

## MEDAL OF COMMENDATION

### **Olivia Tay (Chung Lai Ngoh)**

Group Chief Human Resource Officer (Immediate Past)

National Healthcare Group

*Nominated by the Healthcare Services Employees' Union*

Olivia Tay has been a supportive management partner of the Healthcare Services Employees' Union (HSEU). She is progressive and has forged strong labour-management relations through close collaboration and partnership with HSEU over the past 20 years. Under her leadership, the union and management have built trust to allow innovative changes across the institutions within the NHG cluster. These include support for job redesign and removing the lowest three job grades, ensuring no workers are paid a basic salary below \$1,400.

Sister Olivia firmly believes in equal partnership and initiates union-management learning journeys to study best practices. She believes in the joint implementation of best practices with HSEU by urging workers to embrace change in the company's transformation journey. Sister Olivia also leads collective bargaining negotiations for the public healthcare clusters to ensure fairness, parity and mutual agreement. In the recent collective agreement negotiation, she was forthcoming in expanding the scope of union representation to senior nursing officers and limited representation to managers under NHG and the other public healthcare clusters.

Sister Olivia proactively engages the union on annual increments and bonuses. It shows her inclusive nature and discerning disposition in strongly considering the union's views and opinions to be the legitimate voice of the workers. HSEU enjoys good labour-management relations with Sister Olivia and her team. She addresses all industrial relations matters and staff grievances no matter how challenging.

An avid golfer, Sister Olivia also represented HSEU in NTUC Golf competitions and for charity. With a generous heart for lower-wage employees, Sister Olivia had no hesitation when HSEU approached NHG for support on HSEU's Bursary awards.