is equivalent to having 100 men; you might have heard of this expression before. Can everyone be a GENERAL? Often, we fail to recognize that when expectations are not met, it is due to the incompetency of the person assigned for the work.

Few points to consider;

- ✔ Did we assign the job to the right person?
- ✔ Was the person trained? If not, what have you done?
- ✔ Was he guided properly?
- ✔ How do we measure his performance? Was there any constructive feedback sessions along the way?

So the next time when you feel that there is a gap of your result versus the expectation of your Superior, just discuss with them and find out specifically where the gaps are. Open communication always produces the best outcome when handled maturely.

As Superiors, we must have an OPEN mind to listen to constructive feedbacks i.e KAIZEN to make our workplace a better place for everyone. We are a big family working in the same organization that provide us a stable income always. So gaps are meant to be closed and not allowed to becoming bigger.



Seeking the Perfect workplace

Roving around from companies to companies for the last thirty-six years, I have always wonder what actually makes a great place to be working for. When you meet someone who works for only one company their entire life, you surely ponder how they can stay with a company for such a long time.

I have worked for a total of nine companies in my career to date. Working for various nationalities such as Japanese, Australians, Austrians, British Malaysian joint venture, Singaporean (local) companies and mingled with Koreans, Indonesians, American, Irish, Welsh, German clients had given me a colorful experience in my working life. Cultures and values for these nationalities are very unique and I have learnt a lot from them. It does not matter who you are working for as long as they recognize your contribution and always willing to give you the opportunity to excel.

There is never the best company to work for, just more suitable company that fits your goals and personal agenda.

- ✔ One needs to ask oneself what they are looking for in their job.
- ✔ What gives you satisfaction in your work?
- ✔ What do you want to achieve in this company?
- ✔ How can you make your workplace a better place?
- ✔ Do you have opportunities given for you to prove your capabilities?
- ✔ Is your boss a good mentor and leader that appreciate your input and talent?

Remember, you spend more than half of your time at your workplace (more like a 2nd HOME), minus sleeping hours, personal time, and the majority of your time is at your work place.

What is important to us is family should come first, when your family is in order, you can focus better in your work. So a happy family back home is the key to a successful work life.

I remember meeting this Australian manager from Sydney that works very hard for the project. I asked, "Are you owner of the company". He answered, "No, I am not. To be the best, you must give your best to the company. There must be a sense of ownership in the company and you will surely give your best shot".

I had never since look back and continue to move forward. By looking at the positive aspect of things makes a great difference in the end result. Excellent work can only be produced when you do not compromise easily. You decide how your environment can improve by doing your part. Everyone has a say in their own destiny and future. You have to believe in yourself and love what you are doing.

When I was with a British trained Quantity Surveyor, he inspired me to be courageous to speak and act on what needs to be done. Just do it, you should not be afraid to be assertive and believe

When facing an environment that is unacceptable, we can decide to do something about it. We can do our part to suggest how things can be improved. Instead of blaming others for the plight that we are in, why don't we do something about it? Sure, there are things that we may not be able to change, so let us get around it.

Being around for a while, I have begun to take on more roles where I can contribute back and be an asset to the organization. We can be the change agent for the better if we continue to strive and improve our working condition. No one owes us a living. The company can only continue to exist if we work together to create a better future. We have a choice, continue to move around to find that ideal place or put in some more effort to make the workplace our home.

Article by: **Ronnie Seah - Administration**



Meeting with Qualitas Health

It was a fruitful trip to Sankyu JB on 07 June 2024 to meet up with Qualitas Health Group through the arrangement by Sankyu JB Colleagues, Ms.Siti – Admin Manager and Ms.Mariam – HR Executive

Qualitas Health is a medical healthcare group based in Malaysia which is also collaborating with the clinic in Singapore – Frontier Healthcare for the extended healthcare services across the border

With this extended collaboration between Sankyu Singapore and Qualitas Health, we believe our fellow colleagues staying in Malaysia will be able to have a better and timely health care / medical needs.

Looking forward to a great collaboration with Qualitas.



