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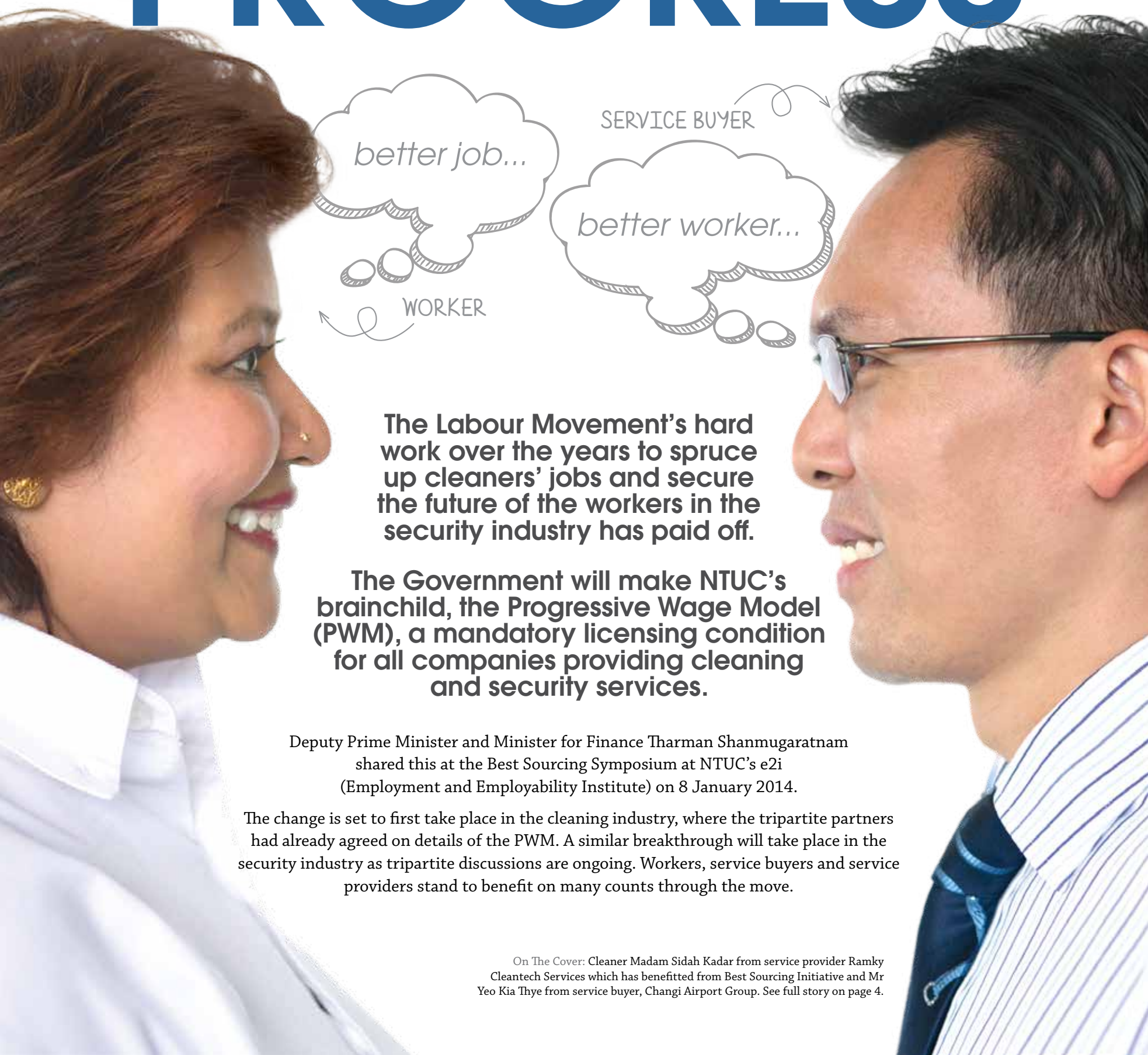

The Labour Movement's hard work over the years to spruce up cleaners' jobs and secure the future of the workers in the security industry has paid off.

The Government will make NTUC's brainchild, the Progressive Wage Model (PWM), a mandatory licensing condition for all companies providing cleaning and security services.

Deputy Prime Minister and Minister for Finance Tharman Shanmugaratnam shared this at the Best Sourcing Symposium at NTUC's e2i (Employment and Employability Institute) on 8 January 2014.

The change is set to first take place in the cleaning industry, where the tripartite partners had already agreed on details of the PWM. A similar breakthrough will take place in the security industry as tripartite discussions are ongoing. Workers, service buyers and service providers stand to benefit on many counts through the move.

On The Cover: Cleaner Madam Sidah Kadar from service provider Ramky Cleantech Services which has benefitted from Best Sourcing Initiative and Mr Yeo Kia Thye from service buyer, Changi Airport Group. See full story on page 4.

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What The PWM Will Achieve

By **Naseema Banu Maideen**

Speaking at the Best Sourcing Symposium at NTUC's e2i (Employment and Employability Institute) on 8 January 2014, Deputy Prime Minister and Minister for Finance Tharman Shanmugaratnam gave the assurance that the Government would be going further in its regulatory role to ensure adoption of the Progressive Wage Model (PWM) across the cleaning industry.

Cheap-sourcing in the cleaning sector has kept workers' wages stagnant. In the security industry, the gross pay has gone up but the basic pay remains low, DPM Tharman pointed out.

Adding on, he said: "We are remedying this with the Progressive Wage Model. I first want to credit NTUC for taking the lead in conceiving and promoting the Progressive Wage Model. It is now a tripartite approach for the cleaning industry, and similar tripartite discussions are now proceeding well in the security industry."

The Government has already taken the lead in adopting best-sourcing practices. But as Government procurement only covers about 11 per cent of resident cleaners and a roughly similar proportion of all security service contracts, more has to be done to transform industry practices on its own. Making PWM a licensing condition for these contracts is the way forward in transforming the industries.

NOT WAGE-SETTING

"This is a targeted approach, not a national minimum wage. We are using licensing rules to ensure progressive wages in these industries because of the prevalence of cheap-sourcing in the two industries.

Cheap-sourcing practices discourage wages, skills and quality from moving up in the way they do in most other industries." *- DPM Tharman, on why there is need to make PWM a licensing requirement in the cleaning and security industries.*

Deputy Prime Minister and Minister for Finance Tharman Shanmugaratnam (left) in conversation with workers at the event. (From right: Reachfield Security Supervisor Jeffrey Chew Hui Mong, and Ramky Cleaners Arif Jumaat and Sidah Karda).

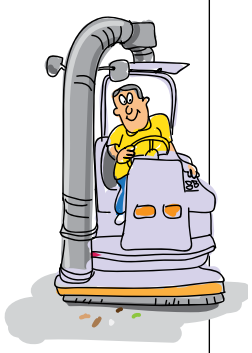
DPM THARMAN EXPLAINS WHAT THIS MOVE MEANS:

THE CLEANING SECTOR TODAY

- There are about 55,000 cleaners in the resident workforce today.
- They earn a median gross wage of about $850 per month.
- They have also not enjoyed the real wage growth seen among workers nationally, including other lower-income Singaporeans, in the last five years.
- Prevalent cheap-sourcing practices have held down wages.
- This has also led to high attrition of employees, making skills acquisition difficult for workers.

