

## PLAQUE OF COMMENDATION

### Kenko Wellness Spa & Reflexology

*Nominated by The Singapore Manual & Mercantile Workers' Union*

Kenko Wellness Spa & Reflexology is one of the few spa- and massage-related companies to be unionised in Singapore. Since being unionised, Kenko has adopted various Tripartite Standards and worked closely with The Singapore Manual & Mercantile Workers' Union (SMMWU) to promote employee benefits.

Its management and HR team also regularly connect with the union to discuss improving the work environment and employee benefits. In a skill- and labour-intensive industry, the company provided training to ensure its masseurs are trained in various techniques and skills. The company also provides training for its masseurs' knowledge and professionalism.

One significant improvement is its working hours. Staff now enjoy a flexible work arrangement where they can come in or leave at different timing to suit their personal needs. Part-time staff can enjoy flexible hours of work. During peak periods, staff can also spend more hours serving customers and earn more.

The company employed many masseurs who are still physically well and skilful beyond retirement and re-employment age. Kenko's office-based employees also enjoy a five-day work-week and early release for festive periods, among other benefits. In addition, all employees can enjoy free lifestyle and skills training at its sister company, which provides a variety of courses such as culinary, elder care, CPR, digital skills and other lifestyle interests. The training offers a wonderful way to engage its employees and maintaining their motivation.

Kenko is part of Yellow Ribbon Singapore's programme in hiring ex-offenders in various positions. The company provides adequate training to its new hires to be competent at their jobs and further training beyond that to ensure they are updated and future-ready. It also provides training which may not be directly related to their current jobs to provide additional skills and knowledge for its employees. Employees can take up non-job-related life skills such as culinary, baking, elder care, and digital marketing, all paid for by the company. Many such courses are also WSQ-certified. The training not only stirs the workers' interest but provides them with a stepping-stone to pursue a different career in the future or as a possible side-line. Employees are also encouraged to upskill and upgrade, aiming for job progression.