

20  
23

BEYOND  
THE STOPS:

*Honouring Excellence in*

PUBLIC  
TRANSPORT  
SERVICE



# FOREWORD

I welcome you to the **National Kindness Award – Transport Gold 2023** with great pleasure. This event is a testament to the extraordinary acts of kindness that grace the transport industry, reflecting compassion and empathy's profound impact on our world.

This year has proven exceptional, evidenced by the record-breaking participation of over 1000 nominations for both the Commendation Award and Outstanding Award winners collectively, each highlighting the dedication and exceptional performance within the transport profession.

In the pages that follow, you will find the inspiring narratives of the finalists and winners. All the stories display the transformative power of a single act of kindness; collectively, they serve as a beacon of hope, inspiring us to cultivate a more compassionate and interconnected future. The commendations are not just acknowledgements but tributes to the hardworking public transport workers who navigate the challenges of odd hours, ensuring that our public transportation systems operate seamlessly and safely.

I wish to express sincere appreciation to all participating companies, the esteemed members of the steering committee, the nominees who have inspired us with their deeds and the discerning panel of judges. Your unwavering support has been instrumental in ensuring the continued success of this prestigious award, year after year.

To all the winners, I extend my warmest congratulations. Your dedication to promoting kindness serves as an inspiration to us all. May this recognition not only celebrate your achievements but also serve as a catalyst for continued acts of kindness within the industry.

In the spirit of unity and benevolence, we must remember that a kinder you lead to a stronger us. Together, we can shape a future where compassion and kindness are integral to our daily interactions.

I trust that you will find this booklet a testament to the remarkable people and their stories that define the National Kindness Award – Transport Gold 2023.

With warmth and appreciation,

**Ms Junie Foo**

**Chairperson**  
Singapore Kindness Movement



*Your dedication to  
promoting kindness serves as  
an inspiration to us all*



# ABOUT THE NATIONAL KINDNESS AWARD - TRANSPORT GOLD



Celebrating its impressive 24th year, the National Kindness Award - Transport Gold proudly upholds its longstanding commitment to recognizing outstanding service staff in the Transport industry. These remarkable individuals have consistently demonstrated exemplary service and exemplified gracious conduct in their professional endeavors.

Beyond mere recognition, this prestigious award serves as a beacon of inspiration, motivating its recipients to maintain their excellence and, in turn, inspire their colleagues. Their collective efforts contribute significantly to the creation of a more pleasant and gracious society, setting a commendable service excellence within the transport sector.

## OBJECTIVES

- **Recognising and Honouring Extraordinary Efforts:**

To acknowledge and honour the commendable efforts of transport staff who consistently go the extra mile to assist others.

- **Encouraging Recognition by Service Providers:**

To encourage public transport service providers to actively recognise and appreciate employees who have gone above and beyond in their commitment to helping others.

- **Motivating and Cultivating Kind Behaviour:**

To motivate and promote a culture of kindness within the public transport sector, fostering an environment where considerate and compassionate behaviour becomes a norm.

# HISTORY & BACKGROUND



**1999**

The journey of the Transport Gold Award started in 1999 as a part of the National Courtesy Campaign. Initially, it recognised and celebrated courteous staff within the public transport service sector, providing a platform for launching a courtesy program within the industry.

**2003**

In 2003, a collaborative effort involving the Singapore Kindness Movement (SKM), Land Transport Authority (LTA), Traffic Police, public transport companies, and associations led to the establishment of The National Courtesy Award – Transport Gold.

**2012**

By 2012, the committee decided to rename the award, now known as The National Kindness Award – Transport Gold.

**2019**

Fast forward to 2019, a significant milestone was reached when the Public Transport Council and the Singapore Kindness Movement jointly introduced the Caring Commuter Award category. This marked the inception of the first-ever category dedicated to commuters who exemplify kind behavior on public transport.

**2023**

We celebrate the 24th year of the National Kindness Award - Transport Gold.





# OUTSTANDING AWARD WINNERS

## Outstanding Award Taxi Operations

Organisation **ComfortDelGro Taxi**  
Designation **Cabby**  
Name **Ong Hwee Hong**



Sometimes being a Cabby, aside from having great road knowledge, you have to also be observant to your surroundings.

In the case of Cabby Ong, he noticed the sky turning grey when he picked up Ms Sheena. After dropping them off at their location, he made the extra effort to stay for a while incase she needed a ride from him.

As Ms Sheena vividly remembers, it was about 4pm when she booked a cab to fetch her daughter from school together with her new born baby. Usually, she would just take the public transport to the school but on that day, it was about to rain heavily so Ms Sheena decided to go for a taxi instead.

When Ms Sheena was rushing out of the school compound after fetching her kid to the nearest LRT before the rain starts to pour, she realised she did not have an umbrella with her. It was then she saw a blue cab waiting for her outside the school. To her surprise, she noticed that it was Cabby Ong. Cabby Ong was actually waiting for her patiently to exit from the school with her kids so that he can send them back home.

Ms Sheena rejected Cabby Ong's kind offer as she did not have any cash on hand to pay for the cab fare. But Cabby Ong insisted on sending Ms Sheena back home without charging her any fee. He said to Ms Sheena 'It's okay, uncle send you back home for free. Furthermore, it's just nearby, pity you have kids & it's going to be heavy rain' Even though, it was just a short trip from the school to her house, Ms Sheena was still extremely touched by Cabby Ong's kind and considerate actions of offering to send her home.



# Outstanding Award Taxi Operations

Organisation **ComfortDelGro Taxi**  
Designation **Cabby**  
Name **Chua Poh San**

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Cabby Chua Poh San has always gone beyond and above his call of service as a cab driver.

A case in point. On the morning of 27 May 2023, Cabby Chua picked up Ms Choy who was on her way to Mandai to collect her mother's ashes. Cabby Chua made the effort to call upon arrival and not only that, Cabby Chua made sure passenger was safely seated before moving off as Ms Choy was holding onto the urn.

Seeing Ms Choy was all alone in this process, Cabby Chua waited for her through the whole process of ash collection. Ms Choy continued her journey with Cabby Chua to Changi Ferry Terminal for sea burial, Cabby Chua ensured that he stayed till Ms Choy was done with the whole process without charging her extra waiting fee.

Cabby Chua's compassion and helpfulness touched Ms Choy's heart, especially at a time like this. She wrote in to the Company to commend Cabby Chua, mentioning that Cabby Chua is a highly recommended driver, especially to those that needs help.

In another instance which took place last year August, Cabby Chua picked up Ms Xin who was with a toddler. Ms Xin's toddler started vomiting half way through the ride. When Ms Xin was taken aback by the situation, Cabby Chua remain his professionalism and helped Ms Xin. Cabby Chua even made sure both Ms Xin and her toddler were alright while continuing with the ride.

