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**SPEECH BY DR WILLIAM WAN, GENERAL SECRETARY, SINGAPORE KINDNESS
MOVEMENT AT THE NATIONAL KINDNESS TRANSPORT GOLD AWARD 2020 ON
WEDNESDAY, 27 JANUARY 2021, 1000HRS AT LTA AUDITORIUM**

Minister Ong Ye Kung, Minister for Transport, Ministry of Transport,

Mr. Richard Magnus, Chairman, Public Transport Council and Caring SG
Commuters Committee,

Mr. Ng Lang, Chief Executive of Land Transport Authority,

Industry Leaders of the Public Transport Sector,

Award Winners,

Distinguished Guests,

Ladies and Gentlemen,

1. Good morning everyone. Thank you for joining us at the National Kindness Award- Transport Gold 2020.
2. 2020 has been a significant year and milestone for all of us. We had to struggle with Covid-19 as a nation and the service staff in the transport industry joined the ranks of our frontline heroes as they kept the nation moving throughout those troubled times.
3. As we celebrate 21 years of recognising the exemplary work and gracious behaviour of service staff in the transport industry, it is my pleasure to announce that we have a record achievement of 538 winners in 2020.

4. These include 530 transport service professionals and 8 caring commuters who have gone the extra mile in making a difference to the public transport experience of millions of commuters. They demonstrated acts of kindness and care to fellow commuters on their daily commute.
5. Out of these 538 winners, 24 outstanding awardees and 8 caring commuters will be receiving their awards today.

Kindness is always on the move

6. COVID-19 has undoubtedly disrupted many aspects of our lives, but it has also brought out the best in many of us.
7. During the circuit breaker, the transport industry was deemed essential and rightly so. You faced the dangers with courage and kept us moving.
8. Not only did you ensure that commuters stay safe and comfortable on the roads, you were at the frontlines of keeping us in the fight against Covid-19, reminding errant passengers to wear their masks and unfortunately, sometimes even having to endure suffering for your service.
9. In recent months, we have seen some unkind and anti-social acts by commuters on public transport, but we have also seen a larger proportion of kind acts and people stepping up for kindness.

Kindness in the new VUCA world

10. For the longest time, we have talked about the VUCA world. A world of volatility, uncertainty, complexity and ambiguity. And it remained so as we battle the virus.

11. However, as we learn to live and adjust our lifestyles in this new normal, we should look at redefining what VUCA means.
12. **Vigilance**- Being Vigilant requires us to be alert to our surroundings. At the same time, we also need to be vigilant within ourselves; to see how we can contribute positively to the world we live in.
13. **United**- This virus affect all of us regardless of race or religion, rich and poor. If one suffers, all of us suffer together. We need to be united to win this battle - we need to stand in solidarity against discrimination across all languages, races and religion to overcome as one united people.
14. **Compassionate**- We have seen many acts of compassion during this pandemic. People from all walks of life rose to the occasion to reach out with empathy for those who are most vulnerable and affected. We all have the capacity to be compassionate and it is vital for us to constantly practise it. Empathise with others by walking in their shoes, it will allow us to feel and understand the pain and suffering others are going through.
15. **Adaptable**- Lastly, we need to be adaptable as we navigate through this ever-changing world that we live in. It is important to find and adapt to new ways of showing care and concern to one another as the virus situation continues to evolve. With the current safe distancing measures, and the work from home culture, we must not be socially distanced by neglecting to keep in touch and be connected in new ways.
16. You may not have realised it, but all of you here have already practiced and embodied these new VUCA values, through your actions.

17. By being vigilant over the safety of your passengers; to being united as a transport service professional community, to showing compassion to help someone in need; and to being adaptable in your daily course of work, you are reminding us that we are in a new VUCA world of Vigilance, Unity, Compassion and Adaptability.
18. That is why you are here with us today. We recognise your work. We appreciate your efforts. We honour your kindness and care for others.

Closing

19. It is through serving others, that you become a greater person.
20. I am sure most of you here will agree with me that the deepest sense of satisfaction comes from the knowledge that you have done something to help someone who is in need.
21. And as we start 2021, let us all be greater versions of ourselves, and in turn, be part of a greater society.
22. To our public transport operators and partners, thank you. We appreciate your dedication and commitment in ensuring our journeys are safe and enjoyable and your support in promoting a gracious transport culture.
23. To all the winners, congratulations! Thank you for reminding us of what is possible when you put your heart into your service and when you go the extra mile to make the commuting experience a pleasant one for everyone. Kindness is truly on the move with all of you.
24. Thank you!