

## PLAQUE OF COMMENDATION

### NetLink Trust

*Nominated by the Union of Telecoms Employees of Singapore*

NetLink Trust values and prioritises staff welfare. During the COVID-19 pandemic, the company emphasised workers' health and safety. The team stocked up on face masks, face shields and test kits for all staff, and personal protective equipment for frontline engineers. To enable staff to work comfortably at home during the pandemic, NetLink Trust gave them a one-time cash benefit to purchase equipment such as a comfortable work chair or a bigger computer monitor. GrabFood vouchers were also distributed to staff and their families. Care packages were sent to staff who tested positive for COVID-19 to extend the organisation's care and concern.

NetLink Trust embraces employees' well-being and emphasises ensuring a motivated workforce. The organisation is committed to creating an environment supporting employees, ensuring they are cared for and valued. This is established through Recognition Awards and team bonding activities. NetLink Trust creates a positive workplace culture by engaging staff in company-wide town hall meetings and cascading this into the wider organisation through department functions and team bonding events. During the year, various initiatives and programmes were also carried out to show care for their staff and improve the overall workplace culture.

The organisation has supported various Union of Telecoms Employees of Singapore (UTES) efforts. For example, NetLink Trust contributes annually towards the UTES-U Care Fund Bursary Awards, jointly organised with NetLink Trust and two other companies that are represented by UTES. The annual joint bursary awards aim to assist lower-income union members, and employees in defraying their children's education and school expenses.

NetLink Trust also adopted various Tripartite Standards. The standards were NetLink Trust's commitment to having fair employment practices to attract and retain talents.

The HR works hand-in-hand with UTES regularly to enhance grievance-handling processes. The organisation allows employees to take unpaid leave for urgent matters. NetLink Trust also has age-friendly workplace practices where employees are offered yearly re-employment and treated like regular employees with annual increments and bonuses. To enhance and encourage work-life balance amongst employees, the organisation allows staff to work from home once a week. NetLink Trust believes that when their employees are cared for, they work with a happy attitude and positive mindset.

NetLink Trust adopted a collaborative approach in reviewing UTES's proposal for better terms, conditions and wages for their workers. The result was a collective agreement with an enhanced remuneration and benefits package. In 2021, upon the renewal of the CA, UTES was further able to negotiate and conclude improved salary ranges, allowances, Long Service Awards, and re-employment terms. In addition, NetLink Trust has improved its staff benefits, such as enhancing the health screening packages for staff and upgrading medical benefits and insurance coverage. Given higher inflation, NetLink Trust disbursed a one-off lump sum payment to staff to help ease the impact of the rising cost of living.

Netlink Trust believes in empowering its employees to shape the future of their businesses. The company continues to invest in upskilling employees by enhancing their competencies and ensuring they have the relevant skill sets to carry out their jobs to the best of their abilities. Training and development opportunities are provided to develop their staff and maximise their potential, including courses related to leadership, soft skills, and technical and functional skills for all employees. NetLink Trust has recently signed a Company Training Committee with UTES, which will offer staff more learning options.