Ms Xin was very grateful for Cabby Chua's help and considerateness in such situation that she has no control over.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Customer Service Operations

Organisation **Go-Ahead Singapore**  
Designation **Customer Service Executive**  
Name **Tay Lay Ying Dorothy**

Dorothy was carrying out her duties at Punggol Bus Interchange on 13 April 2023 when she received a request for help from a commuter, Guo Rui, who left his bag on a bus. Guo Rui had accidentally misplaced his bag which contained mechanical components and essential parts for his company's equipment. These items were not only of urgent demand for his project but also held significant monetary value.

Feeling extremely worried and anxious, Guo Rui reported the incident to our customer service team. Dorothy, a security officer Mr Yong, and several Bus Captains alleviated his concerns by immediately offering their assistance. Much to Guo Rui's relief, the bag was located the next day and Dorothy promptly informed him about the recovery. Upon collecting the bag, Guo Rui appreciated that everything inside was intact. Dorothy's patient explanation of the lost & found procedures, collection coordination, and thoughtful understanding during Guo Rui's frustration at his loss, touched him deeply.

In another lost and found case, Dorothy played a crucial role in the retrieval of a badminton racquet left on a bus. The commuter, Jerry, commended Dorothy's quick response and efficiency in handling the situation. Once the item was found, Dorothy quickly contacted Jerry to inform him of the good news and facilitated the timely collection of his badminton racquet. Jerry was pleased with Dorothy's assistance in ensuring the safe return of his lost item and valued her dedication to delivering excellent customer service.





# Outstanding Award Bus Operations

Organisation **SBS Transit Ltd**  
Designation **Senior Bus Captain**  
Name **Jiao Junli**

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For Senior Bus Captain Mr Jiao Junli, his work is more than just transporting his passengers from one location to another. To him, his passengers are part of his community, and he goes above and beyond to treat each of his passengers with kindness and compassion.

In April 2023, an elderly woman suffered a fall after alighting from Junli's bus. He immediately rushed to her aid, helping her to a nearby seat after safely parking the bus. The elderly woman mentioned that her feet hurt and she was unable to walk. Going the extra mile, he even continued to comfort her by massaging her feet until her discomfort subsided.

Two months later, Junli encountered another elderly person lying unconscious at the bus stop, with a passerby performing Cardiopulmonary Resuscitation (CPR) in a frantic attempt to revive her. Noticing that the passerby was growing tired, Junli, who had received First Aid training as a Bus Captain, stepped in to take over and assist with the CPR. He only left the scene after paramedic officers arrived.

Reflecting on his actions, Junli humbly remarked, "I did not think much during those moments, I just wanted to help the elderly. It is a great joy being able to lend a helping hand, and I feel at ease knowing they are safe".





# OUTSTANDING AWARD WINNERS

## Outstanding Award Bus Operations

Organisation **SBS Transit Ltd**  
Designation **Senior Bus Captain**  
Name **Siat Weng Loon**

Senior Bus Captain Siat Weng Loon's incredible sense of responsibility has been tested by fire: on 22 July 2022, he was on his bus route waiting for the traffic light to turn green when he noticed black smoke billowing from a van across the road at Paya Lebar Road. Very soon, the van's bonnet was aflame.

Weng Loon's instincts kicked in immediately. All he could think was, "It could be disastrous if the van exploded. What if a passing motorist is hit?". After swiftly ensuring that his bus was safely parked, he ran decisively towards the van, vaulting the road divider while carrying the fire extinguisher from his bus.

Fighting the fire wasn't easy: it took three extinguishers – and five trips over the fence – but he remained undeterred and kept going until the Traffic Police arrived on scene to take over.

Weng Loon was so focussed on stopping the fire from spreading and endangering people that he only realised that his pants were torn and he was bleeding after he got back to his bus.

The Traffic Police commended his bravery and initiative in saving the day, but to Weng Loon, going above and beyond his duty was all in a day's work.

Besides his "fire-fighting" skills, Weng Loon's kind heart shines as he aids passengers. When he notices commuters without masks, he offers them one. Without his generosity, passengers would face long walks home. His thoughtfulness contributes to a better experience for his passengers every day.



# Outstanding Award Bus Operations

Organisation **SBS Transit Ltd**  
Designation **Bus Captain**  
Name **Quin Chin Vundisi**

Unsung heroes like Bus Captain Quin Chin Vundisi often labour quietly, ensuring the safety and well-being of their passengers without much fanfare. However, on the night of 3 January 2023, Quin's unwavering commitment to her passengers' well-being took centre stage as she sprang into action to aid a man who suddenly collapsed on her bus.

Quin quickly assessed the situation and realised that he had no pulse. With the help of two passengers, she moved the unconscious passenger out of a corner where he laid so that she could administer cardio-pulmonary resuscitation on him. She continued to do so and refused to give up until the ambulance arrived.

Quin's quick thinking and heroic actions were recognised by the Singapore Civil Defence Force (SCDF), who presented her with the Community First Responder Award. For Quin, however, it was all in a day's work.

Looking out for her passengers' needs and extending help to others comes naturally to Quin. She keeps a personal supply of extra masks in her bag for commuters who might need them or feel more comfortable wearing them during their bus rides. Her kind and empathetic nature has earned the gratitude of many commuters.

Quin recognises that daily acts of kindness have a profound impact on people's happiness, and this motivates her to go the extra mile for her passengers. Her dedication to making each ride a better experience is a testament to her compassionate nature.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Bus Operations

Organisation **SBS Transit Ltd**  
Designation **Senior Bus Captain**  
Name **Sugumaran A/L Sunmugam**

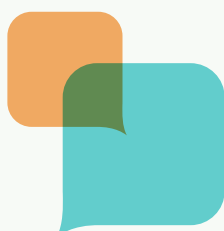
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Known for his caring nature and his knack for adding thoughtful touches to his passengers' journeys, Senior Bus Captain Sugumaran A/L Sunmugam consistently goes above and beyond.

In March 2023, an elderly gentleman boarded Sugumaran's bus but hesitated to take a seat, although several seats were available. Concerned that he may fall, Sugumaran gently urged the elderly to take a seat, and waited for him to be seated safely before moving off. Sugumaran even took the extra effort to speak to him in Mandarin when he realised that the elderly man may not be able to fully understand him.

In the same month, he also assisted an elderly lady who was struggling with a heavy box while boarding his bus. Sugumaran observed the way she was carrying herself and could tell that she might have injured her arm. Not only did he help to transport the cumbersome load onto the bus, but he also asked about her destination so that he could assist her with the box when she alighted from his bus.

These acts of kindness and consideration for his passengers exemplify Sugumaran's dedication as a Senior Bus Captain. He consistently showcases his readiness to extend care for others and goes the extra mile to ensure their safety and comfort.





## Outstanding Award Rail Operations



Organisation **SBS Transit Rail Pte Ltd**  
Designation **Deputy Station Manager**  
Name **Rifqi Bin Azhar**

Organisation **SBS Transit Rail Pte Ltd**  
Designation **Executive (Station Manager)**  
Name **Muhammad Danial Holmberg  
Bin Muhd Zulhil**

In the hustle and bustle of life, a single kind act can help someone catch their breath and Deputy Station Manager Rifqi Bin Azhar and Station Manager Muhammad Danial Holmberg Bin Muhd Zulhil's quick thinking and compassion for a passenger averted a potential disaster.

