

# THE MARK OF A PROGRESSIVE EMPLOYER

Progressive Wages | Growth & Progression | Progressing Together

Support businesses accredited with the Progressive Wage Mark

**Support These Businesses** 

# **Progressive Wage (PW) Mark Sharing**

[22 November 2023]

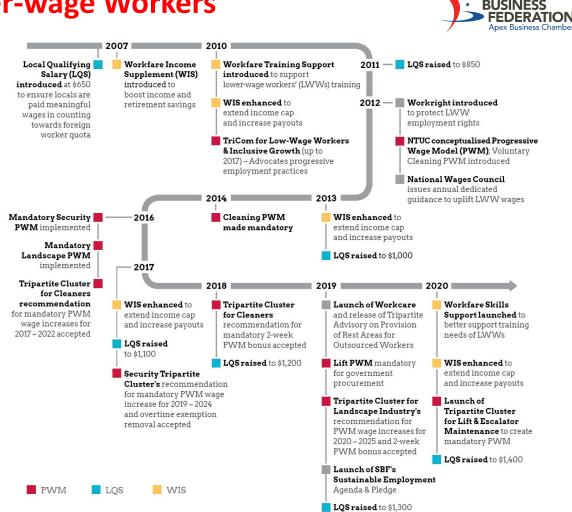


#### Singapore's Journey in Uplifting Lower-wage Workers

Right: Rolled out in phases since 2012, Progressive Wage Model (PWM) is an integral part of collective ecosystem efforts amongst tripartite partners to support lower-wage workers over the last decade or so.

Bottom: 4 "W"s multi-pronged approach to support the jobs and skills of lower-wage workers



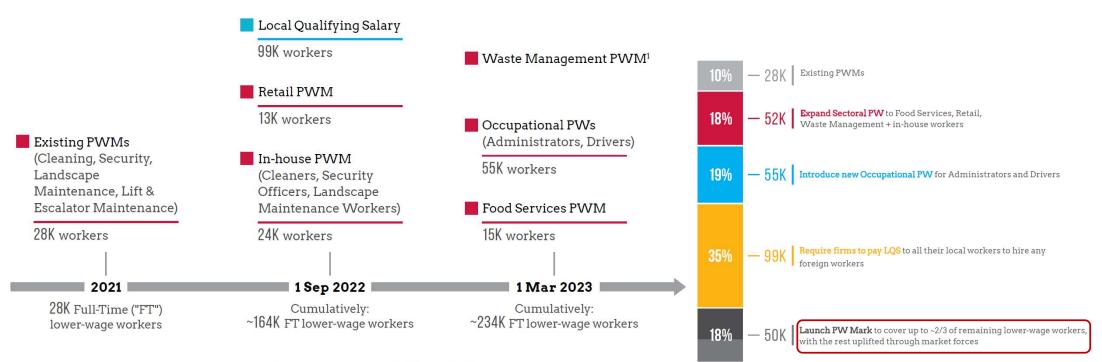


SINGAPORE

# Singapore's Journey in Uplifting Lower-wage Workers



#### Roadmap of PW Moves Endorsed in Aug'21 by the Tripartite Workgroup on Lower-wage Workers



Source: Comprehensive Labour Force Survey and Administrative Records, MRSD, MOM.

Note: (1) The Tripartite Cluster (TC) for Waste Management has agreed to commence the Waste Management PWM in 2023, with the exact date to be further deliberated on by the TC.

# **PWM: Key Design Principles, Overview of Sectors Covered**





All 9 PWMs are undergirded by these 4 design principles at the conceptualization by various tripartite clusters, to ensure that efforts to uplift lower-wage workers achieve the dual purpose of maximizing employment outcomes while being sustainable for businesses

Better Jobs	Provide better jobs to attract locals to join the industry
Higher Skills	Up skill workforce to deliver better quality maintenance services
Better Remuneration	Ensure commensurate wages to build up a core workforce to anchor the industry
Raising Productivity	Push for wider adoption of technology to reduce manpower reliance

## **Understanding The PW Mark**







#### What is PW Mark?

The Progressive Wage (PW) Mark is an accreditation scheme that recognises eligible firms that pay progressive wages to lower-wage workers.

The PW Mark encourages firms to invest in their workers by providing them with fair wages and opportunities for career advancement. This helps to improve the standard of living for lower-wage workers, and benefits businesses by increasing productivity and reducing staff turnover.

#### PW Mark accredited Retail Tenants will enjoy benefits such as:

**OPPORTUNITY TO** 

DEMONSTRATE

INDUSTRY

LEADERSHIP











## **Understanding The PW Mark**



There are two levels of accreditations, namely PW Mark and PW Mark Plus.

The awards are valid for one year and are automatically renewed if firms continue to meet the eligibility criteria.



