

MODEL WORKER

Lai Shu Hui

Executive (Finance Shared Services)
NTUC Fairprice Co-operative Limited

Nominated by the Food, Drinks and Allied Workers Union

Lai Shu Hui joined FairPrice in 2008 as an administrative assistant. In her nearly 15 years with the company, she has constantly upgraded herself through multiple in-house training courses. She not only developed critical people management skills that enabled her to lead a team of 13 account assistants, but also nurtured her ability to adapt to change in the face of uncertainties.

At the peak of COVID-19, Sister Shu Hui demonstrated her agility by taking the initiative to review legacy work processes and implement new ones to allow her entire team to work remotely. She worked very closely with the digital team to launch a paperless process for the revenue team's sales reconciliation. On top of this, she constantly adjusted work plans in response to updated company priorities so that her team could still contribute despite the work-from-home arrangements. Sister Shu Hui then went the extra mile to automate the sales reconciliation dashboard to provide users with more ease and convenience.

Even though she was not familiar with the IT space, she embraced the challenge of stepping into the unknown. She has also put on her learning hat and constantly shadows the digital team to pick up new knowledge and skills.

Sister Shu Hui is a dedicated and hardworking employee who is not afraid of taking risks and challenging the status quo. She is an excellent example of an individual exhibiting a growth mindset.