WHAT WILL CHANGE?

- The progressive wage recommendations of the Tripartite Cluster of Cleaners will first provide better entry-level wages of $1,000, which is 20% higher than today's median basic wage.
- They now have a pathway to higher pay based on work experience, skills upgrading, responsibilities and productivity improvements.



THE SECURITY SECTOR TODAY

- There are about 70,000 officers in the industry.
- Cheap-sourcing is also prevalent.
- Basic wages are still very low.

WHAT WILL CHANGE?

- NTUC is working with tripartite partners to remedy low basic wages and the long overtime hours to get higher gross pay.
- When the tripartite-agreed PWM is ready, it will be incorporated into the existing licensing framework for security companies that is administered by the Singapore Police Force, and hence will be mandatory.
- The PWM will incorporate a progression pathway, covering not only entry-level wages in security services, but a series of wage points on a wage-skill ladder.

A Bold Move For Low-Wage Workers

Mandatory adoption of the Progressive Wage Model for cleaners and security officers will help low-wage workers through a wage ladder instead of just a minimum wage.

By **Naseema Banu Maideen**

Starting with the BSI Early Adopters Scheme (BEAS) in 2009, the Labour Movement has championed the battle against cheap-sourcing, and has finally won it.

NTUC Secretary-General Lim Swee Say (pictured right) expressed the Labour Movement's hearty welcome to the Government's announcement on 8 January this year to make the Progressive Wage Model (PWM) a mandatory licensing condition for all companies providing cleaning and security services.

Along with this move, SG Lim also unveiled the new Progressive Wage Incentive (PWI) to support early adopters of best sourcing in sectors such as cleaning, security, landscaping and others.

WHY PWM?

SG Lim pointed out that GDP grew by 3.7 per cent and median wages went up by 3.9 per cent in 2013. Last year was a good year with healthy growth in GDP and real wages.

He added that to sustain this healthy wage growth, we must strive for higher productivity gain. To succeed, we must put in our total efforts with total commitment. This is best achieved by keeping productivity gain and gain-sharing in pace with one another. Hence the introduction of PWM for the four pillars of wage, skill, productivity and job to stay in sync.

WHY LICENSING?

Adoption of PWM company by company can work for most sectors. However, it will not be effective for some, especially the outsourcing sectors. Service providers are constrained by cheap-sourcing, head count, and fixed price contracts, he noted. This results in sticky wages at the bottom.

Breaking out of this negative cycle needs a concerted move by the whole sector, hence the need for licensing.

Added SG Lim: "With this licensing requirement, we believe this will enable the entire sector to press the reset button and adopt a new operating system which is the PWM. Let us work together to start with more decent salaries, and compete more on productivity, innovation, service quality."

WHY PWI?

The mandatory adoption of PWM will start with the cleaning sector in September 2014, followed by the security sector.

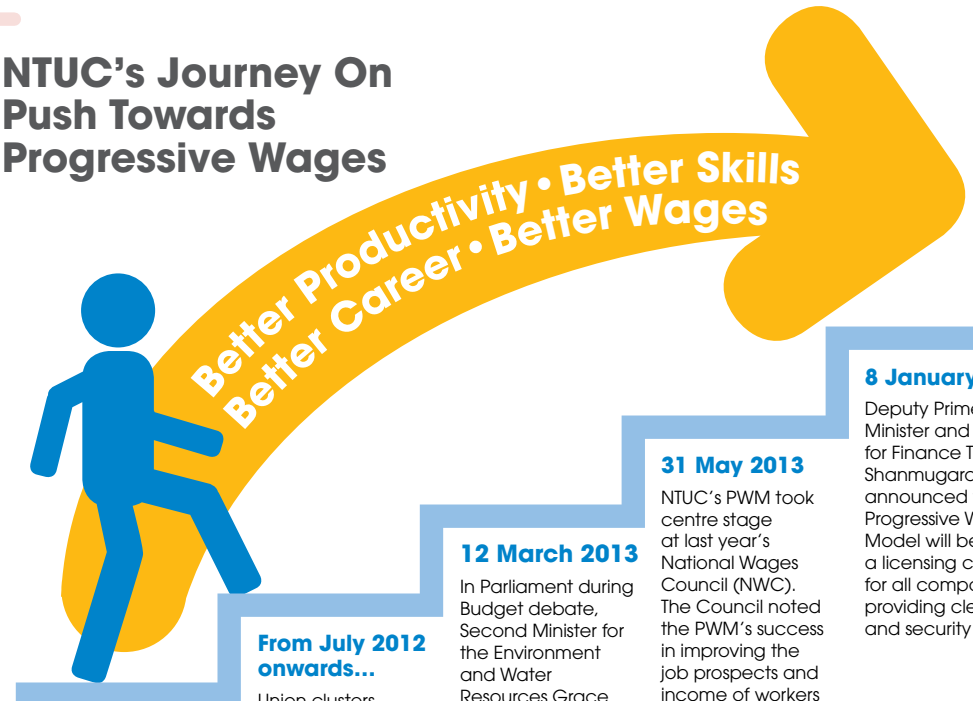
"Wages will go up by 20 per cent but skills and productivity will not go up by 20 per cent overnight. This is why we need to intensify efforts ahead of legislation and licensing – hence the PWI," said SG Lim.

This incentive will build up the momentum for service providers to adopt PWM, and service buyers to focus on performance instead of head count, low wages and low cost contracts. With this, early adopters of best sourcing and PWM need not wait for legislation.

What Is The Progressive Wage Incentive?

- With immediate effect, an incentive to support $50 million worth of contract value for early adopters of best sourcing.
- Service buyers may receive up to 10 per cent of funding of contract value, capped at $150,000.
- Open to outsourcing of services beyond the cleaning, landscaping and security sectors.

NTUC's Journey On Push Towards Progressive Wages



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ANDROID

A panel discussion took place during the symposium which saw NTUC Deputy Secretary-General Heng Chee How (holding microphone) on the panel.

Best Sourcing The Way To Go

NTUC This Week speaks with a Service Provider and a Service Buyer to see how they have benefitted after they adopted the Best Sourcing Initiative (BSI).

By **Nicholas Lee**

At the Best Sourcing Symposium on 8 January 2014, Deputy Prime Minister (DPM) and Finance Minister Tharman Shanmugaratnam highlighted best sourcing as an important part of the framework of strategies to help low-wage workers achieve progressive and sustainable wages, which is what the Labour Movement has been advocating for.

As a service provider, Ramky Cleantech Services Private Limited provides cleaning services for facilities such as offices, commercial properties and private residences. Since July 2012, Ramky has been practicing the Progressive Wage Model (PWM) for its workers, after a mutual agreement with its service buyers to top-up the basic salary of each local worker to a minimum of $1,000.