**Progressive Wage Mark** 

Recognises firms that pay Progressive Wages to lower-wage workers



#### **Progressive Wage Mark Plus**

Recognises firms that meet the eligibility criteria for the PW Mark and also adopt the Tripartite Standard on Advancing Well-Being of Lower-Wage Workers (TS-LWW) will be accredited with PW Mark Plus

Click here to view the list of accredited firms on SBF's webpage!

#### **Government Procurement Condition**





The Government will require eligible suppliers to be PW Mark-accredited for all **new tenders<sup>1</sup> called from 1 March 2023**.

This will be expanded to include quotations<sup>2</sup> from 1 March 2024.

- Recommended by the Tripartite Workgroup on Lower-Wage Workers
  - Signal the Government's commitment to uplift lower-wage workers
  - Encourage the adoption of PWs and good employment practices among government suppliers
  - Expand the coverage of PWs to more lower-wage workers

[1] Tenders must be invited for Govt procurement (GP) with estimated value of above \$90,000.[2] Quotations will be invited for GP with estimated value above \$6,000 and up to \$90,000.

#### **Government Procurement Condition**





#### **Before Contract Signing**

✓ To determine eligibility for the PW Mark, check <u>MOM's website</u> for wage schedules and job descriptions of covered occupations, to determine if hiring relevant workers and is eligible for PW Mark.



#### **Point of Contract Signing**

or

✓ Submit declaration to Government agency.

#### If eligible for PW Mark:

1) Provide proof of valid accreditation,

2) Show proof of application submitted via GoBusiness portal





#### **During the Contract**

- ✓ All eligible suppliers and sub-contractors must maintain a valid PW Mark for the period of their contract
- ✓ For suppliers that have submitted new applications, this requirement applies for the remaining period of their contract, after their application is processed
- ✓ All suppliers to ensure their eligible sub-contractors obtain and maintain a valid PW Mark during the contract period, and replace non-compliant subcontractors<sup>\*</sup>
- ✓ All suppliers to notify agencies on changes in their/their subcontractors' eligibility and accreditation status
- Government agencies reserve the right to terminate the contract if non-compliance is detected

\*Note: suppliers and corporate buyers may verify an entity's PW Mark accreditation number and validity period via either of the below two channels:

- Accreditation Verifier on GoBusiness portal: <a href="https://dashboard.gobusiness.gov.sg/verify-accreditation?src=lic-about">https://dashboard.gobusiness.gov.sg/verify-accreditation?src=lic-about</a>
- List of PW Mark accredited firms on SBF's PW Mark webpage: <u>https://www.sbf.org.sg/what-we-do/jobs-and-skills/progressive-wage-mark</u>



# **Publicity Collaterals**



#### Mark-accredited Retail Tenants Gain Access to Digital Copies of the Below Collaterals



# **Publicity Blitz for PW Mark**



#### Mark-accredited Retail Tenants May Also Be Featured In Public Awareness Campaigns



Roadshows, such as the recent inaugural PW Mark Show in March 2023



things 🗰 When I learned about the Progressive Wage Mark I felt assured to know that there are systems in place to uplift lower-wage workers. Scanteak is one of the many companies that now carry the PW Mark and even as consumers we can progress together by being more onscious with our purchases

Find out more: go.gov.sg/pwmark-11 Shot by @bradharrisonn Edited - 1 w 

Add a comment



riginal audio xinlinnn "Sometimes, the smallest things take up the most space in your heart" and our small actions can go a

 $\square$ 

The Progressive Wage Mark, or PW Mark helps uplift the wages of lowerwage workers while providing them opportunities for training and progression. Here are some of the businesses that have been accredited with the PW Mark 🔗 The next time we're out, let's pay a lil' more attention to such details and support businesses that have the PW Mark the best we can 😊 To learn more about the PW Mark 🛡 Q 🛛 924 likes Add a comment

By Social Media Influencers

10

## **PW Mark Eligibility Criteria**



- Hire at least 1 local worker<sup>1</sup> covered by Progressive Wage Model (PWM<sup>2</sup>).
- Comply with progressive wage requirements across the respective PWMs + Pay all other local workers at least the Local Qualifying Salary (LQS) (More details on the respective Progressive Wage requirements and prevailing LQS may be referenced via <u>MOM's website</u>)



[1] Local worker refers to Singapore citizens or Singapore permanent residents only.[2] Wage requirements for in-force PWMs may be referenced via <u>MOM's website [click here]</u>.

#### 11

#### **PW Mark Plus Eligibility Criteria**



Additionally, adopt the Tripartite Standard on Advancing Well-being of Lower-Wage Workers to attain the PW Mark Plus and be further profiled as a progressive employer.



