

Annex A (Factsheet) Fei Siong Group – SMRT Taxis Tie-up

Background

Due to a drop in customer footfall at Fei Siong Group's food and beverage (F&B) outlets, Fei Siong Group is working with NTUC's e2i (Employment and Employability Institute) and SMRT Taxis on an initiative to train and redeploy its low-wage workers to take on delivery assistant roles to perform food delivery services. This allows Fei Siong to retain its excess manpower to do other job roles.

SMRT Taxis will help to supplement the necessary transport services. This provides additional income for taxi drivers who are also seeing significant drop in earnings as they are impacted by the COVID-19 outbreak.

Fei Siong Group and SMRT Taxis will first launch the trial food delivery service from Fei Siong's food outlet in Jurong Point. This will be progressively extended to its outlets that are located at the other parts of Singapore.

Low-wage workers trained and redeployed

To become a delivery assistant, the low-wage worker will first go through training on service excellence and food safety hygiene. Food orders will be placed via Fei Siong Group Whatsapp (+65 8738 8888). Once the orders come in, the delivery assistant will consolidate and send the food order to the customer's location within the agreed time slot, using the transport service provided by SMRT Taxis.

Additional income for SMRT taxi drivers

SMRT taxi drivers who take on these jobs will be paid \$20 an hour. This is a fixed rate co-paid by both Fei Siong Group and SMRT Taxis. For each job, the driver will be block-booked for three hours during lunch or dinner slots.

