



# Caring for our Low-Wage Workers

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# WHO are our low-wage workers



Workfare Income Supplement  
**Average monthly income criteria**  
**≤ \$1,900 / month\***

**Various sectors**  
(e.g. cleaning, landscape, security,  
pest control, F&B, Retail...)

\* Will be revised to \$2,000 w.e.f. 1 Jan 2017

## Challenges Faced



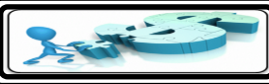
Low Basic Wages



Little or negligible wage increases



Little or no savings



Coping with Cost of Living



Low Skills



Little knowledge on employment rights

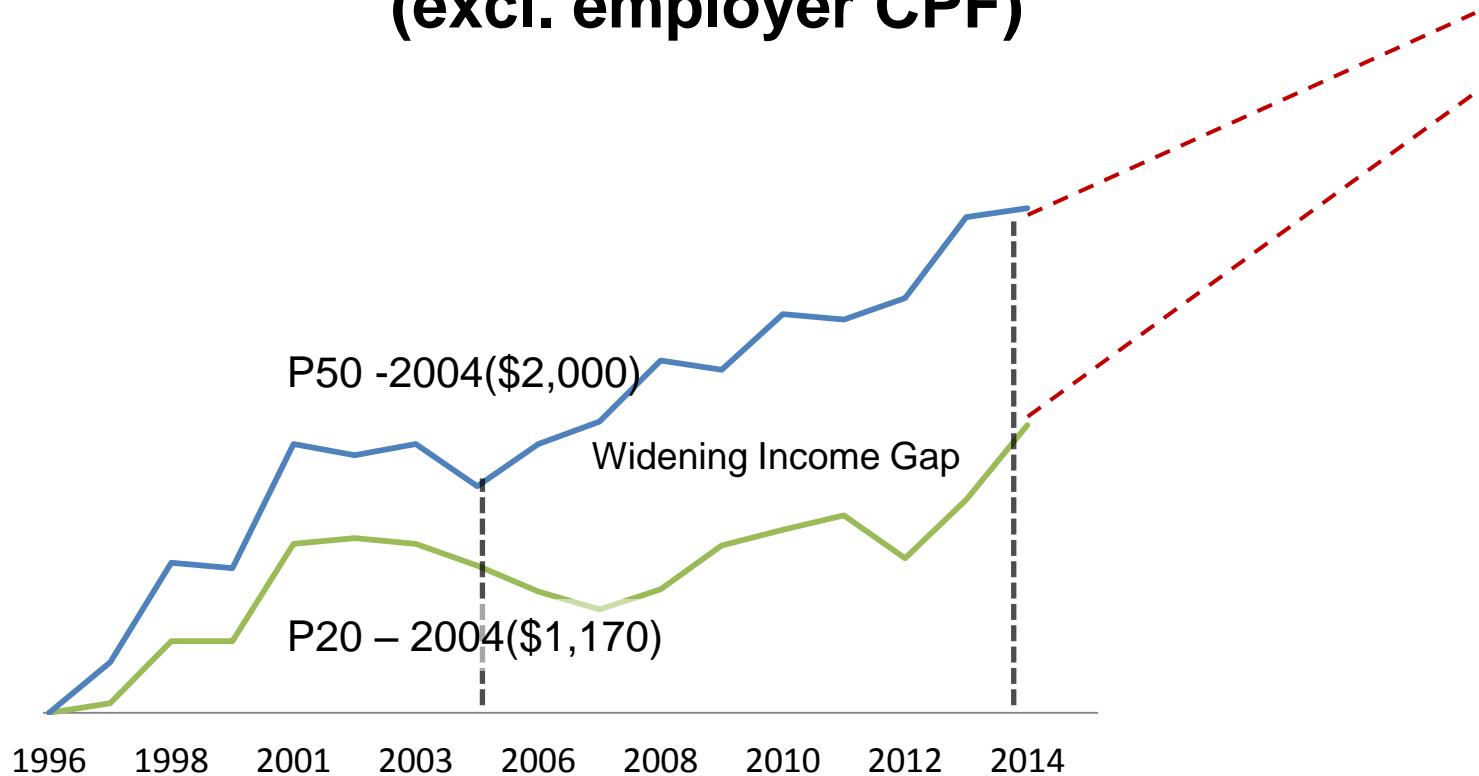


Little Career Prospects



Worried about Retirement

# Real Gross Monthly Income from Work (excl. employer CPF)



## Desired Outcome

For LWWs to have higher income growth than  
median income earners (*50<sup>th</sup> percentile*)

# Vicious Cycle of outsourced industries

1

Outsourcing

↘ Cheap Sourcing  
↘

Depression, stagnation /  
resetting of wages

2

Unfair Contract Terms

3

Disproportionate Liquidated  
Damages



<https://shlysoliz.wordpress.com/>



# NTUC's Efforts To Help LWWs

Constantly explore Sustainable Solutions to Improve Wages of Workers at the Lowest Rungs

- **IGP – Inclusive Growth Programme**

- Provides companies with funding to drive productivity improvements
- Productivity Gain Sharing with workers through higher wages

- **BSI – Best Sourcing Initiative**

- Service buyers are encouraged to award service contracts based on performance and quality