Find out more about the TS-LWW at TAFEP's website or call TAFEP's hotline at 68380969

Scan the below QR codes for more information:

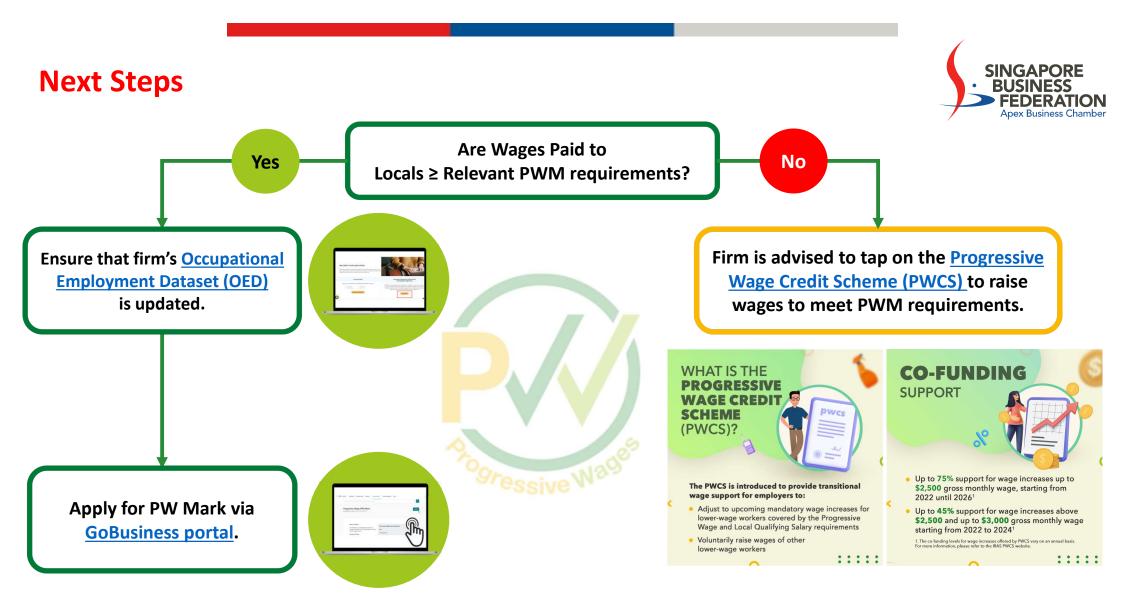




 Variety of Resources and Tools to Implement Fair and Progressive Employment Practices

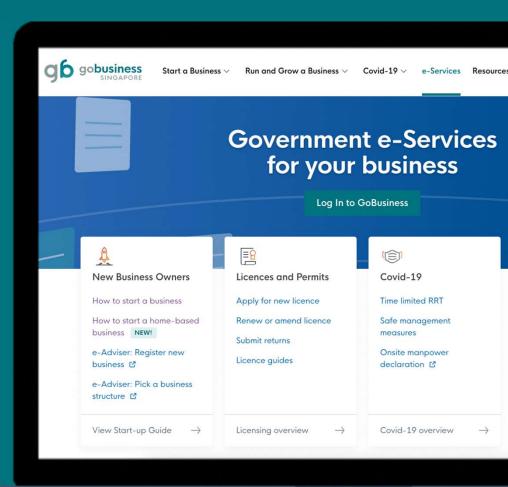


 Upcoming TS Clinics, Workshops and Event



Apply for the PW Mark accreditation through GoBusiness





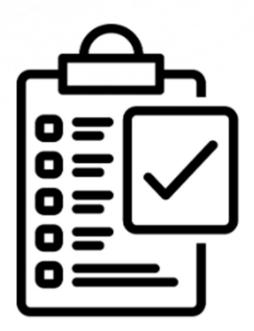
#### **PW Mark Application Video Guide**







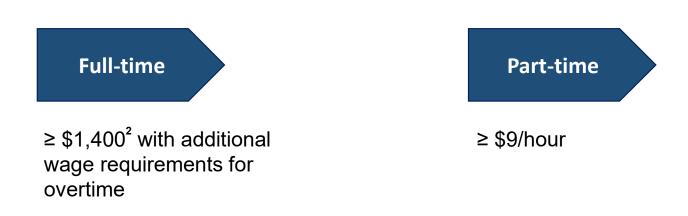
# Requirements for Progressive Wages currently in effect



# **Local Qualifying Salary**



• Covers all resident employees not covered by any Progressive Wage Model currently in effect



#### **Gross' Wage Requirements**

<sup>1</sup> Baseline gross wages refers to the sum of basic wage, allowances (e.g. travel, food, housing), and productivity incentive payments. For employees working overtime, additional gross wage requirements for overtime work will apply (see <u>go.gov.sg/lqs-ot</u>). Gross wage excludes bonuses (e.g. Annual Wage Supplement), stock options, reimbursement of special expenses incurred in the course of employment, payments-in-kind and employer CPF contributions.

<sup>2</sup>Baseline gross wage applicable for full-time regular working hours of 35-44 hours/week.

