

PARTNER OF LABOUR MOVEMENT

Sara Suthitham Lim Ying Zhen

Manager, Employee/Industrial Relations
SATS Ltd.

Nominated by the Singapore Airport Terminal Services Workers' Union.

Since joining SATS in 2012, Sara Suthitham Lim Ying Zhen has steadfastly supported operational workers. Throughout her time with the company, she has played a vital role in guiding SATS Ltd through various challenges, including the COVID-19 pandemic, by championing worker welfare and organisational resilience initiatives.

In 2021, a pivotal year as the aviation industry commenced its recovery from the pandemic, Sister Sara identified the crucial challenge of attracting skilled workers in a highly competitive talent market. She spearheaded efforts to advocate for more competitive and sustainable wage increases, particularly leading the charge in revising salary ranges for drivers ahead of the implementation of the Progressive Wage Models, demonstrating her foresight and dedication to fair compensation.

Sister Sara's contributions went beyond mere wage adjustments. She worked closely with the Singapore Airport Terminal Services Workers' Union to establish progressive job opportunities by adopting company-specific Competency Wage Models. These models emphasised upskilling and reskilling workers, offering benefits that surpassed the mandatory national Progressive Wage Models and enhancing employees' professional growth across the organisation.

As a key figure in bridging the gap between the company and the union, Sister Sara played an integral role in job redesign projects within Gateway Services. Her initiatives aimed to attract and retain local talent by promoting change management strategies to reshape negative perceptions of industry roles and create avenues for career advancement. Through her dedication, Sister Sara has helped illuminate aviation jobs as secure and professional career paths comparable to those in other industries.

Sister Sara epitomises professional excellence and a steadfast commitment to nurturing a positive and productive tripartite relationship. Her genuine concern for worker welfare and tireless efforts to serve the union and the workers have made her an invaluable asset and a source of inspiration. Her visionary leadership and unwavering dedication have benefited SATS and set a standard for leadership within the industry.