



NParks believes in being a nurturing organisation that invests in and develops our staff to realise our mission of making Singapore our garden. In ensuring that NParks' staff have job fulfilment, as well as to help them reach their highest potential, NParks has put in place various organisational programmes. These range from continuous learning to organisational excellence initiatives, and charity work, which allow another avenue for our staff to contribute to the society.



### NURTURING OUR TALENT

The Trade Certificate in Horticulture from Singapore Botanic Garden's Training and Certification Branch continues to provide an avenue for ground staff to upgrade themselves. Two sponsored staff members are expected to graduate from the Diploma in Horticulture and Landscape Management course in mid 2004.

NParks also conducted a comprehensive assessment of the skills levels of our 250 horticulture workers. The project, which received strong support from the Amalgamated Union of Public Daily Rated Workers, aims to certify employees under the National Skills Recognition System. Certification enables NParks workers to be nationally recognised for their horticulture skills for lifelong employability.



NParks' 2<sup>nd</sup> International Society of Arboriculture Certification Course saw 37 arborists graduating.



### THE CONTINUOUS LEARNING JOURNEY

In line with NParks' efforts to invest in their people and to ensure a holistic and systematic approach to staff development, NParks attained the People Developer Standard award, administered by SPRING Singapore in 2003. This is a mark of quality assurance that NParks has a systematic and effective process for reviewing human resource practices, and a structured approach to staff development. Staff training in 2003 focused on service quality, finance and

communication, supporting NParks' goals of enhanced green recreation and community-based programmes. NParks continued to achieve the public sector target of 100 learning hours per staff through increased in-house training.

NParks also sponsors talented staff on a wide variety of local and overseas certification courses, including skills certifications, undergraduate and post-graduate degrees and executive development in areas that will enhance the core competencies of NParks. Currently, at the undergraduate level, two staff are reading recreation and leisure management. Two external scholars were also recruited to read botany and landscape architecture in Australia. Three staff members who pursued post-graduate degrees in public policy, environmental management and landscape architecture have since returned to NParks.

As a further testimony that NParks has a system in place to deliver consistent quality service, it was awarded the ISO 9001 certification in December 2003. The in-built review and continuous improvement requirements of the ISO 9001 system will help ensure that all key work processes meet the needs of customers and stakeholders.



### IT IMPROVEMENTS

To increase staff efficiency, NParks continues to enhance its IT systems. Newer network technology such as the multi-protocol label switching technology was adopted to improve our network connectivity. To enhance IT infrastructure and to improve security, reliability, availability, and scalability of IT operations, the latest tested operating systems and security technologies and software were deployed. The area of Parks Management saw upgrades to the Parks Integrated Management System (PRIME), which helps to streamline work processes in handling public feedback. Over at Arboriculture, the upgrade of the Tree Loggers to lighter PDAs with more memory enhanced the efficiency of the tree inspection process.



### SERVING OUR COMMUNITY

NParks remains deeply committed to our conviction that we must give back to our community. 'Care and compassion' forms one of our core corporate values. This year, NParks staff showed that their hearts were in the right place by their efforts during the annual carnival organised by Gracehaven Children's Home. The Courtesy and Kindness Movement Committee and volunteers from NParks set up stalls to raise funds for the 150 residents of Gracehaven. NParks also organised a spice and herb garden planting for the Home.

In the same year, the committee held an educational tour of the Eco-Garden in the Singapore Botanic Gardens for 30 primary school students. NParks' staff also organised a guided walk at Fort Canning Park for the Children's Cancer Foundation. Finally, NParks held three blood donation drives, and staff sold tickets for the Red Cross Charity Draw 2003 - Youth in Action for Humanity. For the community efforts, NParks was awarded the SHARE Gold Award 2003 in support of the Community Chest. Between April 2002 and March 2003, more than 700 staff participated in the SHARE contribution.



Volunteering time to give back to our community.



### TOWARDS EXCELLENCE

This year, one ex-Board member and 20 NParks officers received the National Day Awards. Mr Liak Teng Lit received the 2003 National Day Award for overcoming SARS - Commendation Model.

Among NParks' management, Chief Executive Officer Dr Tan Wee Kiat was awarded the Public Administration Gold Medal. Ms Peggy Chong, Director/Policy & Planning, and Ms Wong Wei Har, Deputy Director/Singapore Botanic Gardens Management & Development, were conferred the Public Administration Silver Medal and the Public Administration Bronze Medal respectively.

The MND Investiture Awards Ceremony was held on 8 December 2003. Ms Sharon Chan Khar Luang, Assistant Director/Central Nature Reserve, was awarded the Commendation Medal. Mr Vincent Lim Han Kwang, (Manager/Parks Facilities), Mr Neo Peck Seng (Manager/Parks Management), and Mr Vijayakumar s/o Anandavadivale (Nursery Officer) received Efficiency Medals for their sterling work performance. In addition, 13 NParks officers were awarded the Long Service Medal for more than 25 years of dedicated service.

NParks' commitment to service and visitor needs was also recognised at the Excellent Service Awards honours organised by the Singapore Tourism Board. Six of NParks' staff won the award in 2003. They are Abdul Hamid Hassan (Star Award), Jimmy Liew (Gold Award), and Benjamin Aw, Rahimah Yusof, Ong Hong Leong and Yee Chung Yao who all won the Silver Award.

At the 7<sup>th</sup> MND ExCEL Award Ceremony in August 2003, NParks garnered five awards for its staff contribution towards the Work Improvement Team (WIT) and Staff Suggestion Scheme (SSS) under the civil service's PS 21 initiatives. NParks' Nature Wardens Team walked away with the NOVA Gold Award that recognises innovative alternatives to existing practices. NParks also won the best SSS Award, which is given to the organisation with the highest number of suggestions accepted for implementation.