

Annex

The Tripartite Workgroup on Representation for Platform Workers was formed in August 2022 to propose its recommendations to the Government on the following:

- a. A framework for a representative body to seek legal mandate to represent Platform Workers collectively;
- b. The scope of issues that can be negotiated between a Platform Operator and a Platform Worker representative body; and
- c. A dispute management framework to efficiently address disputes between negotiating parties.

On 12 July 2023, the Government accepted all eight recommendations by the Tripartite Workgroup on Representation for Platform Workers. They are:

Summary of Recommendations

Process for a Platform Worker Representative Body to Obtain Mandate to Represent Platform Workers

1. A Platform Worker representative body can obtain mandate through direct recognition or secret ballot.
2. All Platform Workers can vote in a secret ballot, except those who are very new or who are inactive.
3. Voting will be done electronically and conducted by MOM.
4. A Platform Worker representative body obtains the mandate when it has majority support from the Platform Workers who voted, subject to a 20% quorum of eligible Platform Workers.

Scope of Negotiations and Formalising Negotiated Agreements

5. Platform Worker representative bodies and Platform Operators should be given the flexibility to determine areas for negotiation.
6. Negotiations will be guided by a set of principles agreed by the Tripartite Workgroup.
7. A collective agreement must be certified at the Industrial Arbitration Court.

How Disagreements between Platform Worker Representative Bodies and Platform Operators will be Resolved

8. Unresolved collective disputes can be surfaced to MOM for conciliation, and if conciliation fails, to the Industrial Arbitration Court for arbitration.

Source: [Ministry of Manpower, Newsroom, 12 July 2023](#)

With the Government's acceptance of the above recommendations, to be implemented from the second half of 2024, a new Platform Worker Representative Body (PWRB) will be formed to support the formal recognition of platform workers.

The signing of Memorandum of Understanding (MOU) between TADA, National Delivery Champions Associations (NDCA) and National Private Hire Vehicles Association (NPHVA) today, marks the second platform operator in Singapore to do so.

Both platform operators will accord direct recognition to the new PWRB upon its formation, enabling them to formally represent the interests of platform drivers and delivery workers. With this direct recognition to the Associations, platform worker representatives will be more empowered in negotiating for their interests such as contractual terms and working conditions,

while platform operators will benefit from well-defined processes and rules for negotiations, coupled with more efficient dispute management. This representation showcases a strong and harmonious labour-management relationship between the Associations and platform operators.