On 8 December 2022, Deputy Station Manager Rifqi Bin Azhar and Station Manager Muhammad Danial Holmberg Bin Muhd Zulhil were alerted by a passenger at the Passenger Service Centre that a female passenger had collapsed and was not breathing at a platform bench at Downtown Line Kaki Bukit Station.

Rifqi and Danial rushed to the platform immediately and found that the passenger had already been helped into a seating position, but was breathing laboriously.

The passenger was having an asthma attack and she urgently signalled to Rifqi to search for her inhaler insider her bag. Meanwhile, Danial had already activated an ambulance.

Unfortunately, the passenger's inhaler was empty, and Rifqi and Danial noticed her growing pale and her lips were turning blue. Equipped with his first aid training and drawing from his personal experience as someone who suffers from asthma, Rifqi knew to tilt the passenger's head backward to open her airways.

Immediately, Rifqi could see relief in the passenger's face. Both of them stayed with her until the paramedics arrived. Their fast responses and quick thinking prevented the passenger's condition from deteriorating and saved her life.





# OUTSTANDING AWARD WINNERS

## Outstanding Award Rail Operations

Organisation **SBS Transit Rail Pte Ltd**  
Designation **Senior Assistant Station Manager**  
Name **Muhammad Farhan Bin Abdul Sattar**

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On 7 March 2023, Senior Assistant Station Manager Muhammad Farhan Bin Abdul Sattar heard a commotion coming from the direction of the public toilet at Bugis MRT Station on the Downtown Line. A group of ladies was chasing after a man and were screaming that he was a peeping tom.

Immediately, Farhan assisted in the chase, jumping over the faregates in a flash and caught up with the suspect at the taxi stand on the ground floor level. He detained the suspect for investigations while the Police was activated. Upon the Police arrival, the man admitted to peeping in the ladies' toilet and was arrested.

To acknowledge his quick reaction, Farhan was awarded the Public Spiritedness Award by the Public Transport Security Command. Without him, the culprit could have fled the scene.

Farhan regularly helps commuters find their lost items and ensures operations run smoothly so that commuters can have pleasant journeys. Ever-ready to respond to a need, Farhan can be counted on to put a big smile on our commuters' faces.



## Outstanding Award Automotive & Engineering Operations

Organisation **SBS Transit Rail Pte Ltd**  
Designation **Assistant Engineer**  
Name **Tay Kang Zheng**

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Assistant Engineer Tay Kang Zheng has been with SBS Transit Rail Pte Ltd since 2016, and his journey is one that inspires with his generosity of heart and constant self-improvement.

He gamely takes on additional duties, including those that are beyond his job scope. For instance, he readily supports urgent night work on weekends by covering the Team Lead who is on Annual or Medical Leave even though this is not his job. He also takes it upon himself to collaborate with other departments on diverse engineering challenges. Kang Zheng's outstanding leadership during the Power Rail Insulation Test in April 2023 also garnered high praise, where he went above and beyond to guide his team members, leaving no stones unturned to ensure that their work adhered to the highest safety standards.

What drives Kang Zheng to consistently go the extra mile? His passion for innovation and the desire to find better solutions. It is no surprise to find him delving into wiring diagrams and technical specifications to expand his technical knowledge during his free time. Kang Zheng takes pride in making a meaningful impact on the transportation industry, where he firmly believes that pushing boundaries and striving for excellence is essential to delivering the best possible service to our passengers.

Kang Zheng is an epitome of endearing passion where his job is a calling and his devotion ensures that our rail system operates reliably to serve our commuters every day without fail.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Automotive & Engineering Operations

Organisation **SBS Transit Rail Pte Ltd**  
Designation **Senior Assistant Engineer**  
Name **Loo Shian Chyn**

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His colleagues describe him in glowing terms - "caring", "dependable" and an "all-round likeable person who is willing to lend a helping hand". That's because Senior Assistant Engineer Loo Shian Chyn is the real deal. With 22 years of experience in troubleshooting engineering vehicles and such a pleasant temperament, it is no wonder that Shian Chyn is the go-to person for difficult engineering problems.

Shian Chyn is part of the team that is looking into the mid-life refurbishment of the North East Line locomotives manufactured by German company SCHÖMA. In June 2023, the team encountered a locomotive fault that caused the SCHÖMA engineer, who was supervising the mid-life upgrade in Singapore, to be in despair as this threw him off his schedule. It was an extremely anxious and stressful time for him as he had to complete the test promptly since he had a flight to catch later that day. Fortunately, Shian Chyn came to the rescue by helping to resolve the fault, much to the relief of the engineer who was then able to reach the airport on time.

Shian Chyn is also very supportive in providing technical advice to his Permanent Way colleagues. Whenever they encounter a problem in using the engineering vehicles, he would patiently offer his guidance even outside of office hours. He also knew that the new locomotives were more complex to operate and he generously volunteered to spend his free time to help the Permanent Way drivers familiarise themselves with the system, so that they can drive the locomotive safely and confidently.

Shian Chyn's positive attitude has endeared him greatly to his fellow colleagues, and enabled them to work better together as a team. As they say, it only takes a spark to get the fire going and Shian Chyn is that spark.





## Outstanding Award Automotive & Engineering Operations

Organisation **Strides Premier Pte Ltd**  
Designation **Supervisor**  
Name **Eswaran S/O Veeramuthu**

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Mr Eswaran S/O Veeramuthu, a dedicated colleague, has demonstrated compassion in more ways than one. With the induction of EV Taxis, EV chargers were installed in SMRT's Woodlands Depot for the inconvenience of Taxi Hirers to charge their EV taxis. The initial phase was a proven challenge for many Taxi Hirers, notwithstanding their training sessions. Although Eswaran was not from the Taxis department, he proactively enlisted the help of two technicians upon witnessing the struggles of the Taxi Hirers.

In another similar incident, a taxi driver of a new MG5 Taxi driver struggled with the charging socket. This resulted in the charging pin lodged into the socket. Upon noticing his struggle, Eswaran patiently explained the problem and provided hands-on assistance, earning the Taxi Hirer's appreciation for his proactive help.

Eswaran's acts of kindness go beyond duty, exemplifying his dedication to the well-being of his colleagues. On a different occasion, out of genuine concern for his colleague who had injured his back, Eswaran urged his colleague to seek immediate medical assessment upon sensing the gravity of the situation. Despite his colleague's reluctance, Eswaran eventually persuaded him to visit a clinic and offered to drive him there. At the clinic, he provided a reassuring presence. Following this, he sent his colleague home, thus ensuring his comfort and safety.

Eswaran's kindness is a testament to how small acts of compassion can leave a positive imprint on the lives of others.