According to Ramky's Director, Mr Milton Ng, the company embarked on the PWM because it had been continuously working to ensure that their workers were "paid fairly for their jobs".

"The PWM has allowed our workers to be trained to acquire in-depth knowledge and skills while performing their job. Generally, service buyers welcome the move and the workers have benefitted from it," he said.

According to Mr Ng, workers can look forward to a progressive career path that is clearly defined and structured as a result of the PWM.

BENEFITS FOR SERVICE PROVIDERS' WORKERS

Stationed at One Marina Boulevard, forty-year-old Mr Arif Jumaat has been a cleaner with Ramky for the past three years. As a result of the training provided by the company, his salary has increased from $750 to $1,200.

> **"The PWM has allowed our workers to be trained to acquire in-depth knowledge and skills while performing their job."**
> *– Mr Milton Ng (pictured above)*

"I'm happy that the training has helped me to improve my job and increase my salary," said Mr Arif.

SERVICE BUYERS BENEFIT TOO

Changi Airport Group (CAG) is one of Ramky's service buyers who has agreed to top-up the basic salary of every worker. Senior Vice-President, Airport Operations Planning & Airside, Mr Yeo Kia Thye revealed that on the ground, adopting best sourcing practices has led to "better performance such as higher productivity and positive results based on the KPIs set for our service providers."

As a result of the PWM, the cleaners are more engaged and motivated, knowing that their employer and service buyer take their terms of employment and remuneration seriously.

"Knowing that they will be rewarded for their efforts will have a bearing on work performance," said Mr Yeo.

The cleaners' overall productivity has been raised with the introduction of a series of measures such as the e-inspection and instant feedback system implemented throughout the airport.

"The results are evident in our ability to continually attain a high standard of cleanliness with the same number of cleaners amidst increasing passenger traffic over the years," shared Mr Yeo.

"We feel that best sourcing is a holistic way of procurement which ultimately makes good business sense, especially in the long term. While it requires more time and effort at the evaluation stage, it will make a good return on investment eventually," he added.

> **"We feel that best sourcing is a holistic way of procurement which ultimately makes good business sense, especially in the long term."** *– Mr Yeo Kia Thye (pictured below)*

Snapshots

A quick round up of what went on in and around the Labour Movement in the week.

OTCi Intern Fesses Up

In the first installation of a new series with interns from the Ong Teng Cheong Labour Leadership Institute (OTCi), Amos Tan shares renewed perceptions on the Labour Movement.

Read the full story on page 8

A USE-ful Addition

Union of Security Employees (USE) signs a Collective Agreement with the newest member of its family - P-Force Security - that sees workers and the company benefitting.

Read the full story on page 9

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Good To Know!

Catch Budget On 21 February

Deputy Prime Minister and Finance Minister Tharman Shanmugaratnam will deliver the FY2014 Budget Statement in Parliament on 21 February 2014. Catch the "live" delivery at **www.singaporebudget.gov.sg** or download the Budget 2014 Mobile App that will be released in February and listen on-the-go. You can continue sending in your views and suggestions on issues relevant to Budget 2014 till 29 January.

Consultative Approach Towards Enhancing Welfare

Senior Minister of State for Transport and Finance Josephine Teo (left) and NTWU General Secretary Fang Chin Poh (right) paid a visit to the newly-renovated Buona Vista Bus Terminal.

The newly-renovated Buona Vista Bus Terminal boasts a bigger crew rest room and brand new washrooms, greatly enhancing the work environment for Bus Captains there.

"The consultative approach to resolving issues has allowed the union to actively provide feedback to relevant parties. In this case, the Company (SBS Transit) and Land Transport Authority took the feedback seriously, and we are glad that Bus Captains' welfare has improved with the enhanced facilities at the bus terminal," said the National Transport Workers' Union (NTWU) General Secretary Fang Chin Poh.

Fun For The Elderly

More than 500 elderly members of NTUC Eldercare's Silver ACE centres turned up for a day of fun at the Radin Mas Community Club last December. They were entertained by performances and games stalls and enjoyed lunch, drinks and snacks. NTUC Deputy Secretary-General Heng Chee How took time off his busy schedule to grace the occasion.

Of Mums, Movies And Members

NTUC Women's Development Secretariat (WDS) organised a learning journey to Universal Studios Singapore last December for 58 mums and 93 children where they got to explore the studios through quiz questions and activities. The event was fully sponsored by Singapore Maritime Officers' Union (SMOU) in support of WeCare for U project, a community initiative by WDS to support single mums and their children.

LM Appoints 4 New Assistant Secretaries-General

The new ASGs will strengthen the NTUC Secretariat's ability to drive key priorities forward into 2015 and beyond.

By **Florina Oo**

Come 1 February 2014, four new Assistant Secretaries-General (ASGs) will join the NTUC Secretariat – Mr Patrick Tay Teck Guan, Mr Yeo Guat Kwang, Mr Ang Hin Kee and Mr Zainal Sapari.

They will join Deputy Secretary-General (DSG) Heng Chee How and ASG Cham Hui Fong in the NTUC Secretariat.

Mr Tay will continue to look into the needs of PMEs (Professionals, Managers and Executives) and legal services while Mr Yeo will continue to take care of migrant workers as well as reach out to Small and Medium Enterprises (SMEs).

Mr Ang will get a bigger voice to champion not just taxi drivers but self-employed personnel as well as freelancers while Mr Sapari will continue to oversee low-wage workers and the Labour Movement's Care and Share portfolio.

In a statement, NTUC Secretary-General Lim Swee Say said the newly-appointed ASGs have contributed much to the growth of the Labour Movement.

"Their appointments will strengthen the leadership team at NTUC, and help mobilise the ground towards making every worker a better worker, and every job a better job for the benefit of all," he added.

The ASG-Designates On Their Plans Ahead

PMES CHAMPION

"I am thankful for the strong trust and support given to me by our union leaders. I will continue to champion and represent the interests of our workers and unions as part of the NTUC and Labour Movement team and endeavour to advance the interests of Professionals, Managers and Executives, something which I have been actively lobbying for since 2011." – Patrick Tay, who is currently the Director of NTUC's Legal Services Department and Professionals, Managers and Executives (PME) Unit. He also serves as the Executive Secretary for the Healthcare Services Employees' Union (HSEU) and The Singapore Manual and Mercantile Workers' Union (SMMWU).

MIGRANT WORKERS CAMPAIGNER

"I welcome my new appointment and will do more to serve the needs of migrant workers and Small and Medium Enterprises (SMEs). In this new role, I will continue to work closely with the unions to pro-actively extend union representation to migrant workers and SME employees. It is our step to ensure all workers receive fair treatment and enjoy an integrated and inclusive workplace." – Yeo Guat Kwang, who is the Director of NTUC Workplace Safety & Health and NTUC's lead for Small and Medium Enterprises (SMEs). He is also Chairman of the Migrant Workers' Centre.