# **Retail Progressive Wage Model (PWM)**



<u>Wage Requirements</u> (Covers all resident retail employees<sup>1</sup>):

PWM Job Level	PWM Baseline Gross Wages	From 1 Sep 2022	From 1 Sep 2023	From 1 Sep 2024	CAGR <sup>^</sup>	
	Monthly Gross Wage (exclude OT)	\$1850	\$1975	\$2175	8.4%	
Retail Assistant / Cashier		Year-on-year increase >	\$125	\$200		
	Hourly Gross Wage⁺	\$9.70	\$10.36	\$11.41		
Senior Cashier /	Monthly Cross Wago	\$2035	\$2175	\$2395		
Senior Retail	Monthly Gross Wage (exclude OT)	Year-on-year increase >	\$140	\$220	8.5%	
ssistant	Hourly Gross Wage⁺	\$10.67	\$11.41	\$12.56		
	Monthly Gross Wage	\$2240	\$2395	\$2635		
Assistant Retail Supervisor	(exclude OT)	Year-on-year increase >	<mark>\$155</mark>	\$240	8.5%	
	Hourly Gross Wage⁺	\$11.75	\$12.56	\$13.82		

A compound Annual Growth Rate from 2022 to 2024

<sup>+</sup> Hourly Gross Wage is applicable to part-time workers who work less than 35 hours a week

<sup>1</sup>Applies to all resident retail employees in firms that hire foreign workers, regardless of the Singapore Standard Industrial Classification (SSIC) code that the firm is classified under. While there are no wage requirement for Retail Supervisors and Retail Managers, as their wages are left to market forces, the training requirements will apply to them.

#### **Training Requirements:**

- 1 Workfare Skills Qualification
   (WSQ) course from a list of
   approved courses **OR**
- 1 in-house WSQ training module with prefix "RET" in its TSC code

You may refer to MOM's website for more details, <u>click here</u>.

# **Retail Progressive Wage Model (PWM)**



#### List of Approved WSQ Training Modules Endorsed for Retail PWM <sup>1</sup>

TSC Category	TSC Title	TSC Code	Proficiency Level Level 2	
Analytical, Conceptual and Evaluative	Problem Identification	RET-ACE-2006-1.1		
Change Management	Adapt to Change	RET-CHG-1001-1.1	Level 1	
Customer Acquisition and Retention	Customer Relationship Management Operations	RET-CAR-1003-1.1 *	Level 1	
Customer Experience	After-Sales Service	RET-CEX-1001-1.1	Level 1	
	Customer Experience Management	RET-CEX-2002-1.1	Level 2	
	Customer Loyalty	RET-CEX-2003-1.1 *	Level 2	
	People and Relationship Management	RET-CEX-1004-1.1	Level 1	
	Product Advisory	RET-CEX-1005-1.1	Level 1	
	Product Demonstration	RET-CEX-1006-1.1	Level 1	
	Service Challenges	RET-CEX-1008-1.1	Level 1	
	Service Leadership	RET-CEX-1014-1.1	Level 1	
Sales and Marketing	Sales Closure	RET-SNM-1001-1.1	Level 1	
Visual Display and Space Optimisation	Visual Merchandising Presentation	RET-VDS-1005-1.1	Level 1	
Workplace Housekeeping, Safety and Security	Store Facilities & Housekeeping	RET-WHS-1002-1.1 *	Level 1	

TSC Category	TSC Title	TSC Code	Proficiency Level	
Change Management	Adapt to Change	RET-CHG-1001-1.1	Level 1	
Customer Acquisition and Retention	Customer Relationship Management Operations	RET-CAR-2003-1.1 *	Level 2	
Customer Experience	After-Sales Service	RET-CEX-2001-1.1 *	Level 2	
	Customer Experience Management	RET-CEX-2002-1.1	Level 2	
	Customer Loyalty	RET-CEX-2003-1.1 *	Level 2	
Innovation	Customer Experience Innovation	RET-INO-3001-1.1	Level 3	
Retail Analytics	Data Analytics	RET-RAN-2002-1.1 *	Level 2	

TSC Category	TSC Title	TSC Code	Proficiency Level Level 2	
Customer Acquisition and Retention	Customer Relationship Management Operations	RET-CAR-2003-1.1 *		
Customer Experience	Customer Experience Management	RET-CEX-3002-1.1	Level 3	
	Customer Loyalty	RET-CEX-2003-1.1 *	Level 2	
	Service Challenges	RET-CEX-1008-1.1	Level 1	
	Service Coaching	RET-CEX-3009-1.1	Level 3	
Innovation	Customer Experience Innovation	RET-INO-3001-1.1	Level 3	
Retail Analytics	Data Analytics	RET-RAN-2002-1.1 *	Level 2	
Sales and Marketing	Sales Target Management	RET-SNM-3002-1.1 *	Level 3	

