

List of “Outstanding Service Individual (Public Transport)” Award Winners

Name	Organisation	Description
<p>Sorrace S/O Ramu</p> <ul style="list-style-type: none"> • Station Manager, Ang Mo Kio Station • 5 years of service • 5 external awards to date 	SMRT Trains Ltd	<p>Sorrace' unwavering service attitude ensures the daily smooth running of the station operations. He greets commuters with warmth and friendliness and takes a highly proactive approach to assist them with their queries. He also listens actively and pays attention to little details, such as remembering the names of his regular commuters.</p> <p>Even in difficult situations, his ability to think swiftly in a clear-headed and decisive manner under pressure played a crucial role when he had to attempt CPR on a man who had collapsed along a link way between Ang Mo Kio MRT Station and AMK Hub Shopping Mall.</p>
<p>Chua Joo Chai Andrew</p> <ul style="list-style-type: none"> • Station Manager, Woodlands Station • 4 years of service • 2 external awards to date 	SMRT Trains Ltd	<p>In his years of service, Andrew has received many compliments on his service delivery and proactiveness in serving commuters, for example:</p> <ul style="list-style-type: none"> • Looked out for a pair of mother-son commuters with special needs who regularly frequented the station. • Performed CPR on the son when he fainted one day and called for an ambulance. Following the incident, Andrew also checked in with them to make sure they were well. • Helped a tourist who lost his wallet and gave the tourist some cash so that he could take a bus back to his hotel.
<p>Tan Ying Hao</p> <ul style="list-style-type: none"> • Station Manager, Canberra Station • 2.5 years of service • 2 external awards to date 	SMRT Trains Ltd	<p>Ying Hao is ever-willing to share his knowledge and often guides his colleagues to handle our commuters in the best service-oriented way:</p> <ul style="list-style-type: none"> • Performed CPR on a man who collapsed during a train ride from Yishun to Admiralty Station and followed up with his family thereafter. • Assisted an elderly woman in finding her husband while travelling in the train and accompanied her while she made a police report. • Offered help to a commuter at an overhead bridge near the station who fell from her bike and accompanied her until her brother picked her up. • Went the extra mile to find the owner of a credit card he found.

<p>Siti Suhaila Binte Mohamed Ismail</p> <ul style="list-style-type: none"> • Assistant Station Manager, Bugis Station • 21 years of service • 5 external awards to date 	<p>SMRT Trains Ltd</p>	<p>In her years of service, Suhaila has rendered care to several commuters in need of medical assistance, including:</p> <ul style="list-style-type: none"> • Bringing a man who was not feeling well to rest at the staff room and offered him water. Contacted his daughter who brought him to the hospital. • Accompanying a pregnant lady who suffered from cramps to the hospital and ensured she received medical attention before leaving. • Taking care of an unwell commuter who had soiled herself. After helping her to clean up, she accompanied her to the rest room, offered her water and her own clean pair of pants and waited for her mum to pick her up.
<p>Muhammad Luqman bin Ramli</p> <ul style="list-style-type: none"> • Assistant Station Manager, BPLRT • 4 years of service • 2 external awards to date 	<p>SMRT Trains Ltd</p>	<p>After going through an Occupational First Aid Course, Luqman assisted an injured elderly on the train by calming him down and applying first aid while waiting for the ambulance to arrive.</p> <p>He also assisted commuters who had lost valuable items such as wallets and ATM Cards, and in one instance even went out of his way to access the lift pit to retrieve a pair of airpods that a commuter had dropped through the lift gap.</p>
<p>Abdul Razak Bin Omar</p> <ul style="list-style-type: none"> • Technical Officer • 25 years of service 	<p>SMRT Trains Ltd</p>	<p>Abdul Razak has received compliments for showing care and concern towards commuters and colleagues, for example:</p> <ul style="list-style-type: none"> • Assisted an elderly who was feeling unwell by bringing him to the staff rest room in a wheelchair and contacted his son. He also offered to carry the elderly onto the taxi. • Accompanied an elderly in wheelchair and his daughter from Bishan station to Lorong Chuan station, walking ahead of them to clear the way, held the lift doors open, and asked other passengers to give way.
<p>Arulraj A/L Manickam</p> <ul style="list-style-type: none"> • Train Captain • 3 years of service 	<p>SMRT Trains Ltd</p>	<p>During the 14 Oct 2020 North-South East-West Line disruption, Arulraj focused on keeping passengers calm and reassuring their safety.</p> <p>He offered assistance to a mother and her infant when he had noticed the infant experiencing breathing difficulties, and immediately obtained permission to open the detrainment ramp for better ventilation. After the incident, he also took the initiative to follow up on the infant on behalf of the company.</p>

<p>Tay Kuang Noi</p> <ul style="list-style-type: none"> • Interchange Supervisor • 4 years of service • 4 external awards to date 	<p>SMRT Buses</p>	<p>Kuang Noi, also known as Aunty Tay to many commuters, constantly improves herself through learning and upgrading her skillset.</p> <p>She goes the extra mile to understand the difficulties faced by the elderly and has undergone rigorous training on how to provide comfort and aid to persons with dementia and special needs.</p> <p>Her training, coupled with her ardour to help others, has aided her to identify persons with dementia on many occasions and successfully reunite them with their loved ones.</p>
<p>Koh Lam Lee</p> <ul style="list-style-type: none"> • Chief Bus Captain • 10 years of service • 5 external awards to date 	<p>SMRT Buses</p>	<p>BC Lam Lee has been complimented by many commuters for going the extra mile such as:</p> <ul style="list-style-type: none"> • Assisting commuters to carry heavy groceries and ensured elderly commuters were seated before moving off. • Sheltering a commuter on wheelchair when it was raining and lent the commuter his umbrella subsequently. • Handling a bus breakdown calmly and clearly, which minimised inconvenience for commuters.
<p>Hoe Soo Hiong</p> <ul style="list-style-type: none"> • Senior Bus Captain • 46 years of service • 1 external award to date 	<p>SBS Transit Ltd</p>	<p>A regular Senior BC of a feeder service with 46 years of experience under her belt, Senior BC Hoe has been praised for her many small acts of kindness, including:</p> <ul style="list-style-type: none"> • Helped elderly passengers carry heavy items and assists them to board the bus safely • Showed extra attention to pregnant passengers • Provided directions to those who need them • Spotted by netizen for sheltering commuters with an umbrella during rainy days • Dried a puddle at the Bus Interchange so that commuters could walk safely
<p>Mohamed Ferdaus Bin Mohamed Yusoff</p> <ul style="list-style-type: none"> • Deputy Station Manager, DTL • 5 years of service • 2 external awards to date 	<p>SBS Transit Ltd</p>	<p>Mohamed Ferdaus saved child who was dangling from the side of the escalator despite injuring himself during the process.</p>

<p>Jamunaa</p> <ul style="list-style-type: none"> • Bus Captain • 6 years of service • 1 external award to date 	<p>Tower Transit Singapore</p>	<p>Jamunaa has won multiple customer service awards such as the Excellent Service Award and Transport Gold Award. She is also a 5-time winner of the Tower Transit's internal customer service award – the Star Award.</p> <p>Her many acts of service and kindness included:</p> <ul style="list-style-type: none"> • Stopping the bus to help a food delivery rider when she saw the rider fall during her bus journey • Asking commuters onboard to make way for a mother with stroller so she and her baby could board the bus • Helping a commuter in wheelchair board and alight the bus patiently and with a smile
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