Group photo with Qualitas Representatives



Group photo with Sankyu JB Management Staff

Article by: **Kristen Ong - HR**





BREAK THROUGH



Announcement of a Significant Achievement of 2 x Multi-Year Contracts by MMP (MGE-B Dept):

- A** Securing a (3) three years Shutdown Maintenance Contract (SDM) from May 2024 to April 2026 with Mitsui Elastomers Singapore Pte Ltd.
- B** Securing a (3) three years Maintenance Service (Mechanical) Contract including providing DM services to the New 6TF Plant from May 2024 to April 2026 with Mitsui Elastomers Singapore Pte Ltd

1 Ongoing Global Challenges & Uncertainties & Competitor Strong Competition:

Despite facing fierce competition with one of the reputable public listed companies and the ongoing global challenges and uncertainties such as:

- 1.1 Factors such as the US-China competition, unpredictable and increasingly protectionist trade policies may cause an impact on Singapore's security and prosperity.
- 1.2 Ongoing wars of Russia-Ukraine, Israel-Hamas and South China Sea tensions.



2 For Business Strategy:

2.1 For sustainability, we are moving away with the Traditional Practices of a Yearly SDM bidding contract by strongly proposing a Multi-Years SDM and DM Contracts for the following reasons:

- Easier to Lose Valuable Clients to Competitors.
- If we're operating on short-term contracts, we're giving our competitor repeat chances to poach our clients. Think of it this way, **if we are bringing clients on to 3-year deals, that gives our competitors one chance every 3 years to steal our business away.**
- If we are still **operating on one-year deals**, our competitors will have a **new chance to steal our client each and every time the short-term contract runs out.**



- **A steady stream of guaranteed annual revenue for 3 years locked-in** as long as we fulfil the contract requirement and KPIs.
- **Strategic Partnerships: Long-term contracts allow for the development of strategic partnerships** with Suppliers/Service Providers/Subcontractors. All parties commit to the contract terms, fostering a mutually beneficial relationship (Win-Win Situation).
- **For continuous Improvements:** Able to map out a more structured and systematic approach to **drive productivity improvement** and **better serve the clients**
- Enhancement of Time-on-Tools (ToT) programmes
- **Customer Retention: Keeping existing customers satisfied and attracting new ones.**
- **Tools mechanization Investment to improve work efficiently.**

3 Conclusion:

During the past years of SDM execution on MELS Plants, we have learnt many lessons and identified improvement opportunities along the way and it is extremely important that we incorporate these learning into the future work to ensure that we continue to improve and execute all the DM & SDM work safely and flawlessly.

With MMP team support over the 1-year journey in the preparation of the proposal, we managed to achieve this important milestone and look forward to their full support in sustaining this contract.

Last but not the least, sincere thanks to top management (ex. GM-Yaekura-San & MD-Yamanoi -San) for reviewing and

strengthening the presentation slides with additional valuable selling points and especially Kogo-San (Engineering Division-New GM) for providing the enormous support and presence throughout the Multi-Years SDM presentation walk through with MELS/MCAP management team in various stages.



Article by: **Kan Fook Meng - MMP**





Employee Well-being Workshop

Today, employee well-being has become a critical focus at the workplace which including both physical and mental health. At SANKYU, we recognize the crucial role of the employee well-being plays in driving productivity, engagement, and overall business success. By embracing these trends, Sankyu Singapore had organized 2 workshops, facilitated by Dr. Tommy Tan, DBA, MSc BBA, HR consultant, Trainer, Author, Research and Consulting Lead and Certified OJT professional.

Managing Emotional Well-Being in the Workplace - Fostering Employee Joyful Well-Being & Mental Health was organized on 10th January 2024 to harness the power of emotions for personal growth, team harmony, and professional success. There were 5 modules covered in this virtual workshop which consist of Understand Emotions in the Workplace, Develop Emotional Intelligence, Recognize the Signs of Stress, Different Types of Crises and Manage Crises and reduce Stress in the Workplace.



6th March 2024	14th March 2024	20th March 2024
M1 Introduction to Peer Counselling at Workplace: (3 Hrs)	M3 Establish Positive Peer Relationships: (3 Hrs)	M5 Understand Human Behavior and Modify Toxic Patterns: (3 Hrs)
M2 Recognize Signs and Symptoms: (3 Hrs)	M4 Enhance Communication Skills and Influencing Abilities: (3 Hrs)	M6 Provide Support Using Coaching and Peer Counselling Skills: (3 Hrs)

At some point in our lives, we must have experienced that sense of helplessness at not knowing what to say when we see your co-workers struggling emotionally.

