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MAY DAY

AWARDS

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MEDAL OF COMMENDATION (GOLD)

Ng Wai Choong

Former Chief Executive Officer
Inland Revenue Authority of Singapore (IRAS)

Nominated by the National Trades Union Congress. Supported by the Inland Revenue Authority of Singapore Staff Union.

Under Ng Wai Choong's leadership, the Inland Revenue Authority of Singapore (IRAS) has cultivated a strong labour-management relationship with the IRAS Staff Union (IRASSU), resulting in significant improvements in employee welfare and career prospects.

During the COVID-19 pandemic, IRAS adeptly navigated operational challenges, ensuring uninterrupted public service while also administering government grants and subsidies to support businesses and individuals. The collaboration between IRAS and IRASSU exemplified their commitment to addressing unprecedented challenges and maintaining workforce resilience during critical times.

To promote leadership renewal and encourage greater involvement in the Labour Movement, the 2020 Collective Agreement allowed managerial officers to assume leadership roles in IRASSU as Ordinary Members with limited representation. This decision introduced fresh perspectives to the union while reinforcing its commitment to employee support.

To advance workforce transformation, IRAS and the union signed a Memorandum of Understanding (MOU) to establish the Company Training Committee (CTC). The MOU highlighted the shared commitment to facilitate upskilling and retraining opportunities, ensuring that no employee is left behind as the company transitions into the future economy.

In 2024, the development of a Technology-Essentials (Tech-E) Training Roadmap emphasised the organisation's focus on equipping employees with critical technology skills, including automation, analytics, and generative Artificial Intelligence. Additionally, IRAS partnered with IRASSU to introduce career coaching and customised training programmes for redesigned roles, enhancing job readiness. Demonstrating its commitment to employee well-being, IRAS expanded its in-house peer support system to promote mental health.