# NTUC's Efforts To Help LWWs

## Progressive Wage Model

**Wage**

**Career  
Progression**

**Productivity**

**Skills**

- Ensures that basic wages commensurate with skills, job responsibilities and productivity
- Provides workers with a career progression pathway and encourages them to upgrade their skills
- Improves industry image
  - ❑ Employers are able to attract and retain more workers
- Buyers are assured of a higher-skilled and more productive workforce



## Office Cleaner

### Before PWM

**\$800**

Median Basic Wages  
(June 2012\*)

### After PWM

**\$1,000**

Median Basic Wages  
(June 2014\*)

**25%**



## Security Officer

### Before PWM

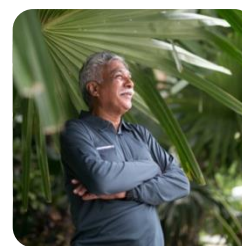
**\$857**

Median Basic Wages  
(June 2014\*)

### By 1 Sept 2016

**≥ \$1,100**  
Basic Wages

**28%**



## Landscape Worker

### Before PWM

**\$1,000**

Median Basic Wages  
(2013\*)

### By 1 June 2016

**≥ \$1,300**  
Basic Wages^

**30%**

^ For workers employed by LCR-registered companies

\*Source : Occupational Wage Survey, MOM

# NTUC's Efforts To Help LWWs

Caring for our Union Members  
through our Social Enterprises and Networks

## Protection



**Workplace  
Representation**



**U Care  
Hardship Grant**

## Progression & Placement

- ✓ UTAP
- ✓ Job Placement

## Privileges

**Lifestyle & Social  
Benefits**

**e.g. Rebates &  
Discounts**

## Financial Assistance



**Bursaries &  
Scholarships**



# NTUC's Efforts To Help LWWs

Caring for **Non-Union Members**  
through Engagement & Workplace Advisory

**Better Jobs  
Better Pay  
Greater Respect**



## MISSION

We help low-wage workers  
earn a better living & lead a better life

## A One-stop Centre for LWW

- Set up by NTUC with government support in November 2013
- Situated at Devan Nair Institute of Employment & Employability in Jurong East
- Provides workers with guidance on work-related issues & opportunities to help them earn a better living

# We All Play A Part

- Greater appreciation of LWWs' contributions & Value their Jobs
- Help to raise awareness on assistance available and encourage workers to upskill
- Whistleblowing

**Service Providers**

- Explore technology solutions to make work easier, safer, smarter and more productive for our workers
- Share productivity gains with workers

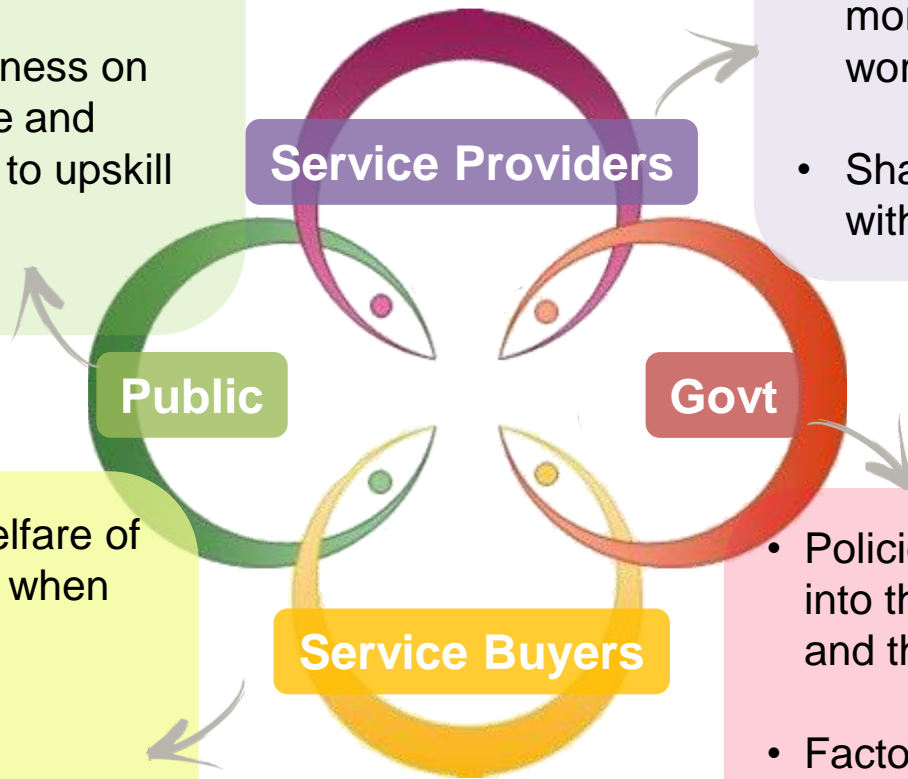
**Govt**

- Policies that delve deeper into the needs of LWWs and their families
- Factor voices from the ground –NTUC, and other welfare groups in decision-making processes

**Service Buyers**

**Public**

- Keep in mind the welfare of outsourced workers when drafting tender specifications & procurement
- Play a role in caring for outsourced workers at their sites (e.g. rest areas)



# We All Play A Part





# Caring for our Low-Wage Workers

