

PROGRESSIVE WAGE MODEL

For the Food Services Industry

餐饮服务业渐进式薪金模式

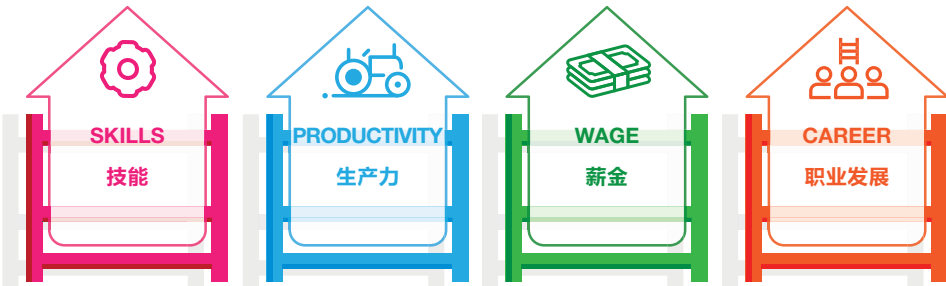


The Four Ladders of Progressive Wage Model

渐进式薪金模式的四个阶梯

The Progressive Wage Model (PWM) provides a clear progression pathway, enabling our workers to earn **Better Wages** with **Better Work Prospects** as they become **Better Skilled** and **More Productive**.

The PWM is applicable to all resident workers, i.e., **Singapore Citizens / Permanent Residents (SC/PR)** in the sector. Part-timers will adopt a pro-rated PWM Baseline wage.



渐进式薪金模式为我们的工友提供明确的职业发展，并**提升他们的技能和生产力**而从中获得**更好的工资和工作前景**。

渐进式薪金模式只受用于所有本地工友，既行业内的**新加坡公民/永久居民**。兼职工友将获得相对比例的渐进式薪金模式工资。

Note: For firms hiring foreign workers, employers are encouraged to adopt the key principles of progressive wages in their wage structure.


注：对于雇用外籍劳工的公司，我们鼓励雇主在工资结构中采用渐进式薪金的主要原则。

For more information on PWM, please contact NTUC U Care Centre:
欲知更多关于渐进式薪金模式的详情，请联络全国职工总会U关怀中心：

NTUC U Care Centre

☎ 1800-CALL-PWM (1800-2255-796) (Mon – Fri: 9am – 6pm)

✉ ucarecentre@ntuc.org.sg

🌐 <https://www.ntuc.org.sg/ucarecentre>  [/ucarecentre](https://www.facebook.com/ucarecentre)

An ntuc Initiative

In October 2020, the Tripartite Workgroup on Lower-Wage Workers (TWG-LWW) was formed to look at ways to further uplift the wages and well-being of lower-wage workers (LWWs). This included the expansion of the Progressive Wage Model (PWM) to more sectors as well as ensuring that lower-wage worker wage growth continues to outpace median wage growth.

The Tripartite Cluster for Food Services Industry (TCF), represented by industry associations, employers, unions and government agencies, released its recommendations on 15 February 2023 which were accepted by the Government.

The Food Services PWM, which took effect from 1 March 2023, covers full-time and part-time resident (Singapore Citizen/Permanent Resident) food services workers on a contract of service, working in a premise that has a Singapore Food Agency Food Retail or Food Processing (Central Kitchen) license. It is enforced through employers' eligibility for Work Passes. (i.e. Work Permit, S Pass, Employment Pass).

在2020年10月，政府成立了《低薪雇员劳资政工作小组》，探讨如何进一步提高低薪工友的工资和福利。这包括把渐进式薪金模式推行至更多的行业，并确保低薪工友的工资增长能持续超越中位数工资的增长幅度。

由行业协会、雇主、工会和政府机构组成的《餐饮服务业劳资政工作小组》(TCF)，于2023年2月15发布了建议书，已被政府所接纳。

餐饮服务业的渐进式薪金模式 (PWM) 于2023年3月1日生效，涵盖在新加坡食品局持有食品零售或食品加工 (中央厨房) 许可证的场所工作的全职和兼职本地 (新加坡公民/永久居民) 餐饮服务员工。它通过雇主聘请外籍劳工准证 (如工作准证、S准证、就业准证) 的资格来实施。



To read the full TCF report, scan the QR code or visit www.ntuc.org.sg/pwm

若想参阅TCF报告全文，扫描二维码或浏览 www.ntuc.org.sg/pwm



PWM Career Ladder

渐进式薪金模式的职业发展阶梯

The PWM Career Ladder provides a clear career progression pathway to allow workers to advance in their career.

