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MAY DAY

AWARDS

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MEDAL OF COMMENDATION

Priscilla Teo

Former Group Chief Human Resource Officer
National University Health System

Nominated by the Healthcare Services Employees' Union

Priscilla Teo, former Group Chief Human Resource Officer of the National University Health System (NUHS), has been a steadfast partner of the Healthcare Services Employees' Union (HSEU) for the past six years. With her partnership, labour-management relations have been strengthened through meaningful collaboration, fostering trust and mutual respect.

Sister Priscilla has played a pivotal role in negotiating collective agreements, performance bonuses, and annual wage increments for NUHS staff. Her commitment to fair wages was evident in the 2022 Collective Agreement, which enhanced shift allowances for 60 per cent of employees and expanded representation for professionals, managers and executives, covering 90 per cent of the workforce.

A strong advocate for lower-wage workers, Sister Priscilla supported HSEU's call during the 2023 wage negotiations to align wage growth for the bottom 20th percentile with the National Wages Council's guidelines at the cluster level—exceeding the national standard. Her dedication ensured that staff efforts in transitioning to an endemic COVID-19 environment were recognised through competitive bonus payouts, reflecting her appreciation for their resilience.

Sister Priscilla is deeply committed to staff welfare. Under her leadership, NUHS partnered with the Association of Psychotherapists and Counsellors Singapore in 2018 to provide confidential mental health support for employees. Recognising the importance of financial well-being, she also championed a 2022 collaboration between NUH, HSEU, and MoneyOwl, offering financial wellness programmes to equip staff with critical financial literacy and retirement planning tools.

In advocating for better career prospects, Sister Priscilla has supported the Ministry of Health's job redesign initiatives for Patient Service Associates and Healthcare Assistants, enabling them to take on expanded clinical roles. These efforts have created clearer career pathways and led to higher wages and improved job satisfaction among NUHS staff.

Sister Priscilla's visionary leadership and advocacy for staff welfare, fair wages, and career development exemplify the values of the Labour Movement, making her a worthy recipient of this award.