

PROGRESSIVE WAGE MODEL

For the Retail Industry

零售业的渐进式薪金模式

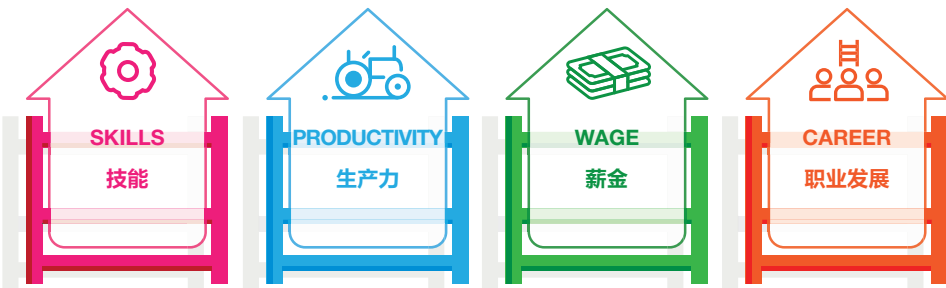


The Four Ladders of Progressive Wage Model

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**。兼职员工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)

✉ pwm@ntuc.sg

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

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 Retail (TCR) Industry represented by industry associations, employers, unions and government agencies, released its recommendations on 15 August 2022 which were accepted by the Government.

The Retail PWM, which took effect from 1 September 2022, covers full-time and part-time resident (Singapore Citizen / Permanent Resident) retail workers on a contract of service. 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、工会和政府机构代表组成的《零售业劳资政工作小组》(TCR)，于2022年8月15日发布了建议书，已被政府所接纳。

零售业的渐进式薪金模式 (PWM) 于2022年9月1日起生效，涵盖全职和兼职本地(新加坡公民/永久居民)零售员工。它是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 TCR report, scan the QR code or visit www.ntuc.org.sg/pwm

若想参阅TCR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。



For the job description of each Retail PWM job role, please refer to the full TCR report.

有关个别零售 PWM 职位的工作描述, 请参阅完整的 TCR 报告。

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 retail workers are to attain at least one (1) Workforce Skills Qualification (WSQ) training module based on their job role. The list of approved WSQ modules can be found in Annex C of the TCR 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 prefix “RET” 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 Registered Training Provider (RTP) 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-month 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)

Retail workers who possessed a recognised IHL or PEI qualification would be deemed to have met the PWM training requirements for all Retail PWM job roles. Please refer to TCR 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。

所有本地零售业工友都必须根据其工作职务达到至少一(1)项职场技能资格(Workforce Skills Qualification, 简称WSQ)培训要求。TCR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《RET》做为技术技能和能力(Technical Skills and Competencies, 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。这仅适用于已被认证为合格培训机构(Registered Training Provider, 简称RTP)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, 让新雇员从受聘之日算起, 来遵守培训要求。

受认可的高等教育学府名单及私立教育机构名单

凡拥有已受认可的高等学府或私立教育机构合格书的零售员工, 将一律被视为已达到所有零售业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 TCR recommended a set of baseline gross wages (excluding OT) and a schedule of Gross Wage Requirements if there are overtime payment.

The TCR 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TCR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。

TCR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 TCR Report for the detailed gross wage schedules.

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

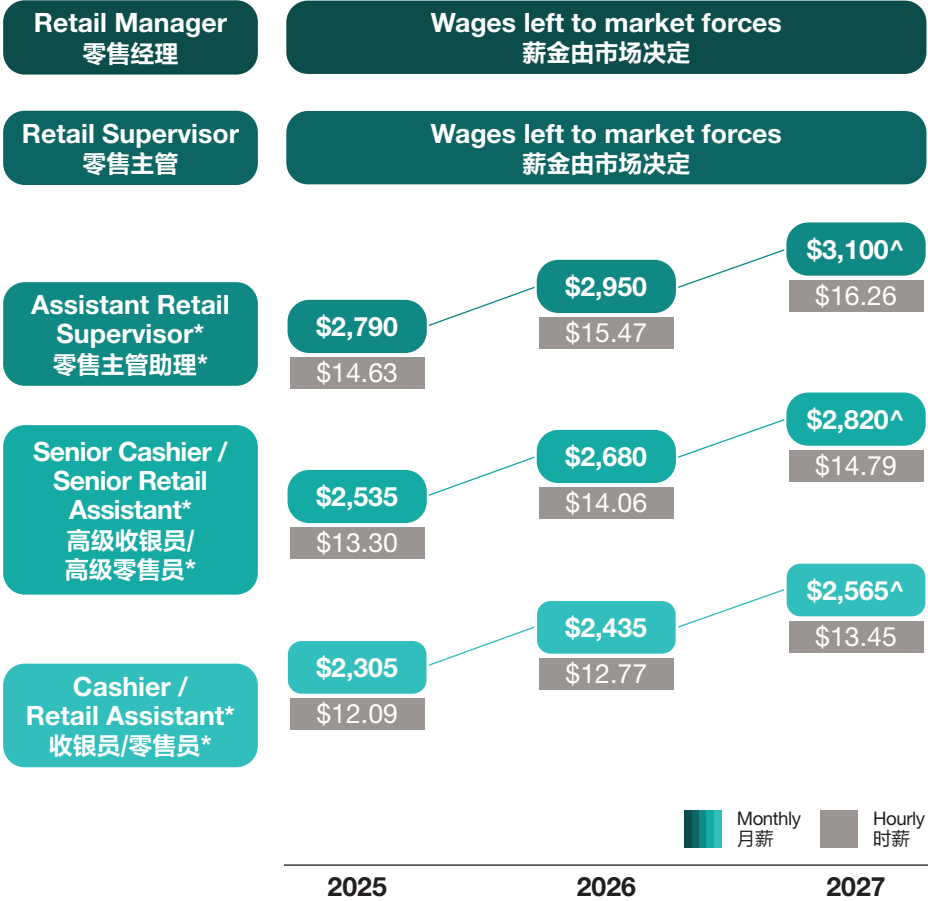
加班的PWM总工资要求

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TCR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章节的零售业工友。

PWM Baseline Gross Wages with effect from 1 September of each year
PWM总工资从每年9月1日起生效

PWM Job Role 工作职务



* Companies may adopt different job titles such as Store Assistant, Retail Associate, etc.

^ PWM wage from 1 Sep 2027 may be subject to review

* 雇主也许会采用不同的职位名称,例如商店助理、零售助理等。

^ 自2027年9月1日起的PWM工资可能会进行审查

Frequently Asked Questions

1. Which job role will I be classified under if I perform multiple job functions (e.g. retail assistant 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–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 September?

The PWM baseline wage increments take effect each year on 1 September from 2025 to 2027. 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 retail 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 TCR report for the gross wage table thresholds.

5. For part-time retail workers who are currently schooling, will they receive the Retail 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 retail PWM-covered workers are required to fulfil the minimum training requirements of 1 WSQ module. Employers have a 6-month grace period to comply with the training requirements for new hires including student workers.

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

Yes, employers will have to pay the retail 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（例如零售员和送货司机），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9月自动获得加薪？

PWM基准工资于2025年至2027年每年的9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章节的零售业工友，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TCR报告的附录D参阅总工资列表。

5. 目前就学的兼职零售员工，会否能获取PWM基准工资，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基准工资。没有例外，所有覆盖于零售业渐进式薪金模式的工友都必须达到一个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）的零售业工友，是否能获得PWM的基准工资，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零售业工友支付相应的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。

