

MEDAL OF COMMENDATION (GOLD)

Mike Chan Hein Wah

Deputy Chief Executive Officer (Estate)

Housing & Development Board

Nominated by the National Trades Union Congress. Supported by the HDB Staff Union.

Mike Chan Hein Wah oversees HDB's Estate Cluster, which has some 3,400 staff members. He leads the cluster in setting strategic directions; the review, formulation, and implementation of public housing and social integration policies and programmes; and the management of HDB properties and estates to meet national objectives.

As a member of the HDB Senior Leadership Team, he contributes to the development and implementation of corporate policies, strategies and programmes aligned with HDB's strategic direction. He also directs and advises on succession planning, and he mentors key personnel to build a future-ready workforce.

Brother Mike also drives and leads change in the Estate Cluster, focusing on digitalisation efforts to enhance the workforce's productivity and skill sets. He provided leadership in the development of an Integrated Estate Management System to strategically transform HDB properties into Smart Buildings and "intelligence-driven" estates. He also oversaw the implementation of the Smart Car Park and parking system, aiming to provide a seamless parking experience for motorists and minimise the need for parking enforcement activities.

Brother Mike also oversaw the timely review of prime area public housing, leading to the announcement of the Prime Location Public Housing (PLH) model, which ensures new public housing built in prime, central locations will remain affordable and accessible for Singaporeans. During the COVID-19 pandemic, he efficiently activated manpower and resources to ensure temporary dormitories were up and running and that staff were organized to support safe distancing efforts.

Brother Mike's contribution extends beyond the HDB workforce. He served on the Board of EM Services Pte Ltd as director and Chairman of the audit committee. He is currently a council member on the Council for Estate Agencies (CEA) and the Deputy Chairman of the Ministry of Manpower (MOM) MoneySense Council's Guidance Services Working Committee. Additionally, he contributes as a member of the National Crime Prevention Council (NCPC) and the Ministry of Social and Family Development (MSF) Community Link (ComLink) Steering Committee.

Brother Mike is highly respected by the HDB Staff Union (HDBSU) for his firm belief in cultivating good Labour-Management Relationships. To raise staff awareness of the benefits of joining the union, he supported the introduction of IR cafes in HDB, a dedicated platform for reaching out to non-union members.

He is also committed to Corporate Social Responsibility (CSR) initiatives, supporting joint-CSR projects between HDB and the HDBSU, such as distributing groceries to needy families and acknowledging the hard work of cleaners and gardeners working in HDB Hub through events like 'Bringing Cheer' and 'Appreciating Our Cleaners & Gardeners Day'.