

## KAMT - " We Do Care "



*KAMT (From left to right) :*  
 1st Row: Evelyn Ong, Jauna Pang, Lim Song Wang ( MD )  
 2nd Row: Desmond Lin, Kenneth Lin, Tay Chew Hock, Au Yong Kong Seng ( GM )

Towards the end of 2004, LTH Logistics undertook a company-wide initiative aim to re-launch our Customer Care program. We realized that throughout we have been servicing our customers and get the job done well, the efforts might have been diluted as a result of increasing complexity and demands of the tasks.

The Key Account Management Team (abbreviated KAMT) is thus formed with the single-minded pursuit of Customer Care Excellence – customer is number 1, and all LTH resources and energies will be channeled to satisfy this objective.

Experienced and strong candidates are drafted into this KAM team. Spearheaded by our GM Mr Au Yong Kong Seng, the team will consists of a mentor, a financial advisor and 6 Sales & CS members. This team will meet regularly and update key events including new projects, business development, customer feedback & KPI review, market information and regulatory changes. The KAM team members will also devote full dedication to see through all customer needs, sales enquiries and handles complaints.

“ There is a genuine need to simplify the communication flow, streamline our CS process and personalize our services to our key customers”, commented Au Yong. “ Customers today are very well-informed, have high expectations and willing to pay a premium for professional and quality services.”

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## Contract Awarded

In 4Q 2004, Lee Thong Hung Trading & Transport Sdn Bhd (LTTTSB) was glad to be awarded contracts from 3 leading chemical Multi-National Companies in Malaysia, namely, BASF (Malaysia) Sdn. Bhd, Optimal Chemicals (M) Sdn Bhd and BASF Petronas Chemicals Sdn Bhd to perform 3<sup>rd</sup> party logistics services to them.

LTTTSB has established a long history in the bulk liquid transportation in Malaysia and has been in business with BASF, Optimal and BPC since the beginning of 1998.

Our Key Account Manager, Mr Kenneth Lin commented “The renewal and awarding of these contracts once again demonstrates the faith and recognition from leading chemical manufacturers that Lee Thong Hung Trading & Transport Sdn. Bhd. is the premier bulk liquid transporter in Malaysia whom is capable of living up to their highest safety and service expectations.” He added “we take pride to be associated with and to be of service to these Companies and we are all looking forward to learn from them and to form a successful and long term partnership with them.

# Joint Fire and Evacuation Drill

Joint Fire and Evacuation Drills are conducted by LTH Logistics (Singapore) Pte Ltd bi-annually in cooperation with Clementi Fire Station. The main purpose of this kind of drill is to firmly establish an organized and efficient evacuation procedure for the staff to cope with any emergencies and fire outbreak. Some of the important aspects of the drill include practicing how to raise a proper fire alarm, how to evacuate orderly without confusion and chaos, as well as how to perform first aid and initial fire suppression efforts before the arrival of the Singapore Civil Defence Force team (SCDF).

The drill typically comprises 2 different sections. The first section is an unannounced siren for the workplace. When the fire alarm sounded, the respective appointed Fire Wardens are tested on their ability to guide the staff to the nearest exits and to the assembly area. During the evacuation, the public address system is activated also.

The second section is a simulation of an emergency where 2 of the staff were unaccounted at the assembly area. 2 Emergency Response Team members are mobilized swiftly to comb the building for the missing people. One office staff and a warehouseman were founded within minutes and evacuated safely from the building. By this time, the SCDF team, which consists of a fire truck and 2 fire bikes, had arrived and took over the command and control in the fire fighting operation from LTH's Emergency Response Team. The fire was doused out with 2 powerful water jets from the fire engine.

This year, LTH saw a marked improvement in the participation rate for the drill – 83.3%. There were a few commendable points also:

Firstly, the Fire Wardens have done well in ensuring prompt evacuation of the entire staff within the factory to the designated area, even before the arrival of the SCDF. Secondly, as pointed out by the SCDF, the site chosen for the assembly area was appropriate and safe. Thirdly, the in-house fire-fighting team must be applauded for being well equipped and sufficiently proficient to contain the fire within its initial perimeters until the arrival of the SCDF. Most importantly, there was effective communication between the Emergency Response Team and the SCDF to enable the latter to respond to the situation without much delays.



# Safety Promotion Campaign

On the 18th November 2004, a safety incentive scheme award ceremony was conducted at our plant logistics site. This event is held quarterly to recognize efforts by LTH staff in the plant logistics who champions safe work practices, correct use of PPE and housekeeping of workplace.

Our MD, Mr. Lim Song Wang presented the awards to the award recipients and for the 4Q 2004 campaign, the award went to Thiwagaran s/o Ramasamy.



Hey! Guy it's not easy to be a winner.

Emergency Contact List		
Singapore	Police	999
	Jurong Police Station	6261 0000
	SCDF	995
	Tuas Fire Station (SCDF)	6265 4180
	Dr W.K.Koo & Associates	6791 7244
Malaysia	Bomba	994
	Police	999
	Pasir Gudang Office	019 - 756 1101
	Kuantan Office	019 - 756 1097
	Kuala Lumpur Office	012 - 200 8468
	Seremban Office	012 - 606 9705
<b>Emergency Response Team</b>		
	Rashidee B.Suman	9170 6643
	Ang Kim Chu	9769 8213
	Soh Yah Song	9672 5228
	Lee Sook Cheng	9836 8327
	Ho Boon Hwee	9851 1980
	Abd. Razak Mokri	9117 5156
	Md Aris B. Puteh	9087 2114
	Lin DiLiang, Kenneth	9878 5599
	Lee Seng Huat	9489 3106

# Trailer Maintenance

As a transport company, LTH have a substantial fleet of 20' and 40' trailers, totaling about 400-odd units. These trailers are utilized daily to haul containers and ISO-tanks to/from port, terminals and customer premises.

