

## MEDAL OF COMMENDATION

### Chin Sak Hin

Senior Advisor

Sentosa Leisure Management Pte Ltd / Sentosa Development Corporation

*Nominated by the Attractions, Resorts & Entertainment Union.*

Chin Sak Hin, as a key management partner, saw the branch through the challenges of COVID-19.

Given the changing situation during the pandemic, Brother Sak Hin played a key role in strategising and providing guidance to his management team in responding to the various COVID-19 related challenges. The company's KPIs were adjusted to better reflect efforts on the ground to deal with the evolving COVID-19 situation. This ensured that there was fair representation of efforts of the workers and hence compensation packages were not too adversely affected despite the business challenges. This allowed the team to concentrate on other areas relating to business operations that required constant adaptation and to prepare the business for reopening.

Brother Sak Hin has been a strong proponent of good labour-management relationship between the union and the management. He proactively engages the union on matters affecting the workers. When it came to outsourcing of the Sentosa Express, he initiated discussions with the union even before the tender was released and had the union present at all the engagements with the workers.

This gave the workers the assurance that their interests are being taken care of by both the company and the union. In addition, the early engagement allowed the union to work with the company on the arrangements for the workers in advance on their job prospects and welfare. This gave the workers confidence in the union's representation of their interest, and in turn, strengthened labour-management relations.

During the height of the pandemic, Brother Sak Hin and his HR team arranged for the workers to attend training during the lull period. This allowed the workers to not only up-skill to ensure their continued relevance but to also better support each other.