A VOICE FOR FREELANCERS AND SELF-EMPLOYED

"To me, a Labour Movement for all means including the self-employed and freelancers into our family. This is a fast growing segment of our workforce and we also want them to have better jobs and better pay. I hope my new role will be able to do more for them and also to other segments of the Labour Movement family." – Ang Hin Kee, who is the Executive Secretary of the Education Services Union (ESU) and the Singapore Shell Employees' Union (SSEU). Additionally, he heads the Labour Movement's Education Cluster and serves as Executive Advisor to the National Taxi Association (NTA).

LOW-WAGE CRUSADER

"I see the appointment as a means to facilitate my work in tripartite discussion on labour matters and spearhead some of the collective Labour Movement's effort to champion workers' causes. My focus on low-wage workers will continue and moving ahead, together with the union leaders, we will pursue relentlessly our agenda for Better Workers and Better Jobs for all." – Zainal Sapari, who is the Director of NTUC's Care and Share Department and U Care Centre for low-wage workers. Currently, he serves as the Executive Secretary for the Building Construction and Timber Employees' Union (BATU).

Back To The Books

Take a break from work and head back to school to acquire new, relevant skills with this 12-month fulltime training programme for aspiring productivity professionals.

By **Nicholas Lee**

Are you an engineering professional in the manufacturing sector looking for opportunities to give your career a boost? Then you should check out the newly-launched Manufacturing Productivity Associate (MPA) Programme, an initiative by Singapore Institute of Manufacturing Technology (SIMTech), a research intitute of the Agency for Science, Technology and Research, and NTUC e2i (Employment and Employability Institute).

The programme leverages on the Workforce Skills Qualifications (WSQ) Operations Management Innovation (OMNI) Programme, which aims to help engineering professionals improve their technical expertise on operations and productivity. It is also hoped the programme will address the shortage of productivity experts in the manufacturing sector.

According to SIMTech's Senior Consultant Toh Ming Hon, the programme provides a two-pronged benefit – improved company productivity and increased personal value-add, competency and capability. He added that the programme is technically easy to acquire but requires commitment.

"It is going to be very helpful and good for these PMEs in the longer term, in whatever industry and whichever company that they work with. If they (PMEs) are hungry to learn, happy to learn and humble to learn, they can acquire the skills within months," said Mr Toh.

Upon completing the training, MPA graduates can be placed in jobs with an option to embark on SIMTech OMNI-projects in conceptualising and implementing productivity improvement initiatives or as freelance practicing productivity professionals, or consultants. The programme will equip participants with productivity methodology, mentorship and facilitation skills which are in demand in the manufacturing industry.

Mr Gilbert Tan, CEO of e2i said: "e2i is committed to helping PMEs secure better jobs and enhance their employability. The MPA Programme enables PMEs, especially those looking for a mid-career switch, to pick up new skills and to gain experience in productivity improvement in numerous manufacturing companies."

QUICK LOOK

WHO IS IT FOR?

- Management officers/ directors
- Supply chain/procurement/ logistics managers and senior staff
- Inventory/warehouse management managers and senior staff
- Manufacturing/production/ engineering managers and senior staff
- Industrial engineering managers and senior staff
- Operations management managers and senior staff

COURSE FEES

- Up to 70 per cent funding from WDA for sponsored Singaporeans and Permanent Residents. Participants pay net fee of $5,400 (before GST).

For more enquiries, contact:
Ms Connie Ng, SIMTech
Tel: 6793 8986
Email: yyng@simtech.a-star.edu.sg

Prepping For New Jobs

We catch up with HGST Singapore's retrenched workers to find out the help they are getting to look for a job.

By **Nicholas Lee**

The United Workers of Electronics & Electrical Industries (UWEEI) organised an employability camp for its retrenched members to undergo a refresher course to equip them with skills to look for jobs. This was a follow-up to the retrenchment exercise done by HGST Singapore in recent weeks, where 531 workers were affected.

"I heard news of the company intending to retrench the staff earlier but I was still surprised to know that I was retrenched…the course today has taught me how to go through an interview, and the points that were taught are quite easy to apply…" *– Mr Kwok Kim Huat, Manufacturing Technician.*

"Like my colleagues, I was very surprised and sad when I was told of my retrenchment…I think that this course is good as we can learn something that will help us in applying for a new job…" *– Madam M. Mathayi, Production Operator.*

"The union sent me for this course and I am very glad with the help that they have provided. I'm very happy with this course because I can upgrade myself and learn..."
– Madam Hawa Salaiman, Production Operator.

A Renewed Perspective

CONFESSIONS OF AN INTERN

Taking the plunge into the deep end of working life is hardly an easy task, especially when you're fresh out of school. In this new series, interns who have spent time working in the Labour Movement share their views, stories and experiences.

By **Joshua Joseph**

When Amos Tan joined Ong Teng Cheong Labour Leadership Institute (OTCi) last December, it started off as another internship programme he had to fulfill as part of his university curriculum.

Tasked with the role of interviewing union leaders on union work and Industrial Relations cases, the 22-year-old began getting a greater insight into the Labour Movement. He shares old perceptions he once had, which have now been debunked.

PERCEPTION#1

'NTUC has little voice of its own'

DEBUNKED

"Some people would say that whatever the Government says, NTUC will just follow and I think that's quite a common perception but that's actually not true. A lot of things are done behind closed doors so you actually don't see the literal bargainings and the whole process. By the time these (cases) reach the media, everything is already settled, so we don't get to see what actually happens."

PERCEPTION #2

'NTUC is quite slack'

DEBUNKED

"It made me wonder how relevant NTUC is in today's society because everything is so peaceful that you sort of take it for granted. It was after this internship that I realised that they actually still do a lot of work but it's just that a lot of it is not reported. They are actually doing quite a lot of stuff in terms of Collective Agreements. In times of non-retrenchment or if there are no workplace disputes, they are drafting out things which are more beneficial to their rank-and-file workers."

PERCEPTION #3

'Doing union work stops you from getting promotions'

DEBUNKED

"I used to think that for unions in the past, they see the unions as confrontational so if you are a union member they'll basically bar you from all the promotions and the pay increases, but that's not true. I went for this HDB talk and the HDBSU (Housing and Development Board Staff Union) leader Richard Tan shared that it's not true. If you can prove that you can do union work and your own work well, then you'll be duly rewarded."

> **"These sharing sessions allowed me to learn and understand how unions bite and fight. I was able to truly appreciate just how much difference joining a union can make, debunking my belief that unions were getting increasingly less relevant in today's Singapore."**
>
> *– Amos Tan, Ong Teng Cheong Labour Leadership Institute Student Intern*

PERCEPTION #4

'Unions only fight for rank-and-file workers'

DEBUNKED

"It was at the Singapore Teacher's Union (STU) that my impression of unions fighting for rank-and-file workers only was corrected. Professionals like teachers could also get the union to represent them, although they themselves had the ability to do so on their own. It was also through the sharings of Mr Lim Kuang Beng of SISEU (Singapore Industrial & Services Employees' Union) that I started to view union work as 'heart work'. He shared stories which did not boast the dollars and cents the union was able to successfully negotiate, but more on the level of care and 'familiness' the union was able to provide for every individual union member."

