

# PROGRESSIVE WAGE MODEL

## For the Cleaning Industry

### 清洁业渐进式薪金模式

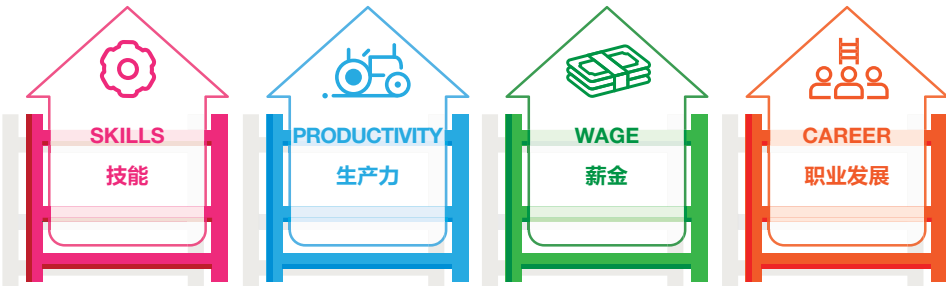


# The Four Ladders of Progressive Wage Model

## 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 Citizen/Permanent Resident (SC/PR)** in the sector. Part-timers will adopt a pro-rated PWM wage.



渐进式薪金模式为我们的工友提供明确的职业发展途径，并**提升他们的技能和生产力**从而获得**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)

✉ [ucarecentre@ntuc.org.sg](mailto:ucarecentre@ntuc.org.sg)

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

**An ntuc Initiative**

In August 2012, the Tripartite Cluster for Cleaners (TCC) comprising representatives from industry associations, employers, service buyers, unions and government agencies was set up to develop a Progressive Wage Model (PWM) for the cleaning industry. In February 2014, the Environmental Public Health Amendment Bill was passed in Parliament to introduce a licensing regime for all cleaning businesses offering general cleaning services at premises or public places in Singapore.

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 ensures that lower-wage workers' wage growth continues to outpace median wage growth. The TWG-LWW also recommended to extend the existing Cleaning PWM to in-house cleaners from 1 September 2022.

The TCC released its recommendations on 7 June 2021 with a six-year wage schedule from 2022 to 2028 which were accepted by the Government.

在2012年8月，由行业协会、雇主、服务买家、工会和政府机构代表所组成的清洁业劳资政工作小组《TCC》，旨在为清洁行业推行渐进式薪金模式《PWM》。在2014年2月，环境公共卫生修正案在国会通过，为所有在新加坡场所或公共场所提供一般清洁服务的清洁企业制定了执照制度。

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。从2022年9月1日起，工作小组也建议把清洁业渐进式薪金模式延伸至内部聘请清洁雇员。

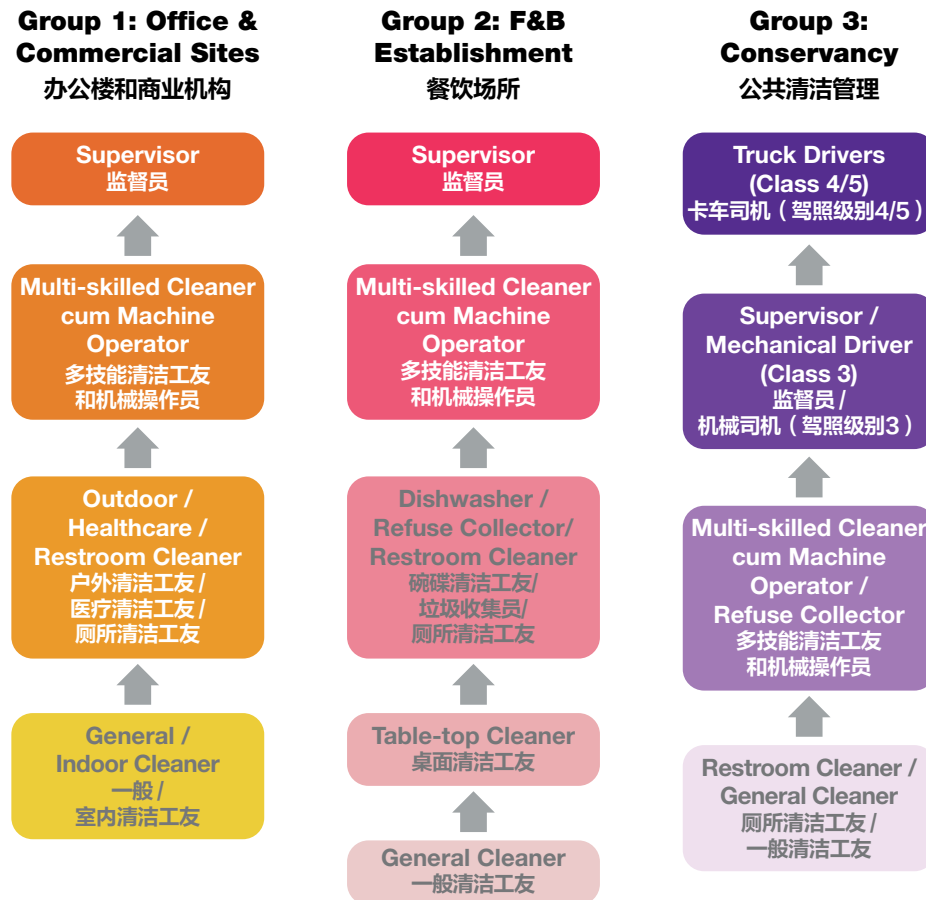
清洁业劳资政工作小组于2021年6月7日发布建议书，拟定了从2022至2028年为期6年的工资表，已被政府所接纳。