In order to ensure a safe and timely journey, each trailer is carefully inspected, repaired and maintained in its top-most working conditions at regular intervals.

Typical inspection & maintenance includes:

- ⇒ tyre pressure
- ⇒ pneumatic air-brake system
- ⇒ suspension & landing gears
- ⇒ painting work
- ⇒ wiring
- ⇒ signal lights



"Working around the clock to assure our Traffic Controllers that all the trailers are in tip-top condition is important", commented our Workshop Manager, Lim Hang Hai. "In doing so, our internal customers like CS and Ops will be able to commit to our external customers the delivery times without having to worry if the trailers will breakdown or not." Looking ahead, Hang Hai is confident that his highly experienced crews of 11 people are more than capable of handling the task, and is optimistic that our KPI will improve due to less breakdowns.



# Tsunami Donation Drive

The deadly calamity, triggered off by an earthquake off the coast of Indonesia, struck the hearts of people and countries alike when it wiped out countless lives and homes on 26 December 2004. The tsunami left more than 130,000 people dead and more than a million homeless.

Like many other caring companies and organizations, LTH heeded the urgent call for humanitarian aid in the tsunami-wrecked countries, especially in Aceh, Indonesia. The main contributions included medical and basic necessities such as cotton blankets, mineral water and first aid supplies. Many of the employees participated actively in this donation drive after listening to the sad story of one of their Indonesian colleagues who lost many of his loved ones in this disaster.

It was even more heart-warming when our warehouse supervisor, Mr Koh Hock Boon, took 1 week of unpaid leaves to join the Red Cross volunteer group departing for Aceh, Indonesia to assist in rebuilding the people's homes and caring for their general welfare.

"What happened there was so terrible, and I wanted to do something," said Koh.

Indeed, we all hope sincerely in our hearts that the donations we have raised for the tsunami will go a long way to helping the disaster victims heal their wounds, rebuild their homes and unite the families.



# Christmas Party 2004

Christmas is a time of joy and sharing. Around this time, all members of the LTH and their family come together and soak in the X'mas atmosphere.



Organized by the Employee Welfare Committee (EWC), young or old, male or female alike gathered at Warren Golf Country Club on Christmas Eve for a countdown to Christmas Day. Delicious food met the eyes of those who stepped into the function room, while others engaged in lively conversations with their colleagues.

Finally, at 7pm, everyone settled down enough to listen to a heart-warming speech by MD Mr Lim Song Wang, congratulating everyone for a year's work well done. This was followed by an inspirational speech by GM Mr Au Yong Kong Seng to motivate all employees to work hard, setting down some goals for the coming year and some safety reminders.

The emcees for the evening were Mr Kenneth Lin and Ms Ho Lee Cheng, who started the ball rolling at ice-breakers that served as the "appetizers" for the dinner. Subsequently, dinner was declared started and there was a flurry of activity as queues formed for the much-awaited food.

After most people finished the delicious meal, table games started. Some of these games included musical chairs, obstacle race and guessing song titles. However, the limelight was still snatched away from these games by the Christmas Lucky Draw. Attractive prizes ranging from chocolates to DVD were to be won. Many collected their prizes on stage with a megawatt smile lighting up their faces, especially when some prizes were given up for others to have a larger chance of winning a prizes.



All in all, it was a celebration filled with lots of things – free gifts, fun games and food. Most importantly, this gathering strengthened the bonds of employees with the company, making everyone feel that they belong to one big loving family. Once again, the EWC must be congratulated and applauded for making this Christmas Party a wonderful success.

## Employee's Birthday !!!



### Pieces (19/02 – 20/03)

Sze Gee Cheng, Tan Hiang Chim, Chai Ming Siong, Law Choon Ngan, Tan Chin Yau, Ng Chee Wee, Lim Ah Kiau, Jamain Bin Subardy, Lim Tiong Hian, Mhd Isa Bin Borhan, Low Song Seng, Daud Bin Mohd Ariff, Tai Kwee Wei



### Aries (21/03 – 19/04)

Ng Uah Koo, Ali Bin Bahrudin, Koh Ah Moi, Tay Ang Ang, Koh Joo Lai, Ang Chwee Cheng



### Taurus (20/04 – 20/05)

Lim Poy Tee, Tahir Bin Omar, Eddy Lim, Pang Keng Keong, Kamarudin Bin Mohd Din, Ee Siow Fee, Ganesan S/O Letchumanan, Tong Bee Hong, Vikneswari A/P Guanda Sami, Mao Ze Xing

### Committee Members:

Au Yong Kong Seng  
Desmond Lin  
Kenneth Lin  
Mohd Salleh  
Alex Ong  
Tai Kwee Wei  
Ho Lee Cheng  
Wang Meng Hui  
Chua Tien Tien  
Vivian Tay  
Evelyn Ong  
Jauna Pang

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