

PARTNER OF LABOUR MOVEMENT

Marcus Heng

Group Chief Human Resources Officer

Mandai Wildlife Group

Nominated by The Singapore Manual & Mercantile Workers' Union (SMMWU).

Mandai Wildlife Group was unionised by The Singapore Manual & Mercantile Workers' Union (SMMWU) in 1973, representing a significant milestone of 51 years of labour-management relations. The company has achieved strong collaboration, mutual respect, and effective communication with the union. Marcus Heng joined the Mandai Wildlife Group in 2016. As the Group Chief Human Resources Officer, he is pivotal in growing the organisation into an integrated nature and wildlife destination while extending his stewardship beyond the group to the union. Brother Marcus and the union worked together to negotiate for fair employment practices and promote the well-being of workers in both good and bad times. Salary review and adjustments were also discussed and implemented.

With the expansion of the company's parks, Brother Marcus values the importance of the workers' representation in leading his team to shape human resources strategies, talent development programmes, and employee engagement initiatives. Brother Marcus and the union initiated bi-monthly meetings between HR partners and the union representatives to provide valuable feedback and ideas. In the latest Collective Agreement, Brother Marcus's support in raising the re-employment age to 70 ahead of legislation is a significant move that demonstrates the company's commitment to supporting its workers' continued participation in the workforce. The union's enhancement of health benefits also underscores the company's commitment to employee well-being.

Understanding the Labour Movement's objectives, Brother Marcus has partnered with the SMMWU to form a Company Training Committee (CTC), ensuring that workers are empowered to stay current and future-ready. His efforts in establishing the CTC reflect his dedication to emphasising building functional competencies. His career development framework further facilitates regular, meaningful career planning and progression discussions. His leadership and engagement efforts exemplify an inclusive approach to the company and union, where workers' voices are valued.