

## MEDAL OF COMMENDATION

### Jackson Chia

Chief Executive Officer, Private Mobility Group  
ComfortDelGro (CDG) Corporation Limited

*Nominated by the National Taxi Association.*

As CEO of ComfortDelGro Private Mobility Group and ComfortDelGro Taxi, Jackson Chia ensures that cabbies receive fair and reasonable earnings given the rising cost of living and global inflation.

Specifically, he helped revise the taxi fare tariff, which is the flag down fare, distance timed and waiting rates) on two occasions, allowing cabbies to earn an average increase of 15 per cent in fares.

Besides that, Brother Jackson implemented several other measures to assist the taxi drivers financially. He helped cabbies secure up to 50 per cent in daily rental waiver to the end of 2023, after the height of COVID-19 till point-to-point ridership eventually recovered to pre-pandemic levels.

He also introduced a Prolonged Medical Leave (PML) insurance plan to assist drivers who are hospitalized or on long-term medical leave with daily cash benefits of up to \$80. The PML provided many drivers with invaluable assistance as many cabbies do not have their own personal insurance.

Brother Jackson also led his technology team to refresh the company's aging IT hardware and software to provide seamless ridehailing booking services to both passengers and drivers.

On the drivers' front, he worked with NTUC's e2i (Employment and Employability Institute) on an Advanced Digital Workshop (ADW) to equip drivers with knowledge on relevant digital apps and their usability.

The workshop also taught drivers how to use essential Government apps – such as the CPF, Singpass, and Land Transport Authority apps – and the company's own ride-hailing app, Zig. This allowed drivers to be more familiar with apps usages, enabling them to secure more jobs on the road.

These courses are currently still being carried out, at no cost to the drivers.