

MEDAL OF COMMENDATION

Sharon Yue

Head Group Employee Relations & Culture
SATS Ltd

Nominated by the Singapore Airport Terminal Services Workers' Union

Sharon Yue guided the SATS Human Capital (HC) team to work with the Singapore Airport Terminal Services Workers' Union (SATSWU) to introduce nine Progressive Wage Models (PWMs) tailored to the workers' developmental needs. The PWMs depict critical skills-based career progression pathways for workers to deepen their competencies. With increased productivity resulting from training and upskilling, SATS workers can value-add and take on additional responsibilities and qualify for higher rewards and promotions. The team also revamped a total of five collective agreements successfully with various workers' unions.

A compassionate leader who places people at the core, Sister Sharon constantly looks at ways to improve the general welfare of the workers. Together with the union, she drove workforce transformations to identify training gaps, and redesigned jobs to help raise competency levels and employability of the workers.

Sister Sharon also oversees the industrial relations framework and strategies including workplace policy guidelines such as the Code of Conduct and HC policies, as well as institutes disciplinary inquiries, seeks equitable rights treatment for workers, prevents and eliminates discrimination in employment, and provides accessible support to manage workforce issues. She connects management's and union's perspectives to address industrial relations concerns in a collaborative manner. As the head of internal communications and employee engagement, Sister Sharon constantly looks out for employee engagement trends that shape the future of work and reviews critical engagement areas to enhance the employee experience and meet the needs of the workers. She digitalised the employee experience through revamping the SATS intranet portal and launching a mobile application for 24/7 connectivity. Her digitalisation initiatives led to full user adoption, allowing workers to keep abreast of updates and strengthening digital literacy among mature workers.

Sister Sharon has been president for SATS Staff Association for more than seven years, leading the employee-volunteering and philanthropic arm of SATS to encourage workers to partake in meaningful social initiatives. She also managed the SATS Foundation to drive all community partnering initiatives including NTUC U-Care, bursary awards, SATSWU scholarship and SATS bursaries to support workers and their dependents at different life-stages.

As a cultural lead, Sister Sharon focuses on driving purposeful growth and transformation. Her commitment to building a workforce driven by trust and teamwork is aligned with SATS' core values, and she places trust as an integral part of SATS by working closely with the management and unions to improve workers' employability and productivity.