Apply Foundation Peer Counselling Skills at the Workplace, a 3-Day physical workshop was organized on 6th, 14th, and 20th March 2024 to equip employee with fundamental peer counselling skills to enhance meaningful interactions with others. Walk alongside our co-workers through their tough times. Apply Foundation Peer Counselling Skills at the Workplace comes in handy when people just need a little push to get back on their feet without the need to visit a professional counsellor.

There were 6 modules covered in these 3 days' workshop.

Take charge of our organization's future and be the catalyst for positive change. Together, let's create a workplace where well-being flourishes, innovation thrives, and success knows no bounds. Act now, and unlock a world of possibilities for yourself and your team!



Managing GEN Z and GEN Y at the Workplace

As the workplace continues to evolve, managing a multigenerational workforce has become a critical aspect of organizational success.

The insights from the recent event, Managing Gen Y and Gen Z at the Workplace, jointly organized by Workforce Singapore (WSG) and Singapore National Employers Federation, on 14th May 2024, the speakers, Ms Miri Stephanie Takakura, Director, Workforce Transformation, Deloitte Consulting SEA & Dr Tommy Tan, Founder, HR Consulting Services, Dolphine Performance Consulting Pte Ltd, underscore the strategies in understanding and adapting to the needs of Gen Y and Gen Z in today's diverse and dynamic workforce.

From the panel discussion by Zen Y, Christian and Sakshi and Zen Z, Tanvi and Jasmine, from Deloitte Consulting SEA lead by Ms Miri, they shared what are important for them:

- 1) Flexibility
- 2) Recognition
- 3) Continue learning
- 4) Bonding with the team
- 5) Opportunity to explore
- 6) Inclusive but not stereotyping
- 7) Loyalty – not exchangeable (they don't believe in loyalty but the opportunity for their personal growth)



Other key takeaways from the event are:

- ✓ **Look at Similarities**
 - Focus on similarities instead of differences to create strengths
 - Learning to master differences and appreciating them
- ✓ **Look at Similarities**
 - To involve them in our work instead of managing them. Tap on their strengths to make the team successful.
- ✓ **Establish Mutual Respect**
 - Listening to both sides
 - Openness learns from one another
- ✓ **Engagement**
 - Offer more flexible work arrangements
 - Provide regular feedback
 - Foster a culture of continuous learning and development
 - Prioritize mental health support
- ✓ **Reversed Mentoring**
 - Flips the traditional mentor-mentee relationship on its head, leveraging the unique skills and perspectives of younger employees where senior person has something they can learn from the junior person
 - It fosters a culture of continuous learning, innovation, and mutual respect

Article by: Pui San - HR



The Annual QSHE Awards Ceremony

was held on 27 March 2024



Managing Director, T Yamanoi's speech

“ This year's safety theme places emphasis on going back to the basics to protect ourselves as well as the people around us. We will continue to conduct periodic inspections, sharing of past incidents to prevent similar cases that might happened. Refresh on existing measures as well as procedures and provide close supervision to ensure safety is not compromised for the work activities carried out.

He urge all of our staff to continue to practice point & call, check before action, adhere to the Sankyu 5 Life Saving rules, share our values and good practices with our contractors and business partners to align to Sankyu's policies. Together through our combined efforts we can prevent unwanted incidents as well as reoccurrence, and provide a safe and healthy working environment for everyone.

This year Sankyu Singapore take a deeper dive into Corporate Social Responsibility (CSR), we call it in Sankyu the SSRS "Sankyu Social Responsibility and Sustainability. SSRS is to identify and manage the environmental, labour, ethics and sustainability impacts within our supply chain.

Programme Highlights:

- ✓ Introduction & Welcome Note by **QSHE Department**
- ✓ Opening Speech by **T. Yamanoi, Managing Director**
- ✓ Executive Summary for Year 2023 QSHE Performance presented by **Harrison Ong, QSHE Department**
- ✓ Sankyu Social Responsibility Sustainability Presentation presented by **Keith Lim, QSHE Department & Aaron Tan, HR Department**
- ✓ SHE Excellence & Achievement Award Presentation by **T. Yamanoi, Managing Director**
- ✓ Best Practices Sharing:
 - Hearing Conservation Programme presented by **Bazil (CL 4 SMAG)**
 - LED Mechanisms for Better Visibility by **C P Phang (CL ADMIN)**
 - Kaizen Directors Award & Quality Service Award Presentation by T. Kato, Director (Logistics & On-site Logistics Division)



Congratulations!!!

