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MAY DAY

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PLAQUE OF COMMENDATION

Paradox Singapore Merchant Court

Nominated by the Food, Drinks and Allied Workers Union.

Paradox Singapore Merchant Court has placed the Progressive Wage Model at the heart of its employment strategy and has been accredited with the Progressive Wage Mark, reinforcing its dedication to uplifting lower-wage employees.

Recognising the invaluable contributions of its staff, the hotel worked closely with the Food, Drinks and Allied Workers Union (FDAWU) to implement an average salary increase of 6 per cent in 2024. In response to the rising cost of living, a one-time goodwill payment of \$100 was also extended to all non-management employees. As part of its Collective Agreement renewal discussions, the Hotel took a proactive approach to enhance employee benefits, such as increasing shift allowances and adjusting salary scales across all positions. The hotel also endorsed the union's move to incorporate 13 executive positions within the scope of representation in the renewed Collective Agreement.

Building on these supportive efforts, the hotel further strengthened its commitment to work-life balance by introducing flexible work arrangements. Employees are also entitled to three days of Family Care Leave and a dedicated Birthday Leave to celebrate with family and friends.

The strong labour-management relationship between the hotel and union extends beyond the workplace, fostering a culture of engagement and corporate social responsibility. Through initiatives such as the "Sustainability Pledge & Plant a Tree" event, Dinner and Dance, and Chinese New Year celebrations, the hotel and union have strengthened camaraderie while contributing to meaningful causes. A Workplace Safety, Health & Sustainability Committee has also been established, reinforcing the hotel's commitment to a safe and sustainable work environment, as reflected in the Collective Agreement. In recognition of its sustainability efforts, the Hotel has also received accreditation from the Global Sustainable Tourism Council (GSTC), solidifying its dedication to responsible hospitality.

In a forward-thinking effort to enhance efficiency and workplace safety, the hotel has embraced digital transformation across key departments, including Housekeeping, Front Office, Food & Beverage, and the Call Centre. By automating processes, the hotel has streamlined operations, reduced manual tasks and created opportunities for wage adjustments as employees upskill to operate these advanced systems. To complement these advancements, the Hotel introduced a structured learning framework centred on core competencies, technical expertise, leadership training, and compliance. This initiative has empowered over 200 employees to participate in various training programmes, with nearly 230 different courses offered to strengthen skills and career growth.