Signing To Benefit Members

Collective Agreement marks a move towards more protection and welfare for union members at P-Force Security Management.

P-Force Security Management Pte Ltd Managing Director Jordan Lau (third from left) holding the signed Collective Agreement together with USE Executive Secretary Steve Tan (third from right). With him is USE President Hareenderpal Singh (second from right).

By **Nicholas Lee**

Unionised in March 2013, P-Force Security Management Private Limited signed its first Collective Agreement (CA) on 4 December 2013 with the Union of Security Employees (USE).

With P-Force coming into the union fold, USE now has 108 branches and nearly 10,000 members.

"By signing the CA, we recognise the union as the sole negotiating body to resolve any disputes between our company and the employees," said Mr Jordan Lau, Managing Director of P-Force.

"The signing of this CA in December 2013 indicates that the Company is receptive in providing better welfare for its employees. It also signifies that the Union will thus be able to provide greater protection and representation for our members," said USE President Hareenderpal Singh.

He hopes more existing unionised companies will sign CAs with the union so that working together, the union and unionised security agencies can enhance the image of the security industry.

Bring On The Smiles

Unity Denticare hits the road to bring free dental check-ups plus affordable plans to taxi drivers.

With a busy, hectic job of driving all day chasing fare after fare, taxi drivers tend to neglect their health, with little time left to go for check-ups like dental health.

In a bid to help them have better dental health, Unity Denticare, which is managed by NTUC Unity Healthcare, went over to the National Taxi Association's (NTA) roadshow late last year to provide free dental checks to about 100 of their members.

Aware that taxi drivers are self-employed and do not enjoy dental benefits, Unity Denticare also developed a cost-effective dental package for them.

"As an NTUC Social Enterprise and a member of the Labour Movement, Unity Denticare seeks to do more good for union members and the larger community. We are glad for this opportunity to encourage the members of the National Taxi Association to care for their dental health," said Unity Denticare Director Leon Luai.

The dental package offered by Unity Denticare was well-received, as 59 out of the 100 taxi drivers who underwent the dental checks subsequently booked follow-up appointments with their clinics.

"The National Taxi Association is pleased to find a good partner in Unity Denticare to care for taxi drivers. Being self-employed, our members do not enjoy dental benefits. The complimentary dental checks and attractive dental packages were very much welcomed," said NTA Advisor Ang Hin Kee.

As NTUC Assistant Secretary-General Designate, Mr Ang will have a stronger voice to fight for the needs of taxi drivers as well as the self-employed from 1 February 2014 onwards.

Unity Denticare is no stranger to looking after the needs of union members. At their clinics, union members enjoy preferential rates and packages. Two new clinics were recently opened in Yishun (Block 106 Yishun Ring Road #01-163) and Hougang (Block 682 Hougang Avenue 4 #01-324) to better serve union members and the public.

They are also an advocate of the less fortunate. In the aftermath of the recent Typhoon Haiyan in the Philippines, Unity Denticare matched dollar for dollar the $1,800 raised through kind donations by clients and staff to bring the total amount to $3,600. The sum was donated to the Singapore Red Cross Society towards the Haiyan Relief Fund.

The ESU-Care scholarship and bursary awards have been given out to 1,500 members since they were introduced eight years ago.

ESU: Helping Members Where It Matters

The union is looking forward to another year of doing more to help its members.

By **Lloyd Teo**
Industrial Relations Officer,
Education Services Union

A total of 149 bursaries, 27 scholarships and five learning awards went out to the Education Services Union's (ESU) members and their children in a ceremony held at Nanyang Academy of Fine Arts in December last year.

The ESU U-Care scholarship and bursary awards event is into its eighth year, with 1,500 beneficiaries to date. ESU is already looking forward to doing more for its members in 2014 under its Care and Share programme.

"We believe education should be made possible for everyone," said ESU President Michael Tan.

Mr Alex Yeo, whose child received a bursary award, said that it was pleasant to know more about the union and the things they had been doing to help members.

A Day At The Stables

Singapore Boys' Town youths get treated to a trot and more as part of MIWU's Cares! project.

By **Nicholas Lee**

In ongoing efforts to show it cares for the underprivileged, the Metal Industries Workers' Union (MIWU) extended a special treat to 14 individuals from Boys' Town Singapore. The beneficiaries had a day of fun mixed with learning at the HorseCity Gallop Stables recently, where they were introduced to the different types of horses, their diets, and in certain cases, the sad story behind a few horses. The day rounded up with a ride around the stables' grounds.

The event was organised as part of MIWU's annual 'MIWU Cares!' project. MIWU President Toh Hock Poh shared: "In the spirit of giving and sharing during this festive period, our union leaders volunteered their time and effort in engaging these youths and we are glad that they enjoyed the Christmas-themed horse riding experience."

The project was funded under the U Care Caring·Sharing·Reaching out (U Care CSR) Co-Funding Scheme.

Securus Scores On Welfare

Security firm marks a milestone with its first Bursary and Long Service Awards.

By **Joshua Joseph**

Under the Union of Security Employees (USE), Securus Pte Ltd has always prided itself on placing the welfare of its employees first. One of the company's visions has always been to appreciate, recognise and reward its employees through some awards. That vision turned into a reality in late December last year when it introduced its very first Bursary and Long Service Awards.

Bursary Awards were given out to seven deserving school-going children while Long Service Awards were handed out to employees who had served the company for three years and above.

"I think we are one of the few small companies (in this industry) awarding bursaries to their workers.

"Of course, we are very proud to award these bursaries but we want our employees to feel proud themselves and happy that their family and they themselves have been selected for this award," said Securus General Manager Sampath PP.

A recipient's proud parent, Securus Accounts Manager Somasundharam Malathi, shared: "My son's education is very important to me. This coming year, it's his PSLE so this Bursary Award is very useful as it will help with cash expenditures for his education."

The Journey Continues

Young NTUC reflects on 2013 and aims to continue increasing its pool of youth representatives.

By **Florina Oo**

The Labour Movement's 3-Flow framework of leadership renewal and development continues to ensure a healthy pipeline of young union leaders for the future. At the heart of this process, Young NTUC continues to play an active role to develop and nurture promising youth leaders from its outreach and engagement programmes. This is testament from the 192 Young NTUC programmes conducted over the last two years and the presence of young union leaders and activists from the various youth chapters and Team Young NTUC affinity groups at the Young NTUC Appreciation Night.

This comment came as NTUC President Diana Chia spoke at the event in December last year. Observing that 23 union leaders from various youth chapters had turned 35 years old, President Chia encouraged them to "continue mentoring the younger generations and flow up to take higher appointments in the respective unions."

Sight Set For PMEs Wave

Even as it strives to be an all-inclusive movement, SMMWU will not lose sight of its existing members.