# OUTSTANDING AWARD WINNERS

## Outstanding Award Automotive & Engineering Operations

Organisation **Strides Premier Pte Ltd**  
Designation **Lead Automotive Technical Officer**  
Name **Marimuthu S/O Gopal**

Mr Marimuthu S/O Gopal, a friendly and dedicated technician overseeing Vicom at the Taxi workshop, showcased his remarkable compassion and selflessness. In February 2023, he extended a helping hand to a Taxi Hirer who was visibly struggling to walk due to an injury. As he made his way to the Taxis CSC office on the third floor, Marimuthu empathised with the hirer's condition, knowing he had to walk up three flights of stairs.

Without hesitation, Marimuthu offered the hirer a reprieve by arranging a taxi to drive him to the CSC office. Instead of leaving, Marimuthu patiently waited for him until he was done to send him back to the first floor again. The Taxi Hirer was grateful to have Marimuthu around; his compassion and professionalism are the bedrock of practical problem-solving.

In another incident to showcase Marimuthu's empathy, he assisted a hirer who could not send his taxi for the necessary inspection checks due to contracting COVID-19. Recognising the inconvenience and time wasted it would create, Marimuthu sought permission from his supervisor to personally take the Taxi for inspection, thus alleviating the hirer's worries. Mr Marimuthu's essential support provided to the hirer during his time of need is commendable.

These acts of kindness by Marimuthu underscore SMRT's commitment to enhancing people's lives, including those of his colleagues.



## Outstanding Award Automotive & Engineering Operations

Organisation **SMRT Trains Ltd**  
Designation **Engineering Maintenance Manager**  
Name **Mohamed Rashid Bin Mohamed Noor**

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Mr Mohamed Rashid Bin Mohamed Noor, an Engineer Maintenance Manager (EMM), showcased extraordinary kindness and leadership, exemplifying his unwavering commitment to his colleagues and SMRT core values. Rashid displayed empathy and dedication towards his colleague who met a motorbike accident in one of his daily commutes from Johor, Malaysia, to Singapore. Rashid provided crucial emotional support, demonstrating his concern for his colleague's well-being. He was pivotal in coordinating his journey back to Malaysia for surgery, navigating challenges like border customs and medical expenses with remarkable efficiency. Rashid even offered a personal loan to cover ambulance charges, showcasing his selflessness and commitment to alleviating his colleague's financial burden.

Additionally, Rashid voluntarily undertook an inspiring project that showcased his artistic talents and dedication to fostering a positive work environment. He designed logos and meticulously painted walls for various depot shops, infusing the workspace with vibrancy and creativity. Rashid's outstanding leadership was evident in this endeavour as he organised and led the entire painting effort, often working through the night to ensure timely completion. These artworks livened the workplace and inspired colleagues, boosting morale and a sense of belonging. In these instances, Rashid's actions went above and beyond his role as an EMM. His unwavering commitment exemplifies his exceptional leadership, empathy, and dedication to creating a supportive and thriving work environment for his colleagues.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Bus Operations

Organisation **SMRT Buses Ltd**  
Designation **Operations Officer**  
Name **Lim Zher Chin**

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Mr Lim Zher Chin is a gem that embodies dedication and compassion. He is trained as a first aider with remarkable composure that makes saving lives look like an easy feat. On one occasion, Zher Chin saved the life of a commuter who collapsed near an alighting berth at Choa Chu Kang Interchange.

Zher Chin's quick thinking enabled the prompt administration of CPR and an Automated External Defibrillator (AED) while they waited for the arrival of an ambulance. His dedication and determination were relentless as he fought to bring the person back to life. It was a moment of triumph when his life-saving efforts rendered the commuter to regain consciousness. His decisive action ultimately saved a life, earning him the SCDF Community Lifesaver Award.

Zher Chin's unwavering dedication extends beyond this life-saving incident. His continual vigilance made a difference in another commuter's life when he noticed a young individual sustaining a painful abrasion during an unfortunate accident.

Applying his first aid skills and knowledge, Zher Chin cleaned the wound. His warmth and confidence were a source of comfort and assurance during the ordeal. Zher Chin advised him to seek medical treatment out of concern for the commuter's well-being. Despite the commuter's initial refusal to see a doctor, Zher Chin's persuasion led to his eventual acceptance of medical assessment.

Zher Chin's kindness and dedication know no bounds. From the commuter with the scraped knee to everyone crossing paths with him, Zher Chin's presence leaves a lasting impression.





## Outstanding Award Bus Operations

Organisation **SMRT Buses Ltd**  
Designation **Bus Captain**  
Name **Yu Yuntao**

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A recent lifesaving incident has underscored the courageous actions of Mr Yu Yuntao, a bus captain, driving along Bukit Timah Road when he observed a vehicle engulfed in flames. Demonstrating remarkable bravery and quick thinking, Yuntao utilised the fire extinguisher on his bus to promptly douse the flames, averting a potentially catastrophic situation. His steadfast commitment to passenger safety serves as an inspiration for others. It also serves as a reminder of the critical importance of remaining vigilant and level-headed in unforeseen challenges.

Yuntao's unshaken kindness and dedication in another display of his unfaltering compassion has made a difference in an elderly commuter's life. He went out of his way to assist her when he noticed she struggled with a heavy trolley. Without hesitation, he extended his helping hand, from boarding the bus to securing her seat and handling the trolley. His actions ensured her safety and comfort throughout the journey, leaving a lasting impact on her and earning him praise from fellow passengers.

Yuntao's bravery and selflessness exemplify SMRT's Core Values of Respect, Integrity, Safety, Service and Excellence, and his dedication to helping others is a shining example for all.





# OUTSTANDING AWARD WINNERS

## Outstanding Award Bus Operations

Organisation **SMRT Buses Ltd**  
Designation **Operations Officer**  
Name **Ho Lay Teng**

Ms Ho Lay Teng is a paragon of unwavering professionalism, characterised by exceptional dedication and profound compassion. Her notable commitment is most evident in her steadfast support for distressed individuals, particularly a commuter grappling with dementia amidst the bustling Woodlands Integrated Transport Hub. Lay Teng approached her immediately to render assistance.

With impeccable patience and care, Lay Teng guided her to a WeCare room where the commuter sought comfort and rest. Through an astounding display of professionalism, Lay Teng kept her engaged in a conversation in which crucial contact information for her next of kin was obtained. True to her compassionate nature, Lay Teng facilitated reuniting this family. They remain grateful to Lay Teng for helping them on more than one occasion to ensure the safety and well-being of the commuter.

Whether guiding disoriented passengers or facilitating heartwarming reunions, Lay Teng's enduring impact epitomises genuine service excellence. In another showcase of her service excellence, she responded swiftly to a distressed elderly commuter who sustained minor cuts and lacerations. Lay Teng guided her to the WeCare room, where her wounds were meticulously cared for.

Lay Teng's boundless compassion merits the highest recognition. Her commuters find solace in knowing she is a steadfast pillar of care and compassion, always ready to extend a helping hand.