## PWM Career Ladder 渐进式薪金模式的职业阶梯

To provide a clear career progression pathway for the cleaning industry, the TCC maps out the job roles in (a) office & commercial sites; (b) F&B establishments; and (c) conservancy.

为清洁业提供清晰的职业发展途径，劳资政工作小组制定了在(一)办公楼和商业机构；(二)餐饮场所；和(三)公共清洁的工作职务。



## PWM Skills Ladder 渐进式薪金模式的技能阶梯

The PWM Skills Ladder ensures that the cleaners will have the necessary skills and competencies to carry out their work competently and safely. Under the PWM training requirements, all cleaners must attain at least two Workforce Skills Qualification (WSQ) modules – one mandatory module on Workplace Safety & Health (WSH), and the other module to be selected from a list of Core Modules endorsed by TCC from 1 July 2022.

渐进式薪金模式的技能阶梯会确保清洁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。以符合渐进式薪金模式的需求，所有清洁公司的本地清洁工友都必须从2022年7月1日起，接受工作场所安全与卫生的必修课程和另一项核心课程的培训。

PWM Job Roles 工作职务	From 1 July 2022 从2022年7月1日起	Beyond 2025 2025年后
All Cleaners 所有清洁工友		3 modules in total 三项课程
Multi-skilled Cleaner 多技能清洁工友	1 mandatory WSH module and 1 core module 一项工作场所安全与卫生的必修课程和另一项核心课程	4 modules in total 四项课程
Mechanical Driver (Class 3) 机械操作员 (驾照级别3)		
Supervisor 监督员		
Truck Driver (Class 4/5) 卡车司机 (驾照级别4/5)		



For the list of available modules, please scan the QR code or visit [www.ntuc.org.sg/pwm](http://www.ntuc.org.sg/pwm) for the full TCC report.

欲知课程的详情，请扫描二维码或浏览网页 [www.ntuc.org.sg/pwm](http://www.ntuc.org.sg/pwm) 以参阅完整的报告书。

# 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. The TCC also recommends fixed annual increments for all job rungs to be in line with TWG-LWW's guidance for the wage growth of lower-wage workers to outpace the median workers' wage growth.

