

Annex C: Profiles of Lift and Escalator (L&E) Excellence Awards 2025

PWM L&E Supervisor Excellence Award

Muhammad Zulkarnaen Bin Hashim Senior L&E Specialist Hitachi Elevator Asia Pte Ltd	With 16 years of experience, Zulkarnaen leads a team of 16 maintenance technicians at Hitachi Elevator Asia, ensuring that lifts and escalators operate safely and reliably every day. As a leader, he actively develops his team’s capabilities through a hands-on approach and by creating learning opportunities. An example of this was when his team faced an intermittent fault involving a magnetic brake coil and brake switch settings. Zul personally guided his team through the troubleshooting process, using the opportunity to coach and mentor his technicians. His approach significantly boosted their confidence and enhanced their problem-solving skills. Zul consistently delivers high-quality work through his meticulous supervision, clear communication, and a strong emphasis on standards and accountability. His proactive leadership was evident during a water ingress incident, where he effectively led the recovery of 14 escalators and two lifts, and remained composed while leading his team despite the high-pressure situation. Zul has also maintained a zero-incident workplace record, by ensuring that all technicians adhere to safety protocols, conducting regular briefings, and reinforcing a safety-first mindset. Zul exemplifies a dedicated and skilled leader, whose communication and mentorship foster team growth and confidence. He embodies the values of teamwork, accountability, and continuous learning that keep Singapore’s vertical mobility running smoothly.
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Omar Bin Shamsudin Senior L&E Specialist Hitachi Elevator Asia Pte Ltd	A Senior L&E Specialist with a reputation for patience and precision, Omar is known for his strong mentorship and problem-solving skills. He takes a hands-on approach and leads with patience, building confidence in his team and fostering a culture of continuous learning. Omar consistently demonstrates exceptional problem-solving skills as his calm and focused approach allows him to tackle high-pressure situations efficiently. Omar leads by example and coaches his team closely by providing clear guidance and hands-on mentorship. He sets high standards for safety, quality, and motivates his team to maintain diligence and professionalism. Through his strict enforcement of safety protocols, Omar has achieved and maintained a zero-incident workplace record. By fostering a safety-first culture, he instils discipline and vigilance within his team, which has been key to sustaining a safe, incident-free workplace throughout his tenure. Dedicated to lifelong learning, Omar recently completed a Work-Study Diploma in Vertical Transportation while balancing leadership responsibilities — a testament to his professionalism and growth mindset. Omar fosters a workplace culture of trust and respect and has become an outstanding role model within the company.
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PWM L&E Specialist Excellence Award

Ganesh Prasad Vasudevan Troubleshooter Kone	A Troubleshooter at KONE, Ganesh Prasad brings exceptional technical proficiency in fault diagnosis and resolution, playing a key role in reducing breakdown rates and increasing first-time fix rates. His role involves stepping in when lifts stall, display complex fault codes, or exhibit unusual behaviour. With a calm, analytical approach, he quickly identifies root causes, resolves issues safely, and restores operations in buildings relied upon by millions every day. Ganesh Prasad's technical interventions and maintenance strategies have boosted elevator safety and reliability by 20%, cut breakdowns by 20%, and driven a 30% rise in first-time fixes within his zone. These achievements reflect both his strong technical foundation—built through a Higher Nitec in Vertical Transportation, the Certificate of Competency (CoC) in lift maintenance, and KONE's specialised system training—and his commitment to continuous upskilling. He actively keeps abreast of emerging technologies such as IoT, AI diagnostics, and predictive maintenance tools, and leverages cloud-based systems like KONE 24/7 Connect and the AI-enabled Technician Assistant to enhance accuracy, speed and safety in troubleshooting. Further reinforcing his achievements is Ganesh Prasad's unwavering adherence to safety regulations and procedures, enabling him to maintain a zero-incident workplace record throughout his tenure. He champions this commitment through regular rescue training, working-at-height refreshers, defensive riding courses, and active participation in safety toolbox meetings. His disciplined, methodical approach has strengthened safety culture and driven sustained improvements in reliability and risk management across his zone. Since transitioning into the Troubleshooter role, Ganesh Prasad has demonstrated clear career progression as a mentor and leader, guiding and training new hires who work independently across Singapore. He provides hands-on troubleshooting support while teaching them to harness digital tools and interpret predictive data - accelerating their development and building team expertise. Many of his mentees now manage their own equipment portfolios with confidence, reflecting his impact as a coach. Ganesh Prasad instils the same safety standards he upholds in his mentees, further contributing to overall safety culture and team strength. He serves as an exemplary leader for his peers, demonstrating professionalism, technical depth and a strong commitment to operational excellence. Beyond his technical responsibilities, he has made a significant impact on service quality, team competency and KONE's transformation toward intelligent, predictive maintenance.
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Teo Soon Peng	Having been in the industry for 12 years, Teo Soon Peng has established a solid foundation of technical expertise and practical know-how in the lift industry and is instrumental in the maintenance and servicing of the 126 lifts at Suntec City and Convention Centre. He collaborates with his teammates seamlessly and actively mentors junior lift specialists, guiding them through tasks with his extensive knowledge.
Senior L&E Specialist	
Mitsubishi Elevator (Singapore) Pte Ltd	With a strong safety-first mindset, he approaches every task with positivity and discipline. This, coupled with Soon Peng's intricate comprehension of lift systems and problem-solving abilities, leads to minimised downtime and stringent safety standards. Apart from repeated praise from Suntec City's management (APM), Teo has also been awarded three Excellent Performer Awards. Soon Peng's exceptional commitment to work and learning has been showcased in the multiple instances where he has made meaningful changes and impact to lift operations and employee safety. An example of this is when he traced the fault of recurring lift problems in an office tower to a power supply issue, going beyond core lift knowledge to solve the issue. He also identified several hazards associated with access and work in deep lift pits and this led to the adoption of retractable lifeline for pit access and the installation of pit working platforms, significantly improving the safety of the working environment for himself and his fellow colleagues. Despite obtaining multiple certifications, Soon Peng continues to keep pace with the progressive L&E industry. Currently, he is pursuing a Diploma in Vertical Transportation and is expected to graduate in 2026.