By **Joshua Joseph**

With Professionals, Managers and Executives (PMEs) expected to form two-thirds of the workforce by the year 2030, the Singapore Manual & Mercantile Workers' Union (SMMWU) is all set to welcome new members into its fold.

For a start, the union launched its very own PME chapter 'PRO- U' in 2012 to reach out to PMEs in the areas of workplace rights, job placement, professional development and progression.

Yet, the union will continue to work hard for its existing rank-and-file members.

"Sisters and Brothers, please be assured that we will not lose sight of our existing members. Indeed we are striving to be an all-inclusive movement where everyone permissible within the law can be a member of the union," said SMMWU Vice-President Sim Teck Chua at the union's 54th anniversary dinner held at Marina Bay Sands on 6 December 2013.

Also speaking at the event, Guest-of-Honour Speaker of Parliament Madam Halimah Yacob shared that the recent amendments to the Employment Act will be of relevance to SMMWU as it is the largest white collar union in Singapore. She added that along with impending amendments to the Industrial Act, the years ahead will be a busy but fulfilling one for SMMWU.

Said Madam Halimah: "Many of the changes will benefit the union and your members. The union will have to sharpen its role and find ways to add value to its many PME members, particularly in the context of these new legislative changes.

"This new and challenging environment will require leaders who understand the challenges that the union and its members are facing and will map out strategies, plans or programmes to address them. It also requires leaders who are in tune with the needs of a very diverse workforce covering all age groups, different genders and nationalities."

Guest-of-Honour Speaker of Parliament Madam Halimah Yacob (left) with a recipient of the Outstanding Leaders' Awards. The award is presented to key branch officials that have tirelessly served the needs and interests of union members in their respective branches.

QUICK LOOK

THREE KEY AMENDMENTS TO THE EMPLOYMENT ACT (EA)

- Better Protection for More Workers
- Flexibility for Employers
- Enhancing Enforcement of and Compliance with Employment Standards

For more details on these amendments, visit www.mom.gov.sg/employment-practices

Show And Tell

Over 400 excited kids join their parents at work in DBS Bank's islandwide initiative.

Children with happy and enthusiastic faces made the day for parents!

DBS Bank rounded off last year on a high for employees and their kids by extending the DBS Kids @ Work for the first time to three locations: Marina Bay Financial Centre; Changi Business Park; and Jurong Gateway.

Jointly organised by DBS Staff Union (DBSSU) and DBS Recreational Club, the inaugural islandwide DBS Kids @ Work on 6 December saw the active participation of some 430 children and 380 parents.

"Kids @ Work has been organised for the past three years and we are very much motivated with the response from members and also the strong support from the management.

"I could see the delight in the children when they were treated to all the fun activities and what was even more valuable was for them to visit the work desk of their parents. In fact, we saw the kids grow up and they could remember us," said NTUC Vice-President and DBS Staff Union (DBSSU) President Nora Kang.

This most awaited annual event was mooted in 2009, with the support from NTUC Women's Development Secretariat (WDS). The programme promotes work-life integration by encouraging companies to designate at least one day in a year to allow their employees to bring their children to the workplaces.

A series of exciting activities, along the theme of "I am a DBS Kid. I am the Future of Banking" were lined up for the children. Simple banking and financial literacy games, facilitated by the DBS employees emphasised the importance and inculcated the habit of savings in children.

"I like the educational aspect to the programme whereby my child was taught about the value of money and how to use it prudently through the various financial literacy games," said DBS Employee Wang Li Li.

DBS Recreational Club, in conjunction with DBS Kids @ Work, planned a series of parenting workshops and family-related deals.

Proud To Be A Woman

The NTUC Women's Development Secretariat caps off the year with a stylish party to celebrate the many roles and responsibilities a woman juggles today.

By **Florina Oo**

The women found time to have a jolly good time amidst their busy schedules. Photo courtesy of WDS.

A daughter, girlfriend, working professional, wife and mother – these are some of the multi-faceted roles a woman takes on in today's world. Riding on this idea, the NTUC Women's Development Secretariat (WDS) aptly titled its year-end party "Women, Our Faces & Phases".

Held in December last year at Club@52, some 150 women came together to celebrate and conclude the year-end in style. In one of the highlights, a glamour fashion show saw seven women union leaders sashay down the runway, proving that it was possible to look great at different stages of their lives.

Chairperson of the NTUC Women's Activities Sub-committee Noorfarahin Ahmad, who was also the event emcee, said women should look after their image and styling regardless of the industry they are in.

She added: "In today's society, women should also be equipped with courage, confidence and strength."

*Drop by **www.ntucwds.org.sg** for more information on WDS' key initiatives and programmes.*

This Week In History

NTUC This Week turns 50 this year. It was first published in November 1964 as a monthly titled `_Perjuangan NTUC_'. `Perjuangan' means struggle in Malay, and the title captured the spirit of the times. The publication's first Editor was then NTUC Secretary-General Devan Nair.

From our 3 January 2014 issue onwards, _NTUC This Week_ will pull out excerpts of main stories from past issues, starting with the very first until the present. This week, we look at the December 1964 issue.

By **Marcus Lin**

The screaming headline of the lead story said it all. Here is an abbreviated version of then NTUC Secretary-General Devan Nair's address to the Malaysian Parliament.

Criticising the Malaysian Budget that year, Mr Devan Nair opened his address thus: "There is a fundamental prerequisite for a fair and just national Budget, and that is that the burden of running the nation must be fairly and equitably distributed among all classes of the population. The poorer man must not be made to pay proportionately more than the rich man."

He identified flaws in the new

TRAGEDY

● HERE is the text of an address to Parliament on the Supply (1965) Bill, delivered on Nov. 30, 1964 by Mr. C. V. Devan Nair, NTUC Secretary-General who is also Member of Parliament for Bungsar.

Income Tax provisions, Estate Duty, Turnover Tax and Profits Tax On Tin that favoured the wealthy. He said of the Payroll Tax: "Having regard to the developmental requirements of Malaysia's economy, particularly to the urgent need to provide more and not less employment, this Payroll Tax must be denounced as altogether inept and utterly misconceived.

"It is in essence an anti-labour tax, and when labour reacts strongly to the inevitable effects of this tax, then I hope our Minister for Finance will be ready to take the unpleasant consequences.

"In the name of Malaysia's progress and advancement, and in the cause of greater employment opportunities in this country, let us by all means have taxes based on profitability, but not a tax like this one against the employment of labour."

