

MEDAL OF COMMENDATION

Emmanuel Lem

Former General Manager

Orchid Country Club

Nominated by The Singapore Manual & Mercantile Workers' Union.

Emmanuel Lem is a forward-looking leader and a strong advocate for the Labour Movement.

He has innovated and led many initiatives to improve the workplace, wages and welfare of employees at Orchid Country Club.

During the COVID-19 pandemic, Orchid Country Club was the first club to install a central divider in its golf buggies to ensure the safety of golfers. In addition, Brother Emmanuel led multiple initiatives to improve members' experiences at Orchid Country Club. It included, among others, the refurbishment of 75 hotel rooms, the implementation of the online golf booking system to ease reservations and physical queues, and the rejuvenation of the 27-hole golf courses. New buggies with GPS tracking systems were also rolled out as part of the club's digitalisation efforts to reduce reliance on physical manpower.

Additionally, he improved the wages of housekeeping staff through progressive wage adjustments and boosted lower-wage employees' pay with a more streamlined and collapsed salary structure.

Brother Emmanuel has always prioritised employee well-being. He revised the work-week for all operations staff down from six to five days and expanded the monthly duty meal credits to include more employees.

He also supported the revision of work shifts at the Par Lounge, minimising long, continuous working hours to ensure staff are well-rested. The revision also allowed staff to end their day earlier while fulfilling the stipulated working hours.

Brother Emmanuel also backed the move to award golfing marshals with additional monthly allowances to recognise their hard work and improve staff retention.