

MEDAL OF COMMENDATION

Neo Su Yin

Former Chief Executive Officer
Singapore Post Limited

Nominated by the Union of Telecoms Employees of Singapore.

Under Neo Su Yin's leadership as CEO Singapore of SingPost, employee well-being, engagement, and safety have been a top priority. She implemented impactful initiatives to address these areas which includes salary adjustments to attract top talent through market analysis and introduced performance-based incentives for increased productivity. Recognising the importance of fair compensation, she took decisive action in August 2022, aligning wages with Local Qualifying Salary (LQS) requirements.

Her dedication to fair compensation extended beyond salary adjustments. She championed the implementation of the Occupational Progressive Wage (OPW) program in March 2023. This initiative ensured administrators and drivers received fair wages that reflected their skill development. Her leadership played a key role in SingPost achieving the Progressive Wage Mark in January 2024. This prestigious recognition highlights the company's commitment to fair wages and market competitiveness, a testament to her vision.

Sister Su Yin fostered a strong safety culture at SingPost by integrating safety training into onboarding and daily operations. This proactive approach helped ensure employee well-being throughout her tenure. During the pandemic, she prioritised employee welfare, providing support funds, sanitisers, and a one-off solidarity bonus. SingPost accommodated Malaysian employees supporting operations during the Movement Control Order, offering daily meal and hardship allowances.

She demonstrated a strong commitment to employee safety by leading the transformation of SingPost's owned vehicle fleet. This initiative prioritised the inclusion of advanced safety features for delivery personnel. Furthermore, her leadership extended to uniform upgrades designed for both comfort and enhanced safety. The new uniforms incorporated breathable materials for better working conditions and reflective strips to increase employee visibility on the road.

Through regular CEO walkabouts, Sister Su Yin built a culture of trust and open communications, encouraging open dialogue between leadership and employees. Additionally, she implemented an expanded supervisory structure, which demonstrably enhanced employee well-being and engagement. This resulted in a more satisfied workforce and a reduction in safety incidents.

SingPost's commitment to employees' future is evident through the renewal of the MOU with the Union of Telecoms Employees of Singapore (UTES), ensuring timely training for job role transitions. Sister Su Yin's leadership has uplifted employee morale, promoted upskilling and career progression, and created a positive as well as inclusive work environment.