

MEDAL OF COMMENDATION

Lee Yuen Hee

Chief Executive Officer
Transit Link Pte Ltd

Nominated by the Singapore Industrial and Services Employees' Union.

Lee Yuen Hee, who has been the Chief Executive Officer of TransitLink since 2013, has demonstrated exemplary leadership, particularly in advocating for bipartisanship and fostering cordial labour-management relations.

His commitment to maintaining strong industrial relations was evident through collaborative efforts with the union, engaging in discussions on fair and progressive employment practices, especially about wage and welfare matters. In a testament to his commitment, he became a union member and actively encouraged new employees to join.

During the challenging times brought about by the pandemic, Brother Yuen Hee demonstrated resilience and optimism. Despite the uncertainties posed by low ridership, he maintained an open mind and positive outlook, actively boosting employee morale during the difficult period.

Post-pandemic, as ridership improved, he did not hesitate to recognise the hard work and contributions of the employees who labored through the pandemic.

In the current transition period for TransitLink with the impending merger of the company with EZ-Link, Brother Yuen Hee was quick to address the workers' concerns. He reassured them about job security on multiple platforms and ensured senior management continued to update the workers on the developments.

His genuine interest in safeguarding his employees' interests has earned him widespread respect among the TransitLink's workforce. His contributions and unwavering dedication make him a deserving candidate for recognition and commendation.

Over the past decade, Brother Yuen Hee has played a pivotal role in overseeing the expansion of TransitLink's services. He has helped transition the company from traditional physical ticket offices and concession card replacement offices to a technology-driven approach, enhancing commuter convenience through self-help kiosks and the SimplyGo App.

This transformative journey posed challenges, requiring careful consideration of infrastructure modification and ensuring employees were well-supported throughout the changes. Brother Yuen Hee, leading by example, provided clear explanations to employees and offered time and resources to equip them with the necessary skills to navigate these challenges.