

MEDAL OF COMMENDATION

Tony Khoo

Chief Executive Officer
EM Services Pte Ltd

Nominated by The Singapore Manual & Mercantile Workers' Union

Tony Khoo always supports competitive wages and other remuneration initiatives for its employees. He is genuine in listening to the opinions of his people and reinitiated the Employee Engagement Survey (EES) in 2019. In 2022's EES, he conducted focus group discussions and townhall sessions with employees to gather their insights and validate the findings.

Employees' welfare is always at the top of Brother Tony's mind. Some initiatives he initiated include a Care & Support Allowance during the pandemic. The company also provided housing arrangements for affected Malaysians who could not commute daily between Singapore and Malaysia during the border closure. He visited the affected workers with his senior management team at the hostels with dinner and care packs for the employees.

Brother Tony advocates flexible work arrangements. The company adopted and continued with a hybrid work arrangement even after COVID-19 restrictions have lifted. Employees can work offsite for a certain number of days a week.

EM Services also recently improved employee welfare, enhancing annual medical benefit quantum to meet the rising medical costs, birthday leave for all employees, enhanced long service awards and mileage or transport claims. EM Services is also on Statista's 2023 list of the top 250 best employers in Singapore.

Under Brother Tony's leadership, the company emphasises employees' employability and marketability by introducing various certifications to equip them with the competencies, such as sponsored diploma courses. He was the first amongst many other companies to come on board the Company Training Committees in partnership with The Singapore Manual & Mercantile Workers' Union. EM Services also plans to redesign jobs and processes to reduce time spent on basic tasks. Doing so will allow employees to focus on jobs that require human interaction and decision-making. This will, in turn, enhance productivity and process efficiency.