

PLAQUE OF COMMENDATION

Mount Faber Leisure Group

Nominated by the Attractions, Resorts & Entertainment Union.

Mount Faber Leisure Group (the 'Group') adheres to the guidelines set forth by the National Wages Council and implements the Progressive Wage Model to uplift lower-wage workers' salaries and provide them with skills-based training to upgrade their skills across all low skills job roles.

Over the past year, it has directed its focus towards performance-driven compensation initiatives. In April 2023, it introduced incentive-based programmes, tailored for non-sales workers in operations, to foster a proactive approach towards achieving the company's objectives. Approximately 100 workers benefited from the scheme, with an average payout increase of \$300 per month.

Despite the adverse effects of the pandemic, the Group remained committed to providing salary adjustments and bonuses to its employees. In 2024, it conducted a comprehensive salary benchmarking exercise and adjusted wages accordingly to retain talent and ensure competitiveness. Throughout the pandemic, despite a notable decline in profitability, it ensured full payment to workers, thereby mitigating the impact of operational disruptions on their livelihoods. Additionally, it utilised periods of downtime to provide further training opportunities to its workforce.

As a supportive partner, the Group maintained close collaboration with the Attractions, Resorts & Entertainment Union (AREU), actively participating in union activities and integrating AREU into the Group's town halls, major business events and new staff orientations. Furthermore, the Group actively assisted the union in membership recruitment and provided regular updates on matters affecting workers, such as changes to HR policies. This robust labour-management relationship has resulted in an expanded scope of representation in the collective agreement, now encompassing PMEs up to Grade 9.

The organisation places significant value on the contributions of older workers, exemplified by its provision of a Special Appreciation Award to re-employed workers. The Group has been undergoing operational transformation by investing in technological solutions to enhance worker productivity and redesigning jobs to create higher-value roles. Key transformations include the implementation of a new ticketing system for improved queue management, the adoption of a 'Trackomatic' system for cable cars to enhance incident management, the utilisation of an automated time attendance system with facial recognition technology for seamless tracking of workers' hours, and the development of an automated dashboard that leverages data analytics for informed decision-making.

Recognising the importance of upskilling and lifelong learning, the company and AREU established a Company Training Committee to focus on artificial intelligence and digital literacy training for both employees and senior management. This strategic initiative ensures that staff build new capabilities to stay relevant and possess essential competencies to advance alongside the company's transformation.