渐进式薪金模式的职业阶梯为工友提供清晰的职业发展途径，让工友们能够在职业生涯中晋升。

Category A: Quick-Service (QS) Food Establishments and Supermarkets (with Ready-to-eat Food Stations)

These establishments include coffeeshops, fast-food outlets, food courts, food kiosks, and eating houses where customers self-collect food/drink orders from food service counters. Supermarkets that hold SFA Food Retail licenses and employ FS workers at ready-to-eat food stations (e.g. sushi counters) will also be classified under Category A.

类别A: 快捷服务餐饮场所和超市熟食区

这类餐饮场所包括咖啡店、快餐店、食阁、小吃摊和顾客能在柜台领取食物或饮料的餐馆。凡持有新加坡食品局食品零售执照的超市并分配其员工在熟食区（例如寿司柜台），也属于类别A。

Category B: Full-Service (FS) Food Establishments, Caterers and Central Kitchens

These refer to full-service establishments that have wait staff (e.g. waiters, banquet servers), food caterers and central kitchens.

类别B: 全面服务餐饮场所、餐饮供应商和中央厨房

这类场所是指提供全面服务并有服务员（例如侍应生、宴会服务员）的餐饮场所、餐饮供应商和中央厨房。



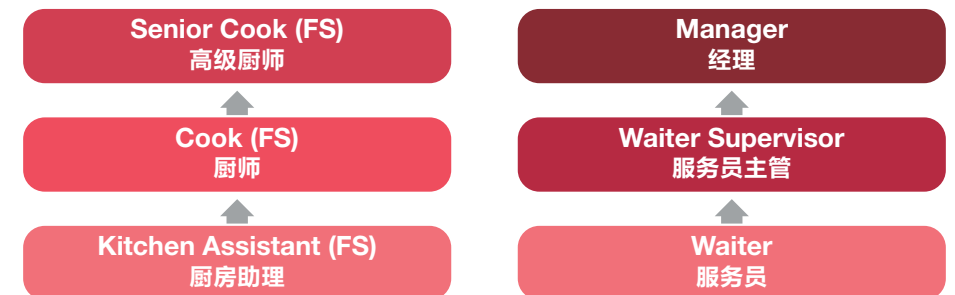
Category A: Quick-Service (QS) Food Establishments and Supermarkets (with Ready-to-eat Food Stations)

类别A: 快捷服务餐饮场所和超市熟食区



Category B: Full-Service (FS) Food Establishments, Caterers and Central Kitchens

类别B: 全面服务餐饮场所、餐饮供应商和中央厨房



PWM Skills Ladder

渐进式薪金模式的技能阶梯

The PWM Skills Ladder ensures that workers will have the necessary skills and competencies to carry out their work competently and safely.

All resident food services workers are to attain at least (2) Workforce Skills Qualification (WSQ) training modules based on their job role. The existing mandatory Food Safety and Hygiene Course Level 1 for all food handlers would be deemed to have fulfilled one of the two WSQ modules.

The list of approved WSQ training modules is found in Annex C of the TCF Report.

Note: In addition to the list of approved WSQ training modules, which includes the recommended proficiency level, these modules which are at a higher proficiency level will also be considered as meeting the training requirements.

In-House Training

All in-house WSQ modules with the pre-fix “FSS” in its Technical Skills and Competencies (TSC) code will be recognised as a training module that meets the PWM training requirement. This is only applicable to employers who have attained Approved Training Organisation (ATO) status and have in place specific course curriculum to ensure their workers are trained in relevant modules which they could apply in their daily work.

Employers are given a six-months grace period from the new hire’s date of employment to comply with the training requirements.

List of Recognised Institutes of Higher Learning (IHL) and Private Education Institutions (PEI)

Food services workers who possessed a recognised IHL or PEI qualification would be deemed to have met the PWM training requirements for all Food Services PWM job roles. Please refer to TCF Report for details.