Award	Department
Excellence	Account
	IT
	Air Freight
	Sea Freight
	Sales & Planning
	CL 1 DOW
	CL 2 MELS
	CL 4 AKSS
	ENG - Project & Design
	ENG - ISO / ADMIN
Achievement	CL1 TPC I & II
	ENG – O&C 1
	ENG – O&C 2



Opening Speech by **Managing Director, T Yamanoi**



Executive Summary for Year 2023 QSHE Performance presented by **Harrison Ong, QSHE Department**



Sankyu Social Responsibility & Sustainability (SSRS) presented by **Keith Lim, QSHE Department & Aaron Tan, HR Department**

Article By: **Keith Lim and Harrison Ong - QSHE**



QUALITY • SAFETY • HEALTH • ENVIRONMENT



THE ANNUAL QSHE PERFORMANCE AWARDS



**SHE Excellence & Achievement Award was presented by
Managing Director, T Yamanoi**



**Kaizen Director's Award & Quality Service Award was presented by
Director, T Kato (Logistics & Onsite Logistics Division)**



**Appreciation Rewards was presented by
Director, H Hanawa (Administration Division)**



CONGRATULATIONS



改善

KAIZEN DIRECTORS' AWARD

2ND Half of 2023



Project Title:
Window Server Repurposing and Consolidation

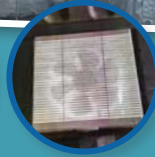
- ✓ Window Server Consolidation
- ✓ Upgrade Of Fixed Asset Server to Cloud Platform
- ✓ Cost Saving with ITNEWAccount Application



Project Title:
Inclusion of Time Indicator on Packaging



Project Title:
Solar-Powered Ventilation For Containers



Project Title:
Implementation Of Shoot-Store-Share At the Warehouse

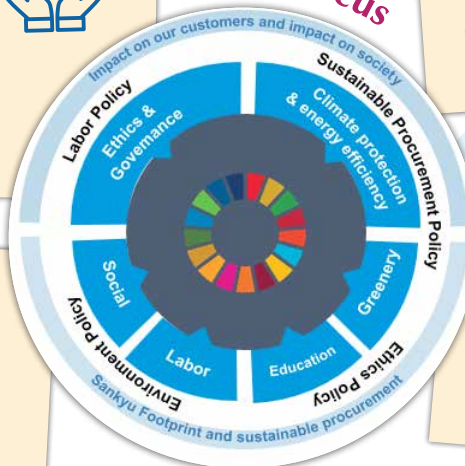


SANKYU SOCIAL RESPONSIBILITY SUSTAINABILITY (SSRS)

- Safety & Health
- Working Environment & Conditions
- Workplace Inclusivity and Diversity
- Employee Communication and Consultation
- Professional Career Management & Development



SSRS Focus



- Environmental
- Social
- Governance
- Sankyu Procurement Code of Conduct



- Energy Usage
- GHG Emissions
- Scope 1, 2 & 3 emissions
- Material Usage & Waste Production
- Environmental Advocacy



- Anti-Corruption
- Conflict of Interest
- Anti-Competition
- Fraud and anti-Money Laundering
- Data Security





Sankyu Bowling Tournament

The Annual Sankyu Bowling Tournament was held on Jan 5 2024 at the Temasek Club.

It was the first SSRC activity for the year and a good start to roll off the new year.

Altogether, 35 teams participated in this event. The tournament was fiercely contested with the team from Oil and Chemical ultimately emerged as the Champion Team.



ROLLING OFF!



CHAMPION TEAM OC



MANAGEMENT TEAM



Rope Course

The rope course is a sport for high energy participants as it entails overcoming treetop obstacles such as plank crossing and hanging on zip lines over waters.

SSRC organized this activity on Mar 3 2024 at the Forest Adventure Club for sports enthusiasts.

Safety briefing was conducted for the participants on the use of the harness and equipment.

At the end of the course, the participants felt a sense of personal achievement and indeed, it was an unforgettable outdoor adventure experience.



CROSSING OVER WATERS



Wellness Day (Yoga Day)

Sankyu Wellness Day aka YOGA Day was held at the Jurong Lake Garden on April 27 2024.

Among the many benefits of Yoga, this activity helps in relaxation, manage stress, improves strength, balance and flexibility.

The event was held in a sheltered pavilion conducted by a trained instructor.

The group of participants enjoyed this activity very much and hope it will be carried out annually.



Article By: **Michael Lim - HR**



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