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MAY DAY

AWARDS

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MEDAL OF COMMENDATION

Karl Lee Muir

General Manager
Concorde Hotel Singapore

Nominated by the Food Drinks and Allied Workers Union

Karl Lee Muir has played a pivotal role in advancing the Labour Movement's objectives by implementing initiatives that significantly enhance workers' wages, welfare and job opportunities. His dedication to sustainable wage growth is demonstrated through the application of Progressive Wage Models (PWMs) and ensuring annual wage increases in accordance with National Wages Council (NWC) guidelines. These efforts have facilitated career development and supported wage progression for employees.

Brother Karl has been a strong advocate for progressive workplace practices that safeguard and improve workers' well-being. During the COVID-19 pandemic, he ensured that older workers could remain at home without impacting their employment status. The hotel continues to support older workers by offering permanent contracts with no post-retirement age end date, along with medical benefits for retired employees. Additionally, he led the company in adopting seven Tripartite Standards, advancing progressive workplace practices. Concorde Hotel Singapore was also awarded the SG Enabling Gold Award in recognition of its commitment to inclusivity and support for workers with disabilities.

Proactively enhancing employees' career prospects, Brother Karl mandates that all new hires complete training in essential courses, including the Great Guest Experience Workshop, Cyber Safety, Environmental, Social, and Governance (ESG), Workplace Harassment, Fraternisation, and Unacceptable Behaviour. Looking ahead, he plans to enrol employees in SkillsFuture for Digital Workplace 2.0 training in 2025, equipping them with crucial digital skills to adapt to emerging technologies and advance their career prospects. This comprehensive approach ensures that staff are not only experts in customer service but also well-versed in ethical practices and digital literacy – key competencies for long-term growth and competitiveness in the hospitality industry.

Through his leadership, Brother Karl has made a profound impact on the overall well-being of employees, establishing a benchmark for best practices within the hospitality sector. His significant contributions, including his commitment to sustainability and the achievement of Global Sustainable Tourism Council accreditation, make him a highly deserving candidate for this award.