

# **ntuc**

## **MAY DAY**

# **AWARDS**

### **2 0 2 5**

## **MODEL WORKER**

### **Noor Hidayah Abdul Aziz**

Operations Executive  
UEMS Solutions Pte Ltd

*Nominated by the Built Environment and Urban Trades Employees' Union*

Noor Hidayah Abdul Aziz has been a dedicated member of UEMS Solutions Pte Ltd for the past 11 years. She initially joined as an Admin Assistant, where her main responsibility was to monitor daily manpower reports for clients. Demonstrating a keen desire to broaden her knowledge, Sister Hidayah transitioned beyond administrative roles, moving into training. When the COVID-19 pandemic struck, the hospital's workload increased, and the cross-deployment of trainers between hospitals was restricted. As a result, the training she had received became invaluable, enabling her to conduct essential training for new employees.

In October 2023, Sister Hidayah was promoted to Admin Executive after completing the Train-the-Trainer (TTT) programme. In her new position, she managed administrative tasks while continuing to deepen her understanding of operations and deliver training. She played an active role in daily project inspections, contributing significantly to the goal of achieving 100 per cent project completion.

In June 2024, she was further redesignated as Operations Executive. Throughout her career, Sister Hidayah has been a source of inspiration for her colleagues, consistently encouraging them to perform at their best. She has always prioritised employee mental health, especially during busy periods.

As the Chairperson of the BATU-UEMS branch, she has effectively used her strong interpersonal skills to provide support to colleagues dealing with workplace or personal challenges. Recently, she was appointed as an internal auditor for BATU.

Having witnessed many changes at UEMS, Sister Hidayah has played an active role in supporting the company's transition from manual to technological systems. Embracing innovation, she has applied her knowledge and experience to help the team achieve service excellence. One notable example is her collaboration with the team to implement the UEMS UETrack™ system, which uses handheld tablets to monitor task completion in real-time. Sister Hidayah is a true role model for continuous self-improvement and embodies a forward-thinking mindset, always striving to stay future-ready.