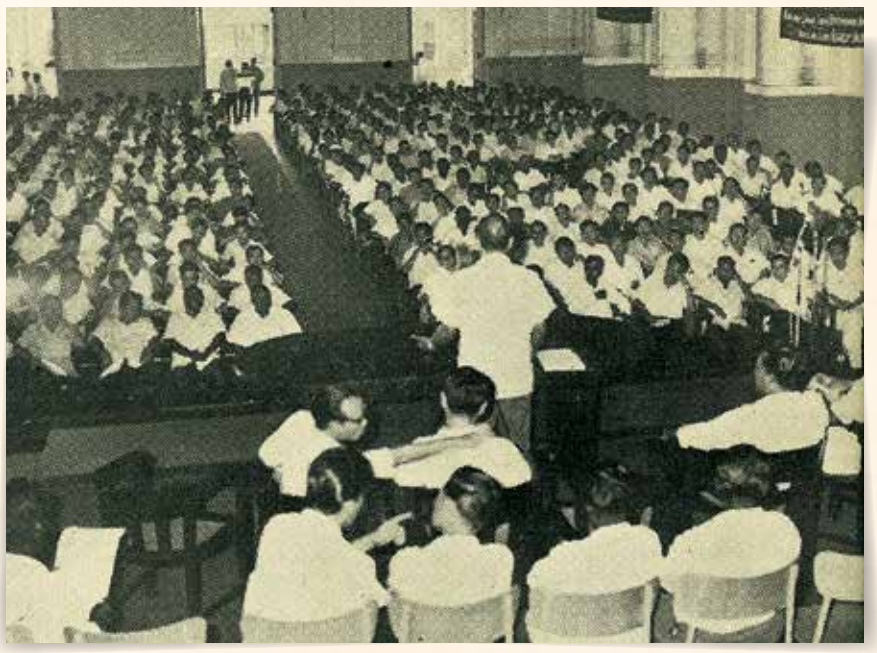
Rounding off his address, Mr Devan Nair said: "The inescapable conclusion of any unprejudiced reader of the Minister's Budget speech would be that this is a big-business budget, designed by those whose prejudices and sympathies are those of big business, for big business."

Workers say NO to anti-labour taxes

On 14 December 1964, hundreds of trade unionists packed the Victoria Memorial Hall to express their strong feelings against the Malaysian Budget in spite of the eleventh hour attempts by the police to prevent the NTUC from conducting the meeting.

The atmosphere was tense as high-ranking police officers stepped forward to warn the speakers that the meeting was `illegal'. The trade union leaders stood firm, and the entire gathering pledged full support to the NTUC leadership in the struggle against the anti-labour taxes.

Minister for Labour Jek Yuen Thong who was present at the meeting identified himself with the workers and pledged to continue the struggle for a more enlightened fiscal policy.



Then NTUC Secretary-General Devan Nair (back to camera) addressing unionists in Victoria Memorial Hall on 14 December 1964.

The last-minute attempt by the police to stop the meeting was strongly condemned by NTUC Chairman Ho See Beng, Vice-Chairman Hashim Idris and Secretary-General Devan Nair.

Mr Jek Yuen Thong asserted that "in the Payroll Tax the essential ingredients for the introduction of automation and the reduction of manual labour exist."

The sentiments expressed by the Labour Minister were echoed by the entire gathering when they rendered their full support to the NTUC leadership which is leading the struggle for the protection of the interests of the proletariat.

The Turnover Tax, too, came under fire. It was considered to be obnoxious even though attempts were made to build an aura of simplicity and equity around this tax.

According to the Labour Minister, "this tax has an indeterminate frontier because it is inherently a multiple stage commodity tax, even though only a mere half per cent is the tax imposed."

Amidst thundering applause and three shouts of `Merdeka', the workers unanimously approved a resolution to register their protest against the Payroll and Turnover taxes.

What's Happening, Where

Ernieza Zailani, Young NTUC p.l.a.Y! member

1 Keepfit! 2014 Lights Edition

Date: 1 March 2014, Saturday
Time: 6 - 10pm
Venue: F1 Village

Workouts will never be the same with this new edition of KeepFit!. Light up your evening with U Sports' very first high intensity mass workout event under the stars. Sweat it out with your family and friends for a two-hour Endurance Challenge of Zumba and Sh'Bam under new lighting effects and luminous colours!

For registration fees and other details, log on to ***www.usports.com.sg/events/keepfit-2014/****.*
Register before 3 Feb to enjoy early bird rates.
For enquiries, email ***looi.yuan.hui@ntucclub.com.sg****.*

2 Executive Career Management Talk - Multi-Generations @ Work

Date: 24 January 2014, Friday
Time: 2 – 6pm
Venue: e2i, Level 1, Hall 4,
80, Jurong East Street 21, Singapore 609607

Calling all managers, it's time to harness the strengths of your multi-generation workforce to create an effective work team. Pick up skills in increasing your awareness and understanding of how to make the most of generational differences and empower your team with strategies for greater performance and teamwork.

To register, log on to ***http://e2i.com.sg/*** *and look under 'Upcoming Events'.*

3 Pongal Lo Pongal - "The Harvest Festival"

Date: 25 January 2014, Saturday
Time: From 6.30pm onwards
Venue: Jest D'Place, 309 Choa Chu Kang Avenue 4, #03-01
Choa Chu Kang Centre
Price: $20 net inclusive of buffet dinner and one standard drink

Gather fellow union members for a night of fun to celebrate this popular Hindu festival with performances from MediaCorp's artistes, a variety of dances and a special singing item from unions. Plus, savour great Indian food and win lucky draw prizes!

For more details and purchase of tickets, contact Desmond at ***9756 4425****.*

4 Young NTUC CROSSROADS Exchange

Date: 22 January 2014, Wednesday
Time: 7.30pm – 9.30pm
Venue: NTUC Centre, Level 8, Room 801, One Marina Boulevard

Missed a previous session of Young NTUC CROSSROADS? Here's an opportunity to be inspired once more. We bring you an encore of five speakers – TyrePac Founder Ler Hwee Tiong, Yoyogi Owner Edwin Tan, LOCK + STORE CEO Helen Ng, Quilts 'n Calicoes Owner Ira Joseph and Evorich Holdings Owner and Founder Dennis Teo, who have emerged triumphant in the face of challenging circumstances while pursuing their dreams.

Visit ***www.yntuc.sg/crossroads*** *for more details.*

5 U Live Cooking Challenge

Dates: 23 February 2014, Sunday (Semi-final),
16 March 2014, Sunday (Final)
Time: 10am – 4pm
Venue: The Courtyard @ Downtown East

Bond with your multi-generational team-mates as you prepare a healthy and nutritional lunchbox in this cook-out challenge! Sign up in a team of three and stand to win attractive prizes worth more than $20,000! Registration ends on 17 January 2014.

For enquiries and registration, email ***events@ulive.com.sg*** *or call* ***6582 3605****.*

6 Productivity Seminar For Transport And Logistics Sector

Date: 23 January 2014, Thursday
Time: 2pm – 5pm
Venue: e2i, Level 1, Hall 1
80, Jurong East Street 21, Singapore 609607

Calling business owners, HR practitioners, Operations Managers and Engineering Managers, here's an opportunity to understand the Inclusive Growth Programme (IGP) and how it can help you kickstart your productivity-related initiatives. Admission is strictly by pre-registration only. Registration closes on 22 January 2014.

