

PLAQUE OF COMMENDATION

Go Ahead Singapore Pte Ltd

Nominated by the National Transport Workers' Union.

Go-Ahead Singapore marked a significant milestone in the evolution of Singapore's public transport landscape by becoming the second foreign entity to initiate bus operations under the Bus Contracting Model (BCM) since its implementation in 2016. The partnership between labour and management has matured significantly, transforming into constructive, collaborative dialogues. A pivotal element of their discussions was the implementation of the Progressive Wage Model (PWM), recognising the National Transport Workers' Union's (NTWU) instrumental role in driving revenue growth. Together, they established a Go-Ahead Singapore PWM framework, ensuring equitable wage progression for employees and the organisation. As a result, Go-Ahead Singapore has developed a comprehensive framework for skills development, PWM wages, and career progression since 2016, fostering employee growth and organisational advancement.

Together with the forward-thinking approach of the union leaders, Go-Ahead Singapore endorsed the Tripartite Standards on Grievance Handling, Recruitment Practices, Work-Life Harmony, and Age-Friendly Workplace Practices. This proactive stance facilitated the Company Training Committee (CTC) between the company and the union in overcoming various challenges, leading to innovative solutions like 'BC Click' for addressing shuttle bus issues and digitising clock-in processes. Union leaders championed these initiatives, becoming ambassadors to support the transition on the ground.

Embracing technology, Go-Ahead Singapore implemented vehicle health telematics to boost productivity. Through 'Green Roads', bus captains can monitor driving behaviours, technicians have real-time access to vehicle health, and operations staff can analyse data to implement necessary adjustments. With the company anticipating the shift towards electric buses, technicians are systematically trained in electric vehicle maintenance, preparing the workforce for future technological advancements.

The initial five-year contract was extended until September 2026 in 2023. This extension reflects the union's confidence in Go-Ahead Singapore's continued commitment to engaging with the union and leveraging its leaders as key assets for future growth. This partnership exemplifies how training and transformation can drive revenue growth and operational excellence, setting a benchmark for labour-management relations in the public transport sector.