

MEDAL OF COMMENDATION

Alvin Lee Eng Wah

Managing Director
Reachfield Security & Safety Management

Nominated by Union of Security Employees

Thanks to Alvin Lee Eng Wah, the Union of Security Employees (USE) and Reachfield Security & Safety Management have enjoyed strong labour-management relations. Both parties hold regular discussions and active sharing on the security industry. In the company's efforts to safeguard its workers by securing the agreed improved terms and conditions of employment, it signed a collective agreement with USE to include performance incentives and provide a medical reimbursement. The move has led to an overall improvement in benefits for the employees.

When Brother Alvin's officers met with abuse incidents, he would not hesitate to help his workers or provide assistance. He also ensured that his officers' grievances were addressed speedily and fairly. Any grievances raised to the union are also handled with cooperation for the most desirable outcome for all parties. In the collective agreement, the company also recognised employees with long-service awards and bursaries for their children.

Brother Alvin emphasised on the importance of improving work conditions of his officers. By incorporating innovative technologies during the pandemic, such as video analytics, into its operations and through upskilling of its officers, Reachfield boosted productivity despite labour disruptions. With the shortage of manpower in the industry, Reachfield has demonstrated that technology can be used to innovate to complement manpower. Through technology, the company could better serve their clients by achieving better outcomes and higher productivity at their sites.

Reachfield has also signed the Company Training Committee (CTC) with USE, and has completed a project with USE for one of its sites at Cathay Cineleisure. By training its officers in Building Management System, officers are able to operate the system after operating hours. The system reduced the need for an on-site technician, and achieved overall facility management cost savings for clients. Trained officers also benefited from an increase in wages.