\*course is currently not available

\*course is currently not available

<sup>1</sup>As endorsed by the Tripartite Cluster for the Retail (TCR) industry. Above list of approved WSG training modules as extracted from the Annex C in the recommendations of the TCR on introducing progressive wage model for the retail sector. Full document may be referenced here: <u>https://www.mom.gov.sg/-/media/mom/documents/employment-practices/pwm/tcr-report-and-recommendations.pdf</u>

## Food Services Progressive Wage Model (FS-PWM)

- Covers all resident food services employees<sup>1</sup>
- Full-time or part-time food services employees on a contract of service, working in a premise that has a <u>Singapore Food Agency</u> (SFA) Food Retail or Food Processing (Central Kitchen) license, and
- Employed by firms which hire foreign workers on mainstream work passes (i.e., Work Permit, S Pass, Employment Pass), regardless of whether the firm is classified under the Food and Beverage Service Activities Singapore Standard Industrial Classification (SSIC) or another SSIC.

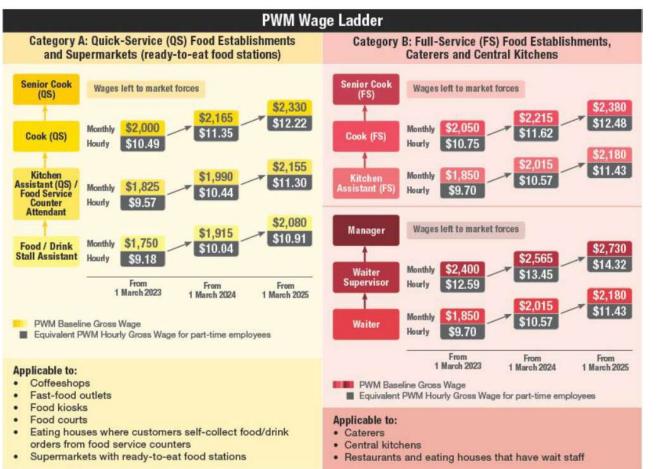


<sup>1</sup> Covers all Singapore citizens and permanent residents employed in Full-time or Part-time food services employees on a contract of service.



#### Food Services Progressive Wage Model (FS-PWM)





Full details of FS-PWM, including training requirements, may be referenced here:

https://www.mom.gov.sg/employment-

practices/progressive-wage-model/food-services-sector

## Food Services Progressive Wage Model (FS-PWM)



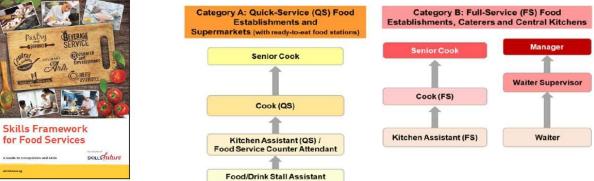
Minimum Training Requirements for all PWM Job Roles:

#### **Total 2 WSQ Modules**

- Food Safety Course Level 1 (existing requirements for food handlers)
- Other WSQ Module(s) (to be selected from a list of endorsed core modules, including in-house ATO courses with FSS as prefix in TSC code)

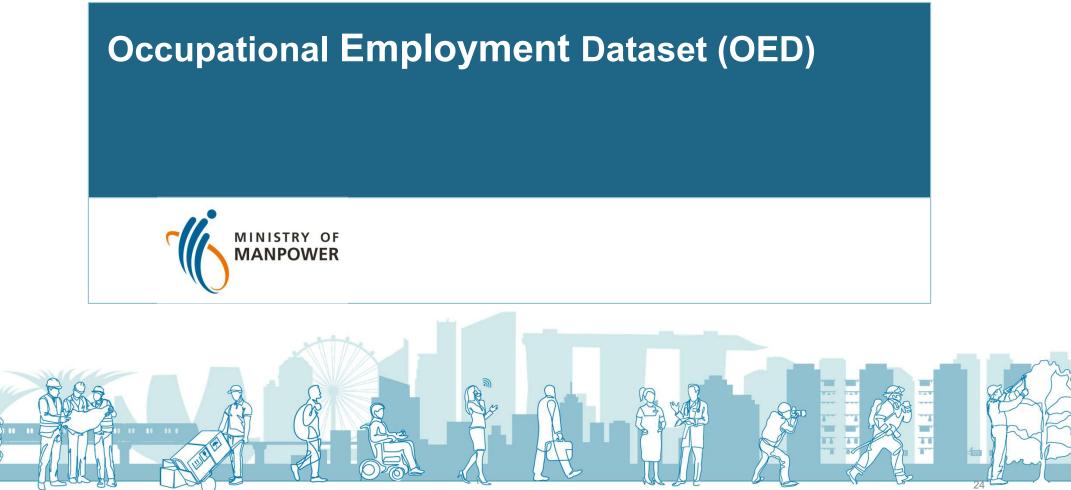
Note: exception for Senior Cook and Manager, for which the TCF recommends that training as per the recommended WSQ module list is encouraged