# Outstanding Award

## Customer Service Operations

Organisation **SMRT Trains Ltd**  
Designation **Executive, Customer Relations**  
Name **Mohamed Khalid Bin Salim**

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Mr Mohamed Khalid Bin Salim consistently demonstrates service excellence and compassion in two notable instances where he went above and beyond to assist his customers.

In the first account, Khalid received a message concerning an unfortunate incident on bus 972 involving an elderly passenger who had sustained an injury. Khalid's response was swift and heartfelt as he reached out to the passenger, expressing his genuine concern for her well-being. He went above and beyond his official responsibilities by sending a fruit basket to the hospital to uplift her spirits. Khalid's real concern for the passenger extended beyond his shift hours as he diligently followed up with the passenger for over a month. Khalid's commitment to his customers' welfare is a sincere ethos he effortlessly incorporates into his daily interactions.

Khalid showcased exemplary leadership and initiative on a separate occasion by bridging SMRT's Commuter Engagement team and two local mosques. His passion and dedication were evident as he presented the team's proposal, highlighting the event's potential to foster religious cohesion and inclusivity during Fasting month. His efforts extended beyond this initial connection as he participated tirelessly in the event, ensuring everyone had access to a warm bowl of porridge regardless of their background. His commitment and empathy resonated deeply with the E&I team, who expressed gratitude for his invaluable support.

Khalid's actions and dedication exemplify the spirit of compassion, community spirit, and service excellence, inspiring all to make a positive impact in our surroundings.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Rail Operations

Organisation **SMRT Trains Ltd**  
Designation **Senior Station Manager**  
Name **Roger Foo Jee Yong**

Mr. Roger Foo's exemplary kindness, courage, and dedication in moments of crisis have made a difference in a person's life. Indeed, a life was saved.

In January 2023, at Marsiling MRT station, an elderly suffered a heart attack while shopping at the nearest NTUC FairPrice supermarket. A shopper urgently sought assistance from the Passenger Service Centre, where Roger was on duty, prompting him to respond to the call for help swiftly. Without hesitation, he utilised an Automated External Defibrillator (AED) and administered CPR until paramedics arrived. The person was successfully revived due to Mr. Roger's quick thinking and selfless action.

On another occasion in October 2022, through his vigilance, Roger and his team noticed and assisted a distressed passenger with dementia. They promptly accompanied the passenger to a First Aid room and contacted the Next-of-Kin to inform them about the passenger's predicament.

Undeterred by stressful situations, Roger's professionalism and calm demeanour never faltered. He and his team went above and beyond by providing a blanket and engaging in a conversation as a means of comfort for the distressed passenger. Roger and his team handled the situation exceptionally, reassuring the passenger at every step.

Roger's exceptional acts demonstrate his compassion and selflessness in serving his commuters.





# Outstanding Award Rail Operations

Organisation **SMRT Trains Ltd**  
Designation **Station Manager**  
Name **Yasin Bin Yusof**

Mr. Yasin Bin Yusoff has extended his assistance to numerous commuters in various ways, including life-saving actions, showcasing his unwavering dedication, particularly in moments of crisis.

In November 2022, a dramatic incident unfolded at NTUC Hub when an elderly commuter collapsed at an escalator at one of the station exits. The Passenger Service Centre was alerted by a nearby Burger King manager. The team, including Yasin, rushed to the scene and discovered an unconscious commuter. Their immediate checks for vital signs revealed no breathing or a heartbeat.

In a coordinated effort, they retrieved an Automated External Defibrillator (AED) while Yasin's colleague gave chest compressions. Working collectively, their synchronised efforts alternating between CPR and chest compressions ultimately revived the commuter. This lifesaving act by Yasin and his team underscores the significance of teamwork and dedication in positively impacting commuters' lives.

In another instance in September 2022, while heading home from work, Yasin observed an elderly commuter dozing off in a wheelchair at Joo Koon Platform. Concerned for the commuter's well-being, he found out where the commuter was headed through a conversation. Despite residing in a different area, Yasin accompanied the commuter on the train to Jurong East, ensuring his safety and comfort. As a thoughtful gesture, Yasin surprised the commuter with a McDonald's treat upon arriving at Jurong East. Yasin's remarkable actions embody his exceptional dedication to service excellence.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Rail Operations

Organisation **SMRT Trains Ltd**  
Designation **Senior Assistant Station Manager**  
Name **Valdez Espino Marievel**

Her calm demeanour and level-headedness define Ms Marievel as she dedicates herself to helping others no matter how stressful a situation is. In one instance, she rose to the occasion and saved a life.

Marievel responded swiftly to a call for assistance when a member of the public collapsed outside Causeway Point. She promptly alerted her colleagues and rushed to the scene with a First Aid Kit and a wheelchair. Two National Servicemen (NSmen) fervently administered CPR on the woman when she arrived. She continued CPR there while the two NSmen called for paramedic assistance.

Amid the chaos, an Automated External Defibrillator (AED) was provided by a staff member of Causeway Point, and Marievel initiated the AED process. She and the two NSmen worked in tandem until the ambulance arrived.

In another incident, Marievel went above and beyond to take exceptional care of an unwell passenger. Responding to a distress call for assistance, she swiftly arrived at the platform with a wheelchair to offload the passenger from the train. She carefully tended to her, including cleaning up traces of vomit from her body and school uniform. She prioritised the well-being of the commuter through various means, including offering beverages and dressing her up in warm clothes.

Marievel's remarkable deeds showcase her ability to rise to the occasion, no matter the time and place.



# Outstanding Award Rail Operations

Organisation **SMRT Trains Ltd**  
Designation **Senior Station Manager**  
Name **David Gerard Hedger**

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Mr David Gerard Hedger's remarkable commitment to commuters' safety and wellbeing earned him the Community Partnership Award from the Singapore Police Force. He is recognised for his quick-thinking and decisiveness beyond his call of duty.

In the first incident, at Commonwealth MRT station, David heard an urgent call for help from a female passenger chasing her perpetrator and shouting for assistance. David swiftly ran out of the Passenger Service Centre, preventing the man from escaping.

The perpetrator admitted to his wrongdoing through David's calm and assertive approach. Although the perpetrator had pleaded for release, Hedger successfully subdued the perpetrator at the station without using restraints. At the same time, David's caring and empathetic nature towards the victim kept her safe and assured until the police arrived to take over.

On a different occasion in April 2023, David and his team responded swiftly to an incident involving an elderly commuter who fell on an escalator, resulting in a head injury. Without hesitation, he and his colleagues administered first aid to the commuter. Despite her initial reluctance, David convinced her to seek immediate medical attention. He facilitated the ambulance conveyance and kept her family informed. The family expressed their gratitude towards Hedger.

These instances testify to David's impact on the people he has assisted and the community he serves.





# OUTSTANDING AWARD WINNERS

## Outstanding Award Taxi Operations

Organisation **Strides Premier Pte Ltd**  
Designation **Taxi Hirer**  
Name **Fong Chee Ping**



Mr Fong Chee Ping, a Strides Premier Taxi Hirer, has consistently demonstrated exceptional camaraderie and a strong sense of duty towards his fellow taxi drivers and the community.

