

MODEL WORKER

Salwana Haron

Senior Building Coordinator
Singland Management Service Pte Ltd

Nominated by the Singapore Industrial & Services Employees' Union

Salwana Haron is a senior building coordinator for Singland Management Service Pte Ltd. She primarily supervises housekeeping and term contractors while working closely with mall tenants, M&E, Building Technicians and Security. She began her career in her company in 1991 and has undergone continuous training to upskill to improve her productivity and processes at her workplace. Sister Salwana has attended several courses related to customer service, such as Customer Focused Service Excellence, to empower herself to provide excellent customer service to the vendors and visitors to the building.

With her exceptional multi-tasking and process management skills, she can perform several tasks simultaneously, such as handling phone calls, while managing deliveries and directing vendors to their correct locations. In her career spanning over 30 years, there have been several changes to how her job tasks are performed. For instance, her work orders have moved from being fulfilled over physical paper forms into a centralised Systems Applications and Products (SAP) system. She took her own initiative to train herself to use this system on the job. This training has also facilitated better productivity in helping her better manage meeting room bookings and managing building access control through card or key issuances.

As a union leader since 1999, she has been involved in every negotiation on annual increments, variable bonuses and collective agreements. She also often raises workers' feedback in a fair and justified manner. To strengthen her capabilities in helping workers, she has attended union-organised training covering industrial relations topics and completed her Certificated IR Series Level 2 certification by the Ong Teng Cheong Labour Leadership Institute. As chairman of her branch, her networking and mobilising capabilities are also admirable. Her work as chairman extends a personal touch as she makes an effort to know all her members and addresses their grievances even though they are all deployed to various locations. Through many of these efforts, Sister Salwana has earned the respect of her fellow workers. She has continuously promoted the improvement of wages, welfare, and work prospects of her fellow workers.