Additional notes:

- For employees who attained food services related certification or qualifications from institutes of higher learning would be deemed to have met PWM training requirements. Refer to FAQs on NTUC's website for the mapping of IHLs to the relevant PWM job roles.
- Grace period given to comply with the training requirements:
  - a) New hires: six months from the new hire's date of employment
  - b) Existing employees: one year (1 Mar 2023 to 29 Feb 2024)



A Great Workforce A Great Workplace

# What is Occupational Employment Dataset (OED)?

- The OED collects occupational and employment data of all employees in Singapore
- All registered businesses are required to provide up-to-date occupational and er
   Occupational Employment Dataset
   The Occupational Employment Dataset (OED) is an ongoing registry where all organisations in Singapore are required to provide the job and work location details of all employees.

Log in to OED

What is Progressive Wage Model (PWM)?

The Progressive Wage Model (PWM) helps to increase wages of workers through upgrading skills and improving productivity.

https://www.mom.gov.sg/employment -practices/progressive-wage-model



# What do I need to provide in the

# **Occupational Employment Dataset (OED)?**

# Core Data Items

□ NRIC

Full Name

Job Title

 Contractual Working Hours
 PWM Job Level (if an employee is covered under PWM)

# **Secondary Data Items**

□ Full-time/Part-time

Date Joined

Date Left

- Total number of Working Days in the Month
- Actual number of Days/ Hours Worked in the Month

#### Additional Data Items (fill in where possible)

Job Duties	Mode of Leaving	Annual Leave Entitlement
Type of Employee	🗖 Basic Wage	Premise Type
Highest Education Attained	Gross Wage	Postal Code of Work Location
Mode of Payment	Paid OT Hours	
Ŭ	Ũ	Postal Code of Work Location

When do you need to update OED?

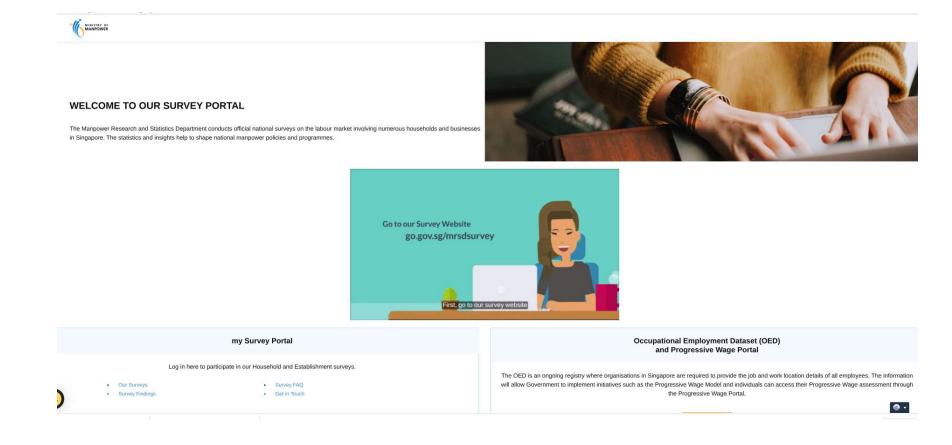
- To tie in with the deadline for CPF contributions, we encourage firms to update any changes to their employees particulars by the 14<sup>th</sup> of each month
- Employers are encouraged to update the Occupational Employment Dataset (OED) on a monthly basis, in line with PWM assessment requirements.
- We understand that companies may require some time to prepare their data for monthly submissions. In the interim, please try and submit the OED at least on a quarterly basis.

