

MODEL WORKER

Lisa Khoo Lay Har

Senior Estate Manager
Housing and Development Board

Nominated by the Housing and Development Board Staff Union

Lisa Khoo Lay Har is currently a senior estate manager in Housing and Development Board (HDB) Central Zone, Housing Management Group (HMG) managing a team of Estates Executives in Maintenance Management works. She joined the HDB Staff Union (HDBSU) in 1997 and has been a member for 26 years. Sister Lisa has been serving in the branch since 2013 and was also successfully elected as a committee member in the Estate & Corporate Group Staff Branch in 2019. She is now serving as a committee member in the branch.

Sister Lisa strongly advocates upskilling and constantly encourages her colleagues to go for courses to upgrade themselves. She attended courses, seminars and workshops organised by the Ong Teng Cheong Labour Leadership Institute and NTUC LearningHub. With her excellent knowledge and understanding of labour-management relations, Sister Lisa provides conclusive and comprehensive solutions to handling the members' grievances. She has also participated in all the labour-management relations seminars and workshops jointly organised by the union and HDB Management in recent years. As a Branch Official in the Estate & Corporate Group Staff Branch, she works with the branch to discuss and resolve individual and general grievances. She also provides ground feedback on issues affecting the organisation and members.

While Singapore transitioned towards living with COVID-19, Sister Lisa was nominated as a representative in the Housing Management Group (HMG) for the Risk Assessment member in HMG's Workplace Safety and Health to look into and handle staff's healthcare and any healthcare challenges. She was also appointed as a committee member, where she is involved in sourcing quotations, planning the itinerary and brainstorming topics for discussion for the HDBSU Plenary Session cum Teambuilding Workshop 2022.

Sister Lisa was also part of the team in the discussion for the collective agreement in 2022. She has actively contributed with suggestions to enhance the life of HDB staff.

She served as a member in the Membership Secretariat since January 2013 and is now the assistant secretary since September 2019. As an assistant secretary, she has actively assisted in creating awareness of HDBSU and increasing the membership rate by promoting union benefits among new and existing HDB staff workforce.

Sister Lisa has been co-opted as a general auditor since January 2020 and is currently General Auditor in the HDBSU executive council. She is responsible for auditing the union's monthly statement of accounts and the statement of accounts from the ad-hoc events run by the respective secretariats.

Lisa is appreciated by her peers and well-regarded by her supervisor. With her excellent technical knowledge and understanding of labour-management relations, she has assisted HDBSU and HDB in encouraging her peers and mature members to embrace the changing work environment to adopt innovative solutions to improve productivity.