

PLAQUE OF COMMENDATION

Orchid Country Club

Nominated by The Singapore Manual & Mercantile Workers' Union

Orchid Country Club has adopted Tripartite Standards. Its management and HR team continuously connect with The Singapore Manual & Mercantile Workers' Union (SMMWU) for recruitment activities, promoting union benefits, and improving employees' work environment. The club has spared no effort in providing training to ensure its employees are well-trained and equipped with the required skills. The company has also reviewed its pay structure to improve the gross package of lower-wage employees. The improved structure ensures that its service employees benefit more from being more productive.

Through the Company Training Committee, SMMWU, and NTUC's Training and Transformation, Orchid Country Club has jointly developed the Operation and Technology Roadmap (OTR) to improve business objectives. The initiative will improve the social status of union members while bringing in partners and tenants to complement the club and new offerings to members. The company is also exploring innovative ways to introduce more digital services to improve its workflow. It is also exploring a training roadmap for its employees' upskilling and to enhance their overall productivity.

Orchid Country Club has adopted a friendly and progressive workplace model away from the traditional workplace culture. Since the pandemic, it has offered flexible work schedules where employees can plan to meet business demands and prioritise work-life balance. Doing so has helped to retain workers.

During the COVID-19 border restrictions, the club handled the accommodation needs of Malaysian staff working in Singapore. The club offered affected staff accommodation at a special affordable rate compared to the market housing rental rates. The COVID-19 pandemic significantly impacted and disrupted the business, but the club had no retrenchment exercise.

Through Orchid Country Club's OTR, the company will provide adequate training to its employees to be competent at their jobs. It also provides training opportunities for upskilling, reskilling and job redesign to ensure the workforce is future ready.