# How do you update OED?

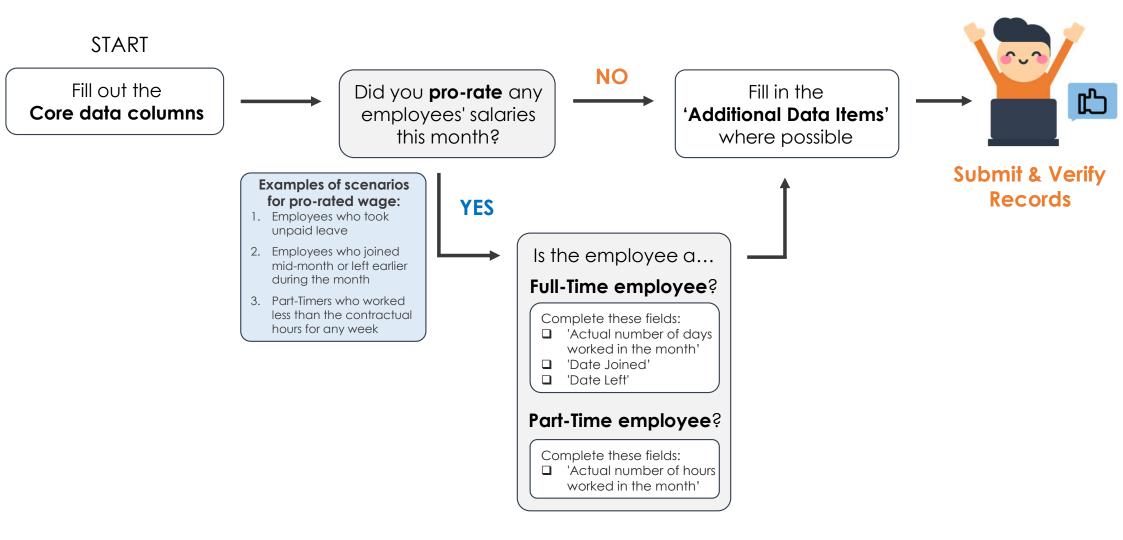


https://go.gov.sg/labour-survey

# https://stats.mom.gov.sg/laboursurvey



# How to update the Occupational Employment Dataset (OED)?



Singapore Government Agency Website  Singapore Government Agency Website  Organisation Profile Cog Dataset (OED)  Wage Access  Odate OED	E	
Organisation Survey Occupational Employment Wage Profile Log Dataset (OED) Access	E	
UENOrganisation NameLatest OED as at1234567896GSample Company Pte Ltd13 September 2022 @ 10:54am		
You may update your OED either online in browser or offline in Excel.		
Edit Online in Browser Edit Offline in Excel		

Create New Record

← Back

Upload Records

Full Name*	Contractual Working Hours (Per Week)*	PWM Job Level* 🅕		
		[Landscape] Landscap	e Worker 🗸 🗸	
dentification No. * 🌒	Total Paid OT Hours	PWM Job Description A Landscape Worker pe duties: Watering, weedi aeration and clearing o waste. He/she is require safety regulations.	ing, pruning, soil f horticultural	
Fotal no. of working days in the mth 🅕	Actual no. of days worked in the mth 🕕			• _
			Contractual Working Hours (Per Week)*	PWM Job Level* 🌗 🛛 📖
			40.00	Not Applicable
or more information on PWM and LQS, yo	ou may visit our PWM webpage.		Total Paid OT Hours	Not Applicable [Cleaning] General Cleaner (Conservancy)
		-	0	[Cleaning] General Cleaner (Conservancy) [Cleaning] Restroom Cleaner (Conservancy)
			Actual no. of days/hrs worked in the mtk	[Cleaning] Refuse Collector (Conservancy) [Cleaning] Mechanical Drivers (Conservancy)
			21	[Cleaning] Multi-skilled Cleaner cum Machine Operator (Conservancy)
		-	21	[Cleaning] Cleaning Supervisory (Conservancy)
		0	you may visit our PWM webpage.	[Cleaning] General Cleaner (F&B Establishment) [Cleaning] Table-Top Cleaner (F&B Establishment) [Cleaning] Dishwasher (F&B Establishment)
				[Cleaning] Refuse Collector (F&B Establishment)
				[Cleaning] Restroom Cleaner (F&B Establishment) [Cleaning] Multi-skilled Cleaner cum Machine Operator (F&B Establishment)
			Date Joined	[Cleaning] Cleaning Supervisor (F&B Establishment) [Cleaning] General Cleaner (Office & Commercial)
		-	V 01/06/2016	
			Main Job Duties	[Cleaning] Healthcare Cleaner (Office & Commercial) [Cleaning] Outdoor Cleaner (Office & Commercial) [Cleaning] Restroom Cleaner (Office & Commercial) [Cleaning] Multi-skilled Cleaner cum Machine Operator (Office & Commercial)

#### Employee Listing v3.3

Instructions: This registry obtains information of all employees who are under your organisation's payroll. If the employee has left your organisation, please answer Employee Departure Details in the last two columns. UEN \*

			Personal Details				
Full Name* per NRIC/FIN)	ID Type For Residents - select 'Singapore Citizen/PR' For Foreigners - indicate type of work pass	Identification No.* For Residents / Foreigners - NRIC / FIN (in full)	Date Joined (DDMMYYYY)	Highest Education Attained (See Annex A)	PWM Job Level* (See Annex B) Please select the appropriate Job Level if the employee is a PWM worker		Main Job Duties Not required if the worker is a PWM worker
				0 0			
					Indicate type of work pass	Indicate type of work pass     Image: Second s	Indicate type of work pass     Image: Second s

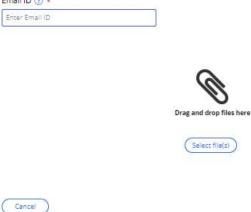
#### Upload OED

We have updated our Employee Registry's template on 01 July 2023. Please download the latest Employee Registry (v3.3) and submit using the latest version to provide your updates. We apologize for any inconvenience caused.