To register, log on to ***http://e2i.com.sg/*** *and look under 'Upcoming Events'.*

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职总委任四位新助理秘书长

从2014年2月1日起，是职总秘书处将迎来四位新助理秘书长。他们是郑德源、杨木光、洪鼎基和再诺。

这四位新人将与现任副秘书长王志豪和助理秘书长詹惠凤在职总秘书处共事。

郑德源将继续负责专业人士、经理和执行人员及法律服务的工作，而杨木光则继续照顾外籍劳工和处理中小企业事务

洪鼎基将在维护德士师傅利益之余，关照自顾人士和自由业者。至于再诺，他是照顾低薪工友和关怀与分享事务的负责人。

职总秘书长在一份声明中表示："他们的加入肯定能加强职总的领导队伍，并能协助动员基层，让每一名工友成为好工友，每一份工作成为好工作，从而造福全体新加坡工友。"

郑德源

杨木光

洪鼎基

再诺

准备寻找新工作

HGST（新加坡）最近裁员。电子与电气业工友联合会从管理层那里知道裁员的消息后，除了与资方谈判裁员配套等赔偿条件，也组织就业营，让被裁工友学习一些工作技能，方便他们寻找新工作。

HGST（新加坡）是一家颇具规模的硬营盘制造商，数周前裁退了531名工友。该厂技术人员Kwok Kim Huat表示："先前已经听说工厂要裁员了，想不到被裁的竟然是自己…工会安排的课程让我受益良多，老师教导我们面试的技巧，非常实用，也容易应用。"

该厂生产操作员玛塔伊则说："听到被裁，我很吃惊，也很伤心…幸好工会安排我们去上课，学习新知识，以便在新工作上运用。"

另一名生产操作员哈瓦女士表示："工会送我去学习新东西。我很高兴，因为我可以从中提升技能。"

重回课室，学习专业

暂时放下工作，参加为时一年的全职培训课程，成为一个充满抱负的生产力专业者。

专为制造业界人士设计的制造业生产力顾问培训课程(MPA) 开始招生了。

这是新加坡制造业科技研究院（SIMTech）和职总就业与职能培训中心联合借助劳动力技能资格认证之营运管理与创新计划(OMNI）所开办的课程，旨在协助从事制造业、生产业和工程业，以及相关行业的管理人员，提升他们在操作和生产力方面的专业技术能力，并达到缓解制造业生产力人才不足的目的。

凡是完成制造业生产力专业课程的学员，都可从构思到执行阶段，投入新加坡制造业科技研究院及营运管理与创新计划所展开的生产力改进项目，或者以自由执业者的身份参与生产力专业，又或者可以当个生产力顾问。

实用资讯一览：

适合对象

- 管理人员及经理或董事
- 从事供应链、采购及物流业的经理和高级职员
- 从事库存及仓库管理的经理和高级职员
- 从事制造业、生产业和工程业的经理和高级职员
- 工业工程经理和高级职员
- 运营管理经理和高级职员

学费

- 在中小企业工作的新加坡公民和永久居民可获得劳发局赞助90%的学费。学员实付1800元（未含消费税）
- 非中小企业职员可获得劳发局赞助70%的学费。学员实付5400元（未含消费税）

课程查询，请联系新加坡制造业科技研究院的 Ms Connie Ng。电话：(65) 67938986；电子信箱：yyng@simtech.a-star.edu.sg

签署集体协约 保障会员福利

保安业者P-Force Security Management Private Limited于2013年12月4日与保安业雇员联合会签署了第一份集体协约。

该公司的董事经理Jordan Lau表示："与工会签署集体协约表示我们认定工会是化解劳资纠纷的团体。"

保安业雇员联合会会长哈仁德尔帕则认为："2013年12月签署集体协约表示保安公司接受要求，有意为其雇员提供更好的福利。这也意味着，我们工会因此能够更好地代表会员和维护他们的权益。"

保安业雇员联合会属下有108个分会，目前有将近1万名会员。

“职总周报
2014年1月10日
售价 60c
MCI (P) 183/12/2013

为低薪工友
取得突破而喝彩

自2009年推出尽早采纳优包计划以来，工运即带头与廉包作业抗争，直至最后取得胜利。

职总秘书长林瑞生对于政府在今年1月8日宣布，所有清洁业和保安业者要取得营业执照必须实施渐进式薪金制，表示衷心的欢迎。

林瑞生透露，最新推出的渐进式薪金奖励计划将支持那些较早采纳优包计划的清洁业、保安业及园艺业等业者。

为何推行渐进式薪金制?

林瑞生说，总理在新年献辞中指出，2013年的国内生产总值增长了3.7%，工资中位数增长了3.9%。这说明去年是个好年，国内生产总值和实质工资都取得了健康的增长。

他补充说，要使薪金维持健康增长，我们一定要争取更高的生产力收益。而要在这方面取得成功，我们一定要全面努力，积极投入。最理想的情况是，让生产力收益和收益分享相继实现。为此，我们推行渐进式薪金制,好让薪金、技术、生产力和工作这四大支柱并行发挥相辅相成的作用。

为何与营业执照挂钩?

在多数行业，可以逐步推广渐进式薪金制。但在某些行业，尤其是外包行业就难以实现了。因为服务供应商常常受制于廉包、雇员人数，以及价格固定的服务合同。这个情况最终导致薪金停滞。

要取得突破，整个行业须要一致行动，相应地也就须要设定取得营业执照的条件。

林瑞生表示：“随着执照条例的实施，我相信这将推动整个行业调整步伐，转而采纳新的运作系统—渐进式薪金制。让我们共同努力，开始推广合理薪金，并多在生产力、创新和服务品质方面展开竞争。”

为何推行渐进式薪金奖励计划?

发放营业执照与渐进式薪金制挂钩的法律将在2014年下旬至2015年间实施。

林瑞生表示：“薪金可以提升20%，但技术和生产力却无法在一夜之间提高20%。这是工运关心的课题。为此，我们须要提前立法和强制实施相关的营业执照条例。推出渐进式薪金奖励计划正是为了实现这个目标。”

渐进式薪金奖励计划将造成惯性动力，促使服务业者采纳渐进式薪金制，而服务买家则会关注表现而非工人数量、低工资和低成本的因素。如此推行下去，尽早采纳优包和实施渐进式薪金制的潮流便会在正式立法之前形成。

> **“这是有针对性的措施，而非在全国推广最低工资制。我们立法实施执照条例，为的是确保渐进式薪金制能在这些行业里推行。因为，在这两个行业，廉包相当盛行。**
>
> **廉包作业妨碍薪金、技术和品质的提升，使其不能像大多数行业一样向上发展。**
>
> **— 副总理尚达曼谈论为何须要立法实施执照条例，强制清洁业和保安业者执行渐进式薪金制。**

渐进式薪金奖励计划的内容有哪些?

- 即日起，工运备足等同于5000万元合同价值的金额，奖励那些尽早采纳优包制的公司。
- 服务买家可得到等同于10%合同价值的奖励金，最高奖额为15万元。
- 渐进式薪金奖励计划不限于奖励清洁业、园艺业和保安业者，所有外包业者都可提出申请。