渐进式薪金模式的技能阶梯将确保工友具备所需的技能和工作能力，以便让他们胜任和安全地进行工作。

所有本地餐饮服务业工友都必须根据其工作职务达到至少两(2)项职场技能的新技能资格 (Workforce Skills Qualification, 简称WSQ) 培训要求。目前所有食品处理人员必须完成强制性食品安全与卫生1级的课程，将被视为两项WSQ培训课程之一。

TCF报告附录C列出了经批准的WSQ培训课程。

注: 除了已批准的WSQ培训课程列表 (其中包括所建议的技术熟练程度) 之外, 这些单元若有更高技术熟练程度的也将被视为符合培训要求。

公司内部培训

凡是以《FSS》做为技术技能和能力 (简称TSC) 代码的前缀的所有公司内部WSQ培训单元, 都将被确认为符合PWM培训要求的培训单元。已获得认可培训机构 (ATO) 地位, 和设有特定课程以及确保工友能在日常工作接受相关单元培训的雇主。这仅适用于已被认证为合格培训机构 (ATO) 并拥有特定课程的雇主, 从而确保其员工接受能在工作岗位上应用的相关培训。

雇主将有六个月的宽限期, 让新雇员工从受聘之日算起, 来遵守培训要求。

受认可的高等教育学府及私立教育机构名单

凡拥有已受认可的高等学府或私人教育机构合格书的餐饮服务员工, 将一律被视为已达到所有餐饮服务业PWM工作职务的相对培训要求。

PWM Wage Ladder

渐进式薪金模式的薪金阶梯

The PWM Wage Ladder sets out the baseline wages and sustainable annual increases which are pegged to the respective job roles.

In line with TWG-LWW's recommendation for Progressive Wages to be expressed in gross terms, the TCF recommended a set of baseline gross wages (excluding OT) and a schedule of Gross Wage Requirements if there are overtime payment.

The TCF also recommended fixed annual increments, with faster wage growth for the lower job rungs. This is in line with TWG-LWW's guidance for the wage growth of lower-wage workers to outpace the median workers' wage growth.

渐进式薪金模式的工资阶梯根据各自工作职务来制定基准工资和可持续的年度增长。

根据《低薪雇员劳资政工作小组》(TWG-LWW)的建议书,渐进式工资将以工资总额来制定。所以TCF建议了一套基准工资(加班费除外)和含有加班费在内的总工资进度表单。

TCF也建议了固定年度增长金额,为较低工作职务制定较高的增长幅度。这将履行TWG-LWW的指导,确保低薪工友的工资增长能持续超越中位数工资的增长幅度。

PWM Gross Wage Requirements for Overtime Work

Employers are required to adhere to additional gross wage requirements when workers work overtime. A gross wage schedule will be stipulated to determine the hourly gross wage payable for each additional hour worked beyond 44 hours a week. Please refer to Annex D of the TCF Report for the detailed gross wage schedules.

This is applicable only for workers covered under Part 4 of the Employment Act.

加班的PWM总工资要求

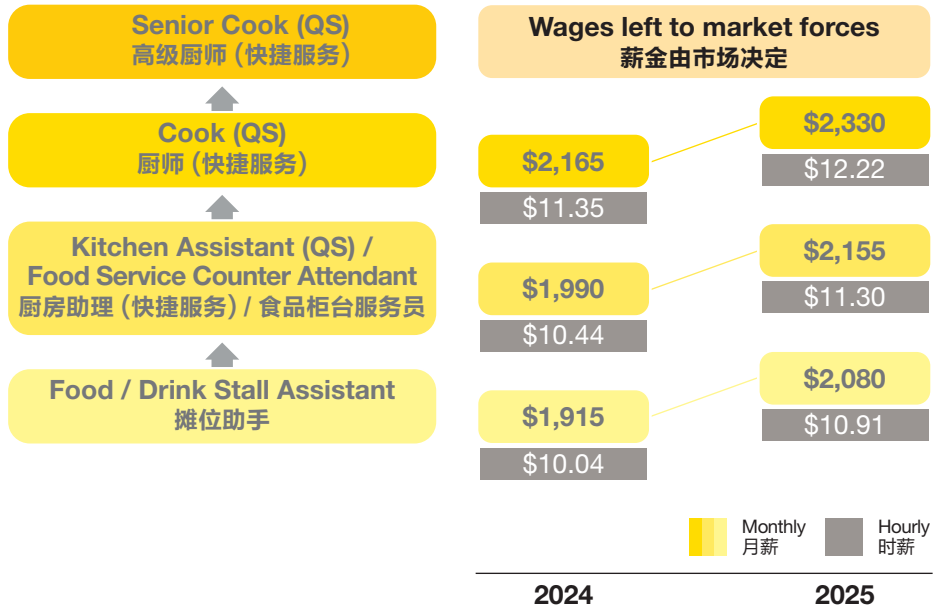
当员工有加班,雇主就必须遵守额外的总工资金额要求。所规定的总工资表单将列出每周超过44工作小时的额外每小时既定的时薪。请参阅TCF报告附录D以获取详细的总工资表单。

