

**EMBARGOED TILL 12 NOVEMBER 2025, WEDNESDAY, 6.00PM**

**ANNEX B**

**Key Highlights of the NTUC Ordinary Delegates' Conference 2025 Secretary-General's Report**

*Note: All figures indicated in the report are as of October 2025 unless stated otherwise.*

In November 2023, at the NTUC National Delegates' Conference (NDC), union delegates from NTUC's affiliated unions and associations reaffirmed our shared mission: stand shoulder to shoulder with every worker in Singapore and build a Labour Movement that is relevant, responsive, and resilient in a changing world of work. In November 2025, union delegates reconvene at the NTUC Ordinary Delegates' Conference (ODC) for a mid-term progress update, reviewing our efforts to innovate to help our union members and workers.

**A. Expanding our Membership Base, Leveraging WIN (Whole-of-Integrated NTUC)**

NTUC remains on track to reach 1.5 million members by 2030, while helping workers cope with the rising cost of living and securing landmark protections for platform workers through a Whole-of-Integrated NTUC (WIN) effort. Since 2023, we have:

- a. Welcomed more professionals into NTUC membership
  - a. Expanded our membership base across union, associate and social memberships. Particularly, over 134,000 professionals joined NTUC to access career and lifestyle benefits.
- b. Deepened engagement with workers through various initiatives:
  - a. The NTUC Mentors Network comprises over 1,500 mentors across various programmes, providing career guidance and support to diverse groups, including PMEs, youth, and women.
  - b. Embedded structured mentoring support at the workplace level through the Company Mentorship Circle.
  - c. Engaged over 16,000 youths through programmes that are focused on mentorship, financial literacy, and career readiness, as they transition from school to the workplace.
- c. Uplifted women and caregivers by providing employment guidance, upskilling opportunities and workplace advice to over 7,600 women and caregivers.
- d. Doubled the representation of workers in SMEs; with 13,435 workers who enjoy NTUC membership benefits.
- e. Extended care to low-income families, including caregivers, platform workers, youth and children through the NTUC-U Care Fund, which provided \$3.9 million to 41,000 beneficiaries.

- f. Resolved employment disputes for 6,516 workers through NTUC's affiliated unions and TADM@NTUC, addressing issues such as salary claims, wrongful termination, and unfair employment practices.
- g. Met the work, live, and play needs of workers and members
  - i. Promoted continuous learning through NTUC's Union Training Assistance Programme (UTAP) funding, disbursing \$6.2 million to benefit 45,300 members, with those aged 40 and above receiving up to \$500 annually for skills upgrading.
  - ii. Members also enjoyed \$22 million in FairPrice rebates and \$8.5 million in leisure savings via NTUC Club, such as transactions made at Downtown East, Wild Wild Wet, and Orchid Country Club. In addition, \$205 million worth of Linkpoints was issued for lifestyle benefits.

## **B. Driving Innovation through Digitalisation and WIN**

NTUC is expanding services and career support with artificial intelligence (AI) and digital tools. We have:

- a. Reached more workers by expanding career services to 27 locations, including community clubs and ServiceSG centres, following the handover of centres from Workforce Singapore to NTUC's e2i in April 2024. This expansion brings career support closer to workers. Through these centres, we have:
  - i. Facilitated job placements and connected jobseekers to roles that match their skills and aspirations:
    - a. More than 110,000 workers supported through NTUC Job Security Council, managed by e2i.
    - b. 52,000 workers who were placed into jobs through nearly 440 physical and virtual job fairs and events.
- b. Enhanced career support for workers, including youths, PMETs, and seniors, through:
  - i. Job matching services, career coaching and skills upgrading advisory,
  - ii. AI-powered career readiness tools that strengthen job search capabilities and confidence, such as AI Resume Builder, AI Interviewer, and Virtual Career Coach.

These have helped workers improve job search success, boost confidence, and better prepare for evolving workforce demands.

- c. Driven business and workforce transformation through the formation of nearly 3,700 Company Training Committees (CTCs) across companies, including SMEs within the NTUC SME Partners network. This has resulted in:
  - i. Close to 10,000 workers to benefit from an average wage increase of 5% above annual increment, structured career pathways through Career Development Plan and/or recurrent skills allowances.

- ii. Introduced Cluster CTCs, in partnership with Queen Bee companies and/or SkillsFuture Singapore, marking a significant step in driving industry-wide transformation. These Cluster CTCs create a multiplier effect, enabling knowledge and capability transfer across sectors. Six companies have signed Memorandums of Understanding (MOUs) to demonstrate their commitment, and could potentially benefit around 45,000 workers across more than 600 SMEs.
- d. Supported women's re-entry to the workforce with various programmes:
  - i. C U Back at Work Programme
  - ii. Women Supporting Women Mentorship
  - iii. SHE Supports Friendship Circles

### **C. Building a Future-Ready Labour Leadership**

The Labour Movement is equipping union leaders with strategic foresight, digital fluency, and values-driven leadership:

- a. In the past two years, Ong Teng Cheong Labour Leadership Institute (OTCi) supported leadership development of union leaders, with 4,199 participating in training programmes such as AI, machine learning, digital skills, social media and digital marketing.
- b. Equipped 446 SME branch officials with knowledge and skills in industrial relations, labour law, and leadership development; strengthened their roles to advocate for more progressive HR practices for our workers.

### **D. Reinforcing Singapore's Tripartite Model**

NTUC continues to strengthen tripartism through policy advocacy, workplace transformation, and inclusive practices:

- a. National Wages Council (NWC): Advocated for 5.5–7.5% wage increases of gross monthly wages, or at least \$100–\$120 for lower-wage workers, whichever is higher.
- b. Flexible Work Arrangements (FWAs): Tripartite Guidelines launched in December 2024; 6,000+ employees and employers engaged.
- c. SkillsFuture Jobseeker Support (JS) scheme: Advocated for stronger support safety nets for involuntarily unemployed workers. The scheme was launched in April 2025, providing interim financial support and career matching services to help workers bounce back from retrenchment and transition into new roles.
- d. Platform Workers Act: Advocated for and secured a milestone bill to give 67,600 platform workers the opportunity for CPF contributions, injury compensation, and representation rights through NTUC affiliated Platform Work Associations.

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