On one occasion, while having supper with another Taxi Hirer, Chee Ping received a call for assistance from a fellow hirer involved in an accident. Without hesitation, Chee Ping and his friend extended their support by rushing to the accident site, which was 15 minutes away. Upon arrival, they discovered an ambulance and a police car on the scene. The affected hirer appeared to be in shock and at a loss of what to do; Chee Ping and his friend took decisive action to manage the situation by contacting the relevant authorities and checking on the other party's well-being. Their collective efforts provided reassurance and assistance to the affected hirer while ensuring all necessary actions were taken.

In another incident, his commitment and dedication were evident in helping the organising committee during a public event, Santa Express. To demonstrate his charitable spirit, Chee Ping volunteered to provide two-way transportation to the beneficiaries of Montfort Care from Marine Parade to Esplanade as part of this charitable endeavour. His dedication to service made the journey smoother for those in need and highlighted his willingness to go above and beyond for the betterment of the community.



## Outstanding Award Taxi Operations

Organisation **Strides Premier Pte Ltd**  
Designation **Taxi Hirer**  
Name **Seah Kok Heng (Xie Guoxing)**

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Mr Seah Kok Heng, a Taxi Hirer, transforms ordinary rides into heartwarming journeys of compassion. On a significant evening, amid Chinese New Year festivities, Kok Heng remained committed to his duty, serving passengers in an astounding display of professionalism. He transported a passenger in a wheelchair and her family to a nursing home. Displaying an innate sense of empathy and understanding, he took the initiative to assist with the stowing of the wheelchair as the family embarked on their journey.

During their journey, Kok Heng offered valuable advice for elderly members facing mobility challenges. Upon arrival, he retrieved the wheelchair and assisted the passenger with a gentle hand. His actions, though simple, resonated deeply with the passenger and her family. These simple gestures resonated deeply with the passenger and her family, culminating in a heartfelt gratitude letter acknowledging Kok Heng's indelible imprint on their lives.

In another similar incident, Kok Heng received praise from a passenger's son, who was grateful for Kok Heng's assistance. During the ride, Kok Heng noticed the elderly mother's mobility challenges. He, therefore, accompanied her to the lift lobby and carried her belongings. His kindness continued with a delightful conversation, sharing sage advice on health and wellness.

Touched by Kok Heng's actions, the passenger and her son sought to commend him, leading to a heartfelt phone call to praise Kok Heng's admirable efforts.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Taxi Operations

Organisation **Strides Premier Pte Ltd**  
Designation **Taxi Hirer**  
Name **Simon Ngiam Shu Leng**

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Mr Simon Ngiam, a dedicated Taxi Hirer, consistently demonstrates camaraderie and compassion among fellow taxi drivers regardless of time and place. On one occasion, Simon received a call for help from a fellow Taxi Hirer involved in an accident. Amid his supper with another hirer, they took swift action to rush to the aid of their friend without hesitation. Upon arrival, they observed an ambulance and a police car on site. Upon noticing that the affected driver was in shock, Simon reassured him by taking over to manage the situation.

He promptly contacted Strides Premier Operations Control Centre (OCC) to report the incident. Simon and his friend provided essential support, reassurance, and assistance, ensuring the situation was managed meticulously. Remarkably, even on the morning following the accident, Simon continued to update concerned parties about the affected driver's condition despite his need for rest after a night shift.

On another occasion showcasing his steadfast dedication, he volunteered his time to support a charity event. Simon initiated to drive the beneficiaries of Montfort Care from Marine Parade to Esplanade and back again. Simon's exemplary camaraderie, compassion, and commitment to fellow drivers in need and supporting charitable causes embody this industry's highest standards of professionalism and selflessness.





## Outstanding Award Bus Operations

Organisation **Tower Transit Singapore**  
Designation **Bus Captain**  
Name **Liew Kok Soon**

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Bus Captain, Mr Liew Kok Soon is always willing to go above and beyond the call of duty to provide excellent service to both passengers and strangers alike.

When he was operating service 858 in Sep 2022, a car crashed into his bus at the junction of Woodlands Ave 4 and Ave 9. Everything happened so fast and despite bleeding profusely from wounds caused by broken glass, Kok Soon's instinct was to help his injured passengers get out of the bus. Kok Soon was one of the first to be conveyed to the hospital due to the seriousness of his injury. After being seen by the doctor at the hospital, his first question was "How are the passengers?". His selflessness and genuine care for his passengers are truly commendable!

On another occasion, Kok Soon assisted an elderly lady with dementia. He saw her wandering around the interchange, and he immediately sensed that the elderly needed help. He approached her and saw that she was carrying an emergency contact card. Kok Soon called the number on the card and informed the elderly's daughter not to worry as he would be bringing her home. Despite being off duty, Kok Soon escorted the elderly lady all the way home much to the relief of her family members.

Kok Soon's kindness really shines through his actions, and it is certainly appreciated by everyone around him.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Bus Operations

Organisation **Tower Transit Singapore**  
Designation **Interchange Supervisor**  
Name **Ruthven Naveen Chandra Prathaban**

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One of Mr Naveen's strong traits is his keen observation skill which keeps him alert in identifying commuters who may require a helping hand.

In Jan 2023, while he was on duty, Naveen saw an elderly, heavysset man slumped against one of the cubicle doors, and his face was very pale. Naveen immediately alerted his colleague, Bus Captain Nasran who was just about to start his duty. The both of them quickly moved the man to the toilet floor. While Nasran was performing cardiopulmonary resuscitation (CPR), Naveen called SCDF, alerted Tower Transit Singapore's bus operations control centre, and helped control the crowd of onlookers that had formed.

The elderly man, who was in his 70s, eventually regained his pulse. If it was not for their quick response, the man would've had no pulse for at least 15 mins and might not have regained consciousness. Unfortunately, the elderly man died a day later.

In Nov 2022, Naveen played an instrumental role in assisting a passenger to locate his lost laptop. Knowing how important the item was to the anxious passenger; Naveen was quick to liaise with the Bus Captain. He also kept the passenger updated on the progress of the investigation until the item was eventually found.

Naveen's selfless actions and integrity have earned him much praise from the commuters.



## Outstanding Award Bus Operations

Organisation **Tower Transit Singapore**  
Designation **Bus Captain**  
Name **Muhamad Nasran Bin Jafar**

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With someone as thoughtful and kind as Mr Muhamad Nasran Bin Jafar, passengers can be assured that they will have a smooth and safe journey ahead.

In Jan 2023, when he was just about to start his duty, Nasran was alerted by a fellow colleague to assist with an emergency. Nasran saw an elderly, heavysset man slumped against one of the cubicle doors, and his face was very pale. Both him and his fellow colleague, Naveen quickly moved the man to the toilet floor. Being a former ambulance driver, Nasran performed cardiopulmonary resuscitation (CPR) for the next 10 to 15 minutes as they waited for paramedics to arrive. Naveen called SCDF, alerted Tower Transit Singapore's bus operations control centre, and helped control the crowd of onlookers that had formed.

