

COMRADE OF LABOUR

Thilagam Krishnan

Assistant Treasurer
SATS Workers Union (SATSWU)

Nominated by SATS Workers' Union.

Thilagam Krishnan plays a pivotal role in the SATS Workers' Union (SATSWU) executive committee (EXCO). He led the engagement with the catering management team to develop an in-house Progressive Wage Model (PWM) for SATS's catering division. This initiative was crucial in ensuring workers received improved wages directly tied to productivity enhancements, reflecting a significant stride towards equitable compensation practices.

In addition to her contributions to wage reform, Sister Thilagam is a valued member of the NTUC Women's Committee, where her efforts to combat workplace harassment stand out. Her dedication towards addressing and bringing such issues to management's attention underscores her commitment to creating a workplace that is not only safe but also inclusive. She has been a key figure in advancing progressive workplace practices that safeguard employee well-being and promote a culture of respect and dignity.

Furthermore, she has been instrumental in implementing cross-training programmes across various departments. This was a strategic move aimed at workforce retention and preserving local jobs. This initiative focuses on multi-skilling and redeployment to bridge gaps in skill sets, thereby enabling a transformative approach to workforce development and future recovery.

The cross-training of Preset Operations Assistants and Cabin Handling Officers was designed to foster stronger relationships between preset and cabin services. Enhancing the competencies and flexibility of staff deployment has improved operational efficiency and deepened employees' understanding of different workflow processes within the preset and cabin services.

Sister Thilagam's leadership in these cross-training initiatives has prepared the workforce for future challenges, promoting mastery in preset and cabin roles and excellence in customer service management. Through her visionary approach, she has contributed significantly to the organisation's readiness for the future, exemplifying the importance of continuous learning and adaptation in today's dynamic work environment.