



**CARING  
FOR  
OUR  
PEOPLE**





AS A GROUP, WE PROTECT OUR PEOPLE, TOGETHER WITH COMMUNITY GROUPS, THE POLICE AND OUR LAWYERS. THIS ALSO MEANS STICKING WITH THEM IN TIMES OF CRISIS AND ILLNESS.



Everyone has a right to work in a safe environment. Sure, some jobs are inherently more dangerous than others – peacekeeping, firefighting, arresting dangerous criminals – to name a few – but driving a public bus or taxi certainly doesn't rank as one.

But unfortunate incidents do sometimes happen. Which is why we, at ComfortDelGro, are committed to the safety and security of our cabbies and employees. In such events, we spare no expense in looking after the welfare of our people – including going after those who have compromised the well-being of our staff.

A case in point: One of our customer service agents in the taxi call centre in Singapore fell victim to relentless verbal abuse from a customer. Lewd remarks and vulgarities were made in a conversation that lasted about half an hour. Despite the harsh onslaught, our staff remained patient and polite, thinking it was her job to take the abuse. Nothing could be further from the truth. No one should be subjected to abuse at work, whether physical or verbal.

A police report was made and legal action taken. A Magistrate's Order was taken and the police instructed to look into the possibility that our staff's modesty had been outraged. The customer repented, gave a written apology and settled out of court.

In another situation, this time in Australia, one of our drivers was punched repeatedly when he asked a passenger to fold a pram that he had brought onto the bus. Another passenger threatened a bus driver with a knife. Fortunately, the special bus transport patrol, set up by the police, was close by and

intervened. The culprit was arrested and our driver unharmed.

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This happened when Koo Kok Wing, General Manager, Guangzhou Xin Tian Wei Transportation Development suffered a stroke in 2007 and was hospitalised in Guangzhou. He had joined the Company two years earlier.

When he was certified fit to fly, he was repatriated to Singapore for medical treatment.

After Kok Wing had exhausted his sick and hospitalisation leave entitlement in 2008, the Company decided to place him on its Long-Term Illness Scheme. He continued to draw his full monthly basic pay for six months, and then half of his monthly basic pay for another six months.

In 2009, at age 58, he decided to retire on medical grounds.

With his retirement, the Company approved an extension of 12 months to give him time to exercise his share options that were granted to him whilst he was in service. At the time of expiry, Kok Wing requested for more time. The Company made an exception and approved his request in recognition of his contributions to the ComfortDelGro Group.

As a senior staff member, Kok Wing was covered under the Company's Group Term Life Insurance Policy. The Insurer had initially rejected his claim but the Company then appealed to the Insurer and won the claim.

# AWAY, BUT NEVER ALONE

OUR BUSINESSES SPAN THE GLOBE – AND BY EXTENSION, SO TOO OUR PEOPLE. AND WHILE THERE’S ALWAYS A CERTAIN ROMANCE ABOUT TRAVELLING, RELOCATING FOR WORK IS OFTEN FRAUGHT WITH STRESS, SEPARATION ANXIETIES AND CULTURAL SHOCKS. AT COMFORTDELGRO, WE STAND BY OUR PEOPLE NO MATTER WHERE THEY ARE – ALWAYS READY WITH A HELPING HAND, AND A LISTENING EAR.



**W**hen Leong Kwok Sun, Chief Executive Officer (CEO) of North China Business Unit was posted to Beijing six years ago, he thought he was well-prepared. After all, he had all the necessary paperwork – letters to all the Chinese authorities, housing arrangements, even details down to the banks and travel insurance – and had gone through a thorough induction process which included an industrial attachment.

And when he finally touched down at the Beijing Capital International Airport, he was greeted by the representatives on the ground, and made to feel at home. He was also assigned a local partner so that he would be able to adapt to the working environment better.

All was smooth sailing.

Then, one day in 2012, he felt a sharp pain in his throat.

Thinking he had swallowed a fish bone, he went straight to the hospital and was attended to by an ear, nose and throat (ENT) specialist. Countless tests later, he was told there was nothing wrong with him. But the pain would not go away.

“The ENT specialist insisted my throat was clear – this was despite the signs of swelling and infection seen in the pictures taken by a nasoendoscopy. Plus, I was still experiencing severe pain in my throat,” said Kwok Sun.

After suffering for another few days and not getting better, he called Managing Director (MD)/Group CEO, Kua Hong Pak, in Singapore on a Sunday. He told Kwok Sun: “Come back.”

Kwok Sun took the next flight home and went to see a doctor, who wasted no time in operating on him. There was indeed a foreign object lodged in his throat – except that it was no fishbone. Instead, it was a piece of very thin steel wire – 18 mm long – that had pierced the throat tissue. It was hard to detect as it had been covered up by the inflammation of the tissue.

“Without proper equipment and care of a responsible doctor, it would be hard to find. I was lucky as the doctor was prepared to perform the surgery by opening from the neck if it could not be removed from the throat passage. Also, it could have been even more complicated if I had not returned quickly.”

For Kwok Sun, this was the first time that he experienced any serious health-threatening situation. “When the need arose, the close personal support from MD/Group CEO was very important,” he said.

These sentiments were echoed by many other overseas assignees – all of whom agreed that the strong support they received from those back home is key in helping them chase the blues away.

CEO of the South China Business Unit Marc Tay piped in: "Working for ComfortDelGro is like working in a big family where help is never too far away and you can be assured that help is always there when you need it. This is especially important for staff like me who work overseas. Although we were put through a thorough attachment programme, there are still times when we encounter difficult problems or issues that we can't solve.

Whenever that happens I can always turn to our MD/Group CEO for advice and guidance," he said.

And it doesn't matter what time of day it is, MD/Group CEO is always ready to render support.

He said: "Every time one of our people is posted overseas, I worry. They have to leave the comforts of home and I am responsible for them and their families. I think about their well-being and I worry about how they are coping with life in a foreign land. Many of them are alone out there and I have to be there for them whenever they need me – regardless of the time of day or day of the week."

And in the case of Nicholas Yap, who is now the Chief Operating Officer of ComfortDelGro Cabcharge in Sydney, having a friendly ear has resulted in a better quality of life for his family.

He said: "After my daughter was born in 2006, I put my hand up for a posting to Australia. I knew I wanted to raise my daughter in an environment that was different from what I had been used to. MD/Group CEO not only supported this decision, he also offered me wise counsel on a variety of issues, making sure that my family and I settled in as painlessly as possible."

"Today, Sydney is not just a place I work. It is home – to me and my family."