这仅适用于被涵盖在《雇佣法令》第4章节的餐饮服务业工友。

PWM Baseline Gross Wages with effect from 1 March of each year
PWM总工资从每年3月1日起生效

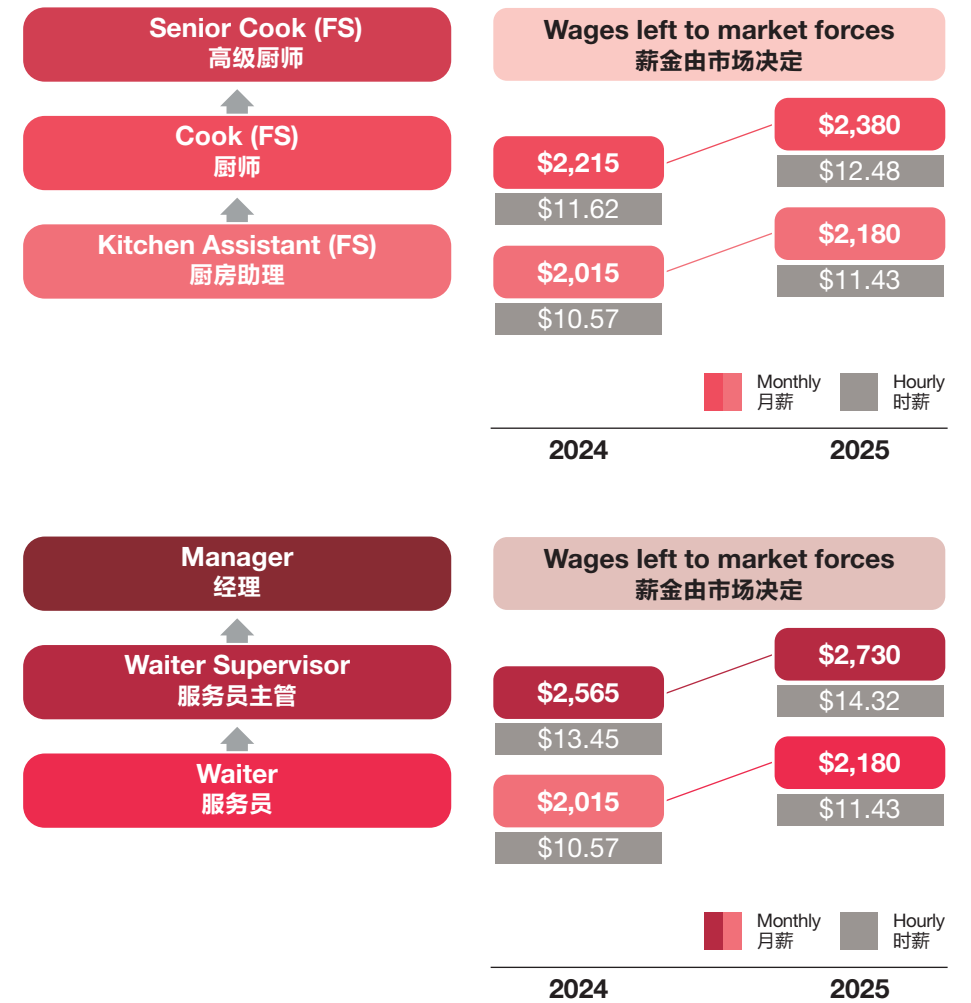
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类别A: 快捷服务餐饮场所和超市熟食区



Category B: Full-Service (FS) Food Establishments, Caterers and Central Kitchens

类别B: 全面服务餐饮场所、餐饮供应商和中央厨房



Frequently Asked Questions

1. Which job role will I be classified under if I perform multiple job functions (e.g. food services and delivery driver)?