#### Note:

File name must be in English and only contains alphanumeric characters. No special characters or blank spaces are allowed in the file name.

#### Email ID 🕐 +





Attach

#### MOM-LSSP Employee Listing upload results



$\odot$	≪ Reply All	→ Forward	
		Tue 19/9/2023 8	1:03 n

Dear Sir / Madam,

We refer to your organisation's Occupational Employment Dataset (OED) that you uploaded to the Labour Statistics Survey Portal (LSSP) on 19/09/2023. Based on the OED that you have uploaded, you have:

Number of validated record(s): 9 Number of record(s) with error: 0

If all your records are validated, it means that your OED has been submitted successfully. No further action is required from you. If your organisation has consented for MOM MRSD to use the information from your OED to compute your organisation's work pass eligibility and/ or eligibility for PW Mark, you will receive a Progressive Wage (PW) report on the last day of the month.

If there are any records with error, it means that your OED submission is unsuccessful. Please login to LSSP to rectify these records before submitting your OED again.

Should you need any clarification, you can contact us at 6320 7722 from Monday to Friday (8.30am to 5.30pm). Alternatively, you may email us at MOM OED@mom.gov.sg. Please indicate the UEN of your organisation in the email subject line.

(This is a system generated email. Please do not reply to this email)

## Consent for use of OED

# Image: Constant Form </tr

#### Instructions

The Consent Form must be completed by an authorised representative of the company who has the authority to provide the consent required.

One consent form submission is required for each Unique Entity Number (UEN).

If you are the authorised representative of multiple UENs, you will need to submit a separate consent form for each UEN. There will be a "Thank You" page with the "Response ID" at the end of each submission. Do save the "Response ID" and cite the ID when you contact us for any enquiries.

If you would like to rescind your consent, please write in to mom\_oed@mom.gov.sg.

# How to give consent?

#### Log in to:

# https://go.gov.sg/oedconsentform



https://go.gov.sg/oedconsentform

#### **Consent Form**

The Ministry of Manpower's Manpower Research and Statistics Department ("MOM MRSD") would like to seek the firms' consent to use and disclose the particulars and information provided in the firm's returns to the Occupational Employment Dataset (OED) that may identify the firm for the purpose(s) of:

i. allowing MOM MRSD to use the data provided in the firm's OED returns for Progressive Wage Model ("PWM") assessment.

ii. allowing MOM MRSD to use the data provided in the firm's OED returns for Progressive Wage ("PW") Mark and Progressive Wage Mark Plus assessment.

iii. allowing the Government to use the information provided in OED for the development of Employment and Career portals where individuals can access their own employment information.

iv. allowing Ministry of Defence to access the identifiable information of individuals for research and analysis purposes.

Please indicate your consent for (1), (2), (3) and (4):

1. MOM MRSD will use the required data from OED to assess whether your organisation has met the PWM requirements and provide the assessment, Unique Entity Number ("UEN"), CPF Submission Number ("CSN") and the number of local workers employed by your organisation (collectively known as the "Information"), to the Controller of Work Passes and the relevant MOM divisions authorised by MOM MRSD (i.e. Work Pass Division and the Labour Relations & Workplaces Division of the Ministry of Manpower ("MOM WPD and LRWD")) to determine your firm's eligibility to hire foreign workers.

Yes, I consent

O No

# **OED** Guides

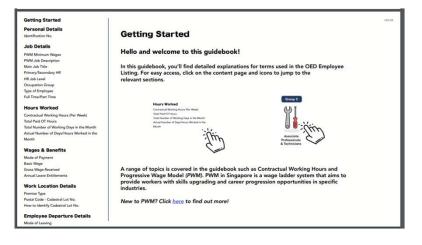
#### How to update OED:

https://file.go.gov.sg/oedguide.pdf



OED Glossary:

https://file.go.gov.sg/oedreference.pdf



## Contact us

- For enquires on OED, you may call our hotline at 63207722 from Monday to Friday (8:30am to 5:30pm)
- send us an email enquiry at <u>MOM\_OED@mom.gov.sg</u>
- Scan the following QR code to arrange for an officer to contact you  $\ensuremath{\textcircled{\sc o}}$



https://go.gov.sg/oedhelpdesk





#### Please fill in this form if you would like to receive a copy of the slides



https://forms.office.com/r/Aat0MQcqGJ



For queries, please contact the SBF PW Mark Administration Office at <a href="mailto:pwmark@sbf.org.sg">pwmark@sbf.org.sg</a>



# Thank you

Visit the **<u>SBF PW Mark Webpage</u>** for the latest information on the PW Mark

For queries, please contact the SBF PW Mark Administration Office at <a href="mailto:pwmark@sbf.org.sg">pwmark@sbf.org.sg</a>