The elderly man, who was in his 70s, eventually regained his pulse. If it was not for their quick response, the man would've had no pulse for at least 15 mins and might not have regained consciousness. Unfortunately, the elderly man died a day later.

On another occasion, Nasran noticed a heavily pregnant commuter flagging for the bus. He stopped the bus as close as he could for the lady to board comfortably and waited for her to board. In her state, she took a while to walk in and Nasran patiently waited for her to find a seat.

His acts of care and compassion have not gone unnoticed and are deeply appreciated by his passengers.





# OUTSTANDING AWARD WINNERS

## Outstanding Award Customer Service Operations

Organisation **Transit Link Pte Ltd**  
Designation **Senior Customer Service Officer**  
Name **Siti Nur Azimah Binte Edris**

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Being a fifth time Outstanding Award winner, kindness is innate in Azimah. Outside of her duty, Azimah had no spare change but willingly lent her travel card to a complete stranger, who only had \$10 in her wallet.

Last September, Ms Charlene Ng was about to board a bus to school before she realised she did not bring her travel card. She sought the assistance of nearby passengers but to no avail, until she met Azimah. As Azimah had no spare change, she handed Ms Ng her own spare travel card so that she could continue with her journey to school, when she could not be sure if she would get back her card.

Ms Ng eventually returned the card and expressed that Azimah was an exemplary to her. She would always remind herself to help others in need in future.

In another episode which happened in April 2023, Azimah helped to top up \$5 to the Concession card of Mdm Nur Rizatuladawiyah's daughter out of her own pocket, when she found out that the little girl did not have any cash with her.

The girl had approached Azimah at the Ticketing Service Centre to replace her faulty Primary Student School Smartcard. She was panicking as she did not understand the replacement process and had no money to top up the replacement card. Mdm Nur Rizatuladawiyah lauded Azimah for being a gem to the service industry and TransitLink.

Even when Azimah is a "regular" of the Outstanding Award, she humbly said that she is surprised to receive such wonderful compliments from those she assisted.



## Outstanding Award Customer Service Operations

Organisation **Transit Link Pte Ltd**  
Designation **Customer Service Officer**  
Name **Siti Jamilah Marfok**

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Without any expectation of rewards or compliments, the first time Transport Gold Outstanding winner Siti was pleasantly surprised that her little act of kindness was witnessed and recognised by a member of the public.

Earlier this year, a service ambassador was deeply impressed with Siti's kind-heartedness in helping a blind elderly commuter that he submitted a commendation for her. Mr Alvin Ho witnessed how Siti patiently assisted the blind elderly to resolve his travel card issue, i.e., she helped to top up his card and explained the whole process in details patiently. Throughout the interaction, Siti handled the whole situation tactfully to prevent any miscommunication. Mr Ho complimented Siti's effort to assist the blind elderly even when she was already busy with another customer at the SimplyGo Ticket Office.

In another incident last year, Siti's displayed her kindness and caring nature again when she offered to help a customer pay the replacement fee of his Concession card as she found out that he did not have any bank card with him.

Mr Khairul wanted to make a replacement for his lost card but instead of just informing Mr Khairul that he only could replace his card at the Ticketing Service Centre, Siti shared that he could get a replacement card immediately at the nearby SimplyGo Kiosk. However, Mr Khairul did not bring his debit card and could not make payment at the kiosk. Siti went the extra mile and offered to help Mr Khairul pay the replacement fee with her own card.



# OUTSTANDING AWARD WINNERS

## Outstanding Award Customer Service Operations

Organisation **Transit Link Pte Ltd**  
Designation **Senior Customer Service Officer**  
Name **Zubaidah Bte Ebrahim**

Honesty and empathy are two attributes that Zubaidah holds close to her heart and exercises them in her actions. These traits have earned her frequent compliments from the customers and strangers she helped. This is also the third time Zubaidah is conferred the Outstanding Award.

In December last year, a member of the public found a lost Concession card and identity card and returned them to the SimplyGo Ticket Office at Boon Lay Bus Interchange where Zubaidah was on duty. Knowing that the owner would be very anxious after losing these important documents, Zubaidah wanted to return these cards to Ms Nur Jeslyna as soon as possible. After a long day at work, Zubaidah went the extra mile and travelled to Ms Nur Jeslyna's house to return her the cards.

Ms Nur Jeslyna was surprised by Zubaidah's act of kindness. She did not expect anyone to do that for a complete stranger, and was deeply grateful to Zubaidah.

Zubaidah also helped to safekeep the Child Concession Card of Ms Jewl Tan's child, when she was unable to pick it up at the SimplyGo Ticket Office immediately when it was found. Ms Tan was having a fever then and was only able to collect the Concession card two days later.

Zubaidah hopes that she can continue to bring warmth to those she meets, creating a ripple of kindness and inspiring those around her to do so.





## Outstanding Award Private Hire Car Operations

Organisation **Gojek**  
Designation **Private Hire Vehicle Driver**  
Name **Muhammad Azfar bin Juraimi**

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Mr Muhammad Azfar Bin Juraimi demonstrated remarkable composure and kindness when faced with an unexpected and challenging situation during one of his rides - helping to safely deliver a baby in his car.

On 27 April 2023, Mr Azfar was conducting a trip when the passenger unexpectedly went into labour in his vehicle. Despite the high-pressure situation, Mr Azfar remained calm and immediately contacted emergency services following their instructions diligently. He was also quick to reassure and comfort the passenger in an extremely vulnerable and uncertain moment.

Remarkably, and thanks to the selfless actions and assistance of Mr Azfar, the baby was delivered smoothly and safely in the vehicle.

Mr Azfar demonstrated exceptional presence of mind, quick-thinking and unwavering dedication to ensure the safety and well-being of his passengers, both mother and baby. The passenger was overwhelmingly grateful to Mr Azfar for his help in ensuring the safe arrival of her newborn baby and also insisted on going the extra mile to personally compensate him to help express her gratitude and deepest thanks



# OUTSTANDING AWARD WINNERS

## Outstanding Award Private Hire Car Operations

Organisation **Grab Singapore**  
Designation **Driver-Partner**  
Name **Lee Kok Mun Alvin (Li Guowen)**

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In a compassionate and selfless act, Mr Lee went above and beyond to assist a passenger in need. When the passenger's grandmother required immediate medical attention, Mr Lee promptly brought her to the hospital. His kindness extended beyond just transportation as he ensured that the grandmother received the necessary help and support upon arrival.

Mr Lee's dedication was evident through his willingness to accommodate the situation without any additional charges. Despite the urgency and potential inconvenience, he remained flexible, patient, and understanding throughout the entire process. His competence in handling this emergency situation was remarkable, providing reassurance and comfort to the passenger and the grandmother.

On another occasion, it was raining heavily & Mr Lee saw some people waiting at the traffic lights in the rain, drenched. As the lights turned red for the cars, he lowered the window & offered his umbrella to a woman walking in front of the car. His kind act was recognised and highlighted by the passenger in his car as an outstanding example of his kindness.