You will be classified under the job role in which you spend majority of your working time in (i.e. more than 50%) and be paid the applicable PWM wage.

Should there be any discrepancy, please call MOM at 6320 7722 (Mon to Fri 8.30am to 5.30pm) or your union, if you are a union member, for further assistance.

2. How do I know whether my employer has declared my job level and salary accurately?

All resident employees can login to the Progressive Wage Portal (go.gov.sg/pw-portal) to check whether their employers are paying them the correct salary, based on the PWM and Local Qualifying Salary (LQS) requirements. If the information indicated is not accurate, employees are advised to check with their employers promptly. For further assistance, please contact MOM at 6320 7722 (Mon-Fri, 8.30am to 5.30pm).

3. Will I automatically get an increment every March?

The PWM baseline wage increments take effect each year on 1 March from 2023 to 2025. If your salary is already higher than the stipulated PWM Baseline Gross Wage, it is at the discretion of your employer to give you an increment.

4. Is overtime payment considered part of the PWM Baseline Gross Wages?

PWM Baseline Gross Wages excludes overtime payment. For food services workers covered by PWM and under Part 4 of the Employment Act, for every hour of OT worked, employers are required to comply with a set of gross wage requirements. Please refer to Annex D of TCF report for the gross wage table thresholds.

5. For part-time food services workers who are currently schooling, will they receive the Food Services PWM wages and be required to fulfil the training requirements?

Yes. Employers will have to pay part-time student workers the applicable PWM baseline wages.

By default, all food services PWM-covered workers are required to fulfil the minimum training requirements of 2 WSQ modules. Employers have a 6-month grace period to comply with the training requirements for new hires including student workers.

6. For food services workers under the Work-Study Diploma (WSDip) programme, will they receive the baseline Food Services PWM wages and be required to fulfil the training requirements?

Yes, employers will have to pay the food services workers under the Work-Study Diploma programme the applicable PWM wages. However it is not mandatory for employers to send them for training as the WSDip programme would have covered the necessary training modules.

常见问题

1. 如果我执行多项职务 (例如餐饮服务和送货司机), 那我的工作会被归类于哪种类别?

如果您花大部分时间在某个职务工作 (即超过50%), 那您将归类于其职务, 并获得符合该职务的PWM工资。

若有任何差异, 请拨电6320 7722 (星期一至五: 上午8:30至下午5:30) 向人力部寻求援助。

2. 我如何知道我的雇主是否准确地申报我的职务和工资?

所有雇员都能登入渐进式薪金网站 go.gov.sg/pw-portal 查询其雇主是否有根据PWM和本地合格工资, 向他们支付正确的工资。如果所显示的资讯不正确, 建议雇员立即向他们的雇主求证。如需进一步协助, 请联络人力部, 致电于6320 7722 (星期一至五: 上午8:30至下午5:30)。

3. 我会不会在每年的3月自动获得加薪?

PWM基准工资于2023年至2025年每年的3月1日增高。如果您的工资已高出规定的PWM基准工资, 那您的雇主可自行决定是否给您加薪。

4. 加班费是否被视为 PWM 基准总工资的一部分?

PWM基准总工资不包含加班费。被涵盖于PWM和《雇佣法令》第4章节的餐饮服务业工友, 依据每小时的加班时间, 其雇主必须遵守一套含有加班费的总工资金额。请于TCF报告的附录D参阅总工资列表。

5. 目前就学的兼职餐饮服务员工, 会否能获取PWM基本工资, 并必须符合培训要求?

是的。雇主必须支付兼职学生员工相应的PWM基本工资。没有例外, 所有覆盖于餐饮服务业渐进式薪金模式的工友都必须达到两个WSQ课程的最低培训要求。雇主有6个月的宽限期来让新进员工 (包括学生雇员) 来符合培训要求。

6. 参加工作兼就学文凭课程 (Work-Study Diploma, 简称WSDip) 的餐饮服务业工友, 是否能获得PWM的基本工资, 并必须符合培训要求?

是的, 雇主必须为参加工作兼就学文凭课程的餐饮服务业工友支付相应的PWM工资。然而, 并不强制要求雇主送工友去接受培训, 因为该文凭课程已包含了必要的培训内容。