

## PLAQUE OF COMMENDATION

### Four Seasons Hotel Singapore

*Nominated by the Food, Drinks and Allied Workers Union*

Four Seasons Hotel Singapore has been recognised over the years by some of the most reputable industry groups and respected publications in the world for excellence in luxury hospitality, and has been distinguished from its peers for its progressive workplace practices and market-leading employee benefits package.

In 2022, despite the economic impact of the pandemic which the hotel is still recovering from, Four Seasons Hotel Singapore demonstrated its steadfast commitment to its employees by granting fair salary increment. This increment was consistent with the National Wages Council's recommendations for low-wage employees and evinced the hotel's appreciation for its workforce's unwavering diligence and sacrifices during the pandemic, and supported the employees in coping with high inflation rates.

Throughout the pandemic, the hotel formed a robust partnership with the Food, Drinks and Allied Workers Union (FDAWU) to alleviate the economic hardships endured by its employees. The hotel implemented a wage cut to safeguard employment, but only applicable to management employees, with senior management assuming an earlier and more substantial wage cut. The hotel also collaborated closely with FDAWU to cross-deploy employees to other companies, ensuring job security during the challenging period.

Furthermore, Four Seasons Hotel Singapore demonstrated its commitment to progressive workplace practices by raising its retirement and re-employment ages to 66 and 72, respectively, exceeding legislative requirements. The hotel's dedication to training and development is also manifested through its Company Training Committee, which partners with FDAWU to provide in-house training and sponsored external training opportunities. Between 2020 and 2022, Four Seasons Hotel Singapore partnered with NTUC LearningHub to upskill their employees. The hotel also embarked on an Operation and Technology Roadmap to transform its business model, which further reinforces its commitment towards continuous learning and improvement.

Culture has always been a key pillar at Four Seasons Hotel Singapore and the company prides itself on creating a fun and supportive environment where their people are motivated to be their very best – where radical empathy, creative bravery and celebrating individuality are at the forefront. Four Seasons Hotel Singapore supports personal growth through structured training and continued career development and through exciting global transfer opportunities. The hotel provides a support structure of strong benefits, great perks, and industry leading compensation. Four Seasons Hotel Singapore's commitment to employee welfare and development sets a standard of excellence for the hotel industry.