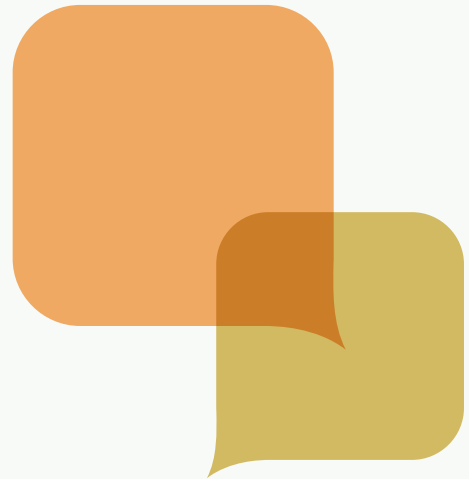
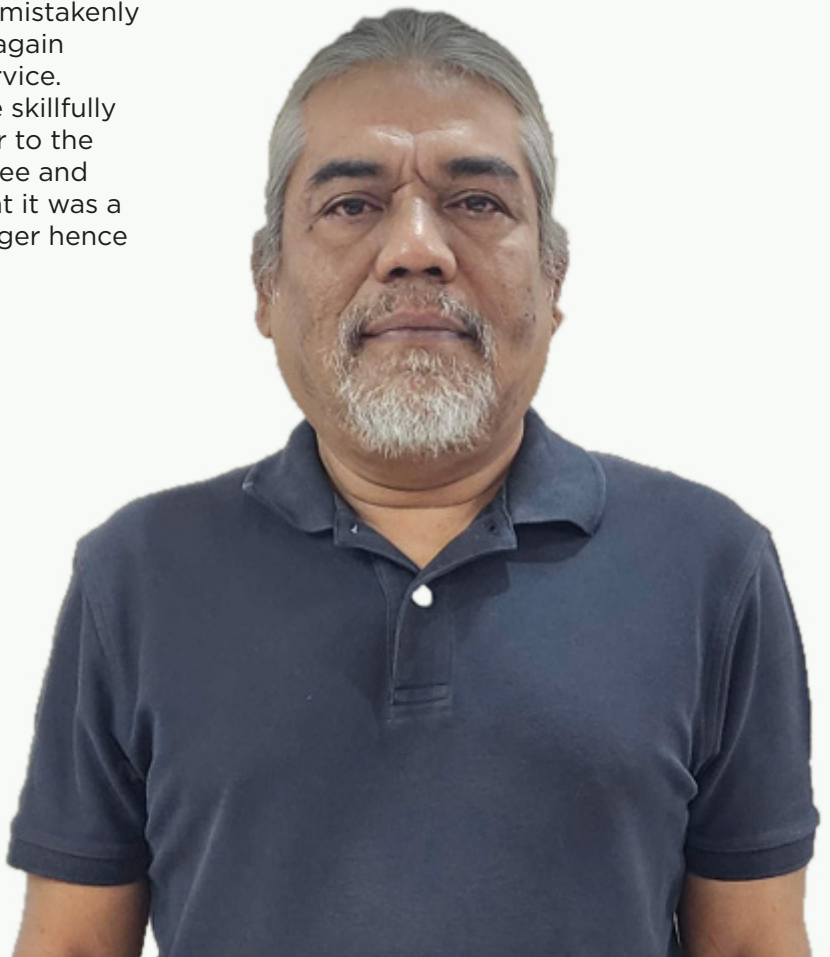
## Outstanding Award Private Hire Car Operations

Organisation **Grab Singapore**  
Designation **Driver-Partner**  
Name **Azahar Bin Abdul Aziz**

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Due to the heavy rain, Mr Azahar generously offered to send the passenger and her two friends home, even though they had only one drop-off location as they were his last passengers of the day and he wanted to ensure that his passengers got home dry and safely. As an experienced driver, he knew that it would be difficult for the her two friends to be able to seek alternative transport arrangements home due to the heavy rain.

In another situation where a passenger mistakenly entered the wrong address, Mr Azahar again demonstrated exceptional customer service. Without imposing any extra charges, he skillfully rerouted and transported the passenger to the correct destination, ensuring a hassle-free and pleasant experience. He understood that it was a genuine error on the part of the passenger hence had no qualms making the detour.





# OUTSTANDING AWARD WINNERS

## Outstanding Award Private Hire Car Operations

Organisation **Ryde**  
Designation **PHC Driver**  
Name **Liu Kwek Keong**

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Mr David Liu has been a dedicated driver on our platform since 2020, and he embodies the essence of exceptional service. Mr David consistently provides outstanding service to passengers, earning numerous compliments from individuals of diverse backgrounds. His unwavering commitment extends well beyond the call of duty, as he consistently goes the extra mile to ensure the utmost comfort and well-being of passengers, especially those who are elderly, pregnant, accompanied by children, or in need of any special assistance.

Mr David Liu's caring and considerate approach has made a significant and positively impactful difference in passengers' travel experiences. His presence fosters a warm and welcoming atmosphere on board, creating an environment where passengers feel valued and cared for. With a genuine desire to connect with people, David listens attentively to his passengers, engaging in polite and meaningful conversations while remaining highly responsive to their needs. His exceptional level of service builds a strong sense of trust and rapport with those he has the privilege to serve, exemplifying what true customer service excellence means.





# CELEBRATING EXCELLENCE

**Honorable Recognition from  
our Distinguished Judges**



**Dr William Wan**

**Senior Consultant**  
Singapore Kindness Movement

“Congratulations! Your going the distance with your service with kindness and empathy contributes to helping us build a more gracious nation. Together, we can be greater as a people and as a nation.”



**Mr Quek Sze Hao**

**Director(Special Projects)**  
Public Transport Council

“Congratulations to all winners! May your acts of kindness inspire all of us to build a caring and gracious community. Thank you for your service to keep Singapore moving!”



**Ms Goh Guan Hui**

**Deputy Director**

Public Transport Promotion  
Public Transport Group  
Land Transport Authority

"Warmest congratulations on your achievements! You're an inspiration to us and thank you for warming our community with your kindness."



**Mr Muhammad Nabil  
Noor Mohamed**

**SKM Council Member**

Singapore Kindness Movement

"Heartiest congratulations to all winners! You play an essential role in ensuring we can get around seamlessly. We salute you for going the extra mile to make a meaningful impact to those who need it. Your tireless efforts make you the unsung heroes of our daily lives. Continue to spread kindness and inspiring all of us!"



**Mr Law Jimmy**

**Commanding Officer**

Road Traffic Branch  
Traffic Police

"Congratulations on your well-deserved award! Your actions and attitudes are truly commendable, and your service with wholehearted dedication is an inspiration to us all."





## Special Thanks to Our Partners

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**GO-AHEAD SINGAPORE**

**GOJEK SINGAPORE**

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**MINISTRY OF TRANSPORT**

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a stronger us.**



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