### Office and Commercial 办公楼和商业机构

such as clinics, condominiums, schools, hospitals, shopping centres (effective from 1 July of each year)

如：诊疗所，公寓，学校，医院，购物中心（从每年7月1日起生效）

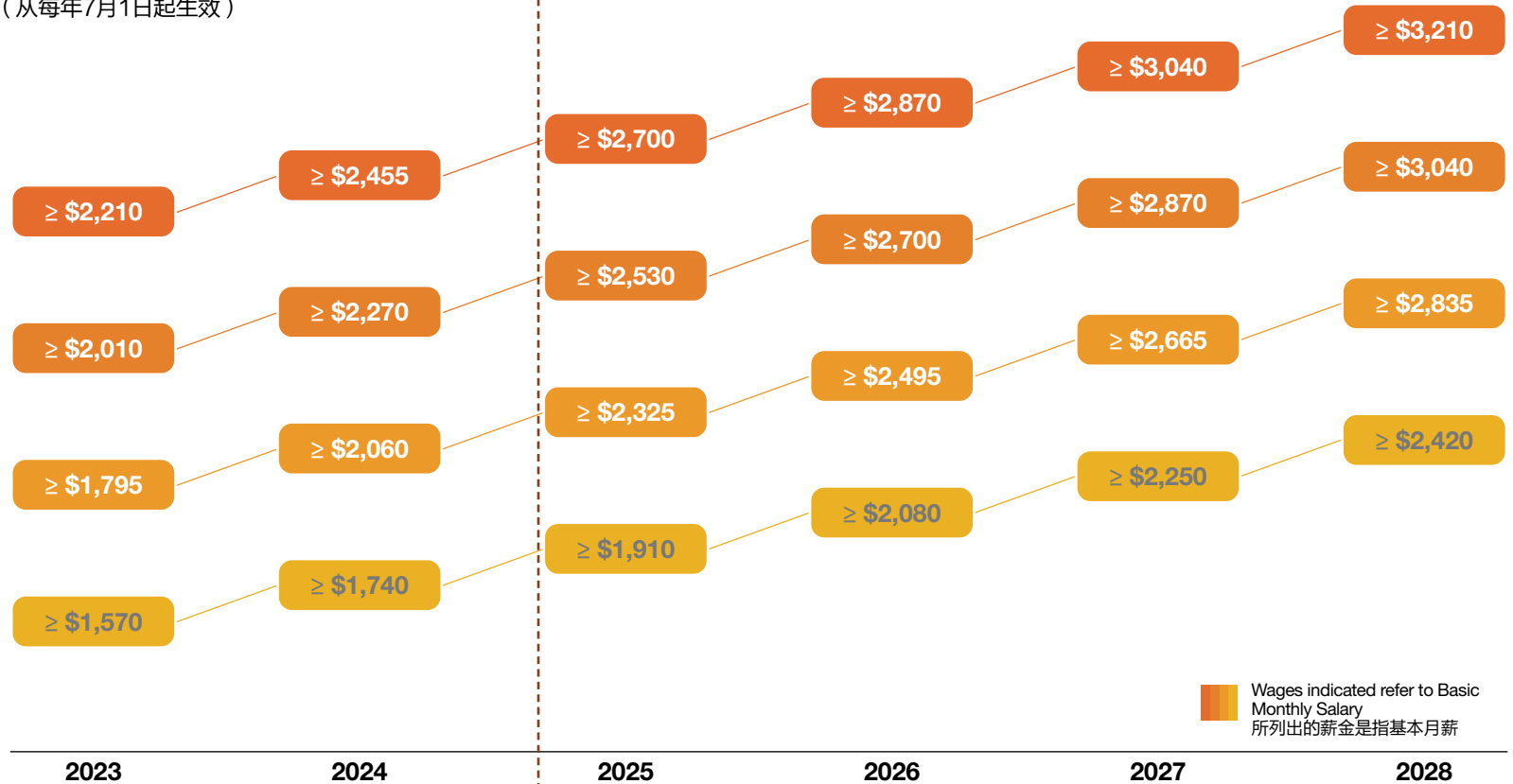
### PWM Job Role 工作职责

**Supervisor**  
监督员

**Multi-skilled Cleaner cum Machine Operator**  
多技能清洁工友和机械操作员

**Outdoor / Healthcare / Restroom Cleaner**  
户外清洁工友/医疗清洁工友/  
厕所清洁工友

**General Cleaner / Indoor Cleaner**  
一般/室内清洁工友



渐进式薪金模式的薪金阶梯根据各别工作职责来制定基准工资和可持续的年度增长。清洁业劳资政工作小组也建议所有工作级别的固定年度增长幅度符合《低薪雇员劳资政工作小组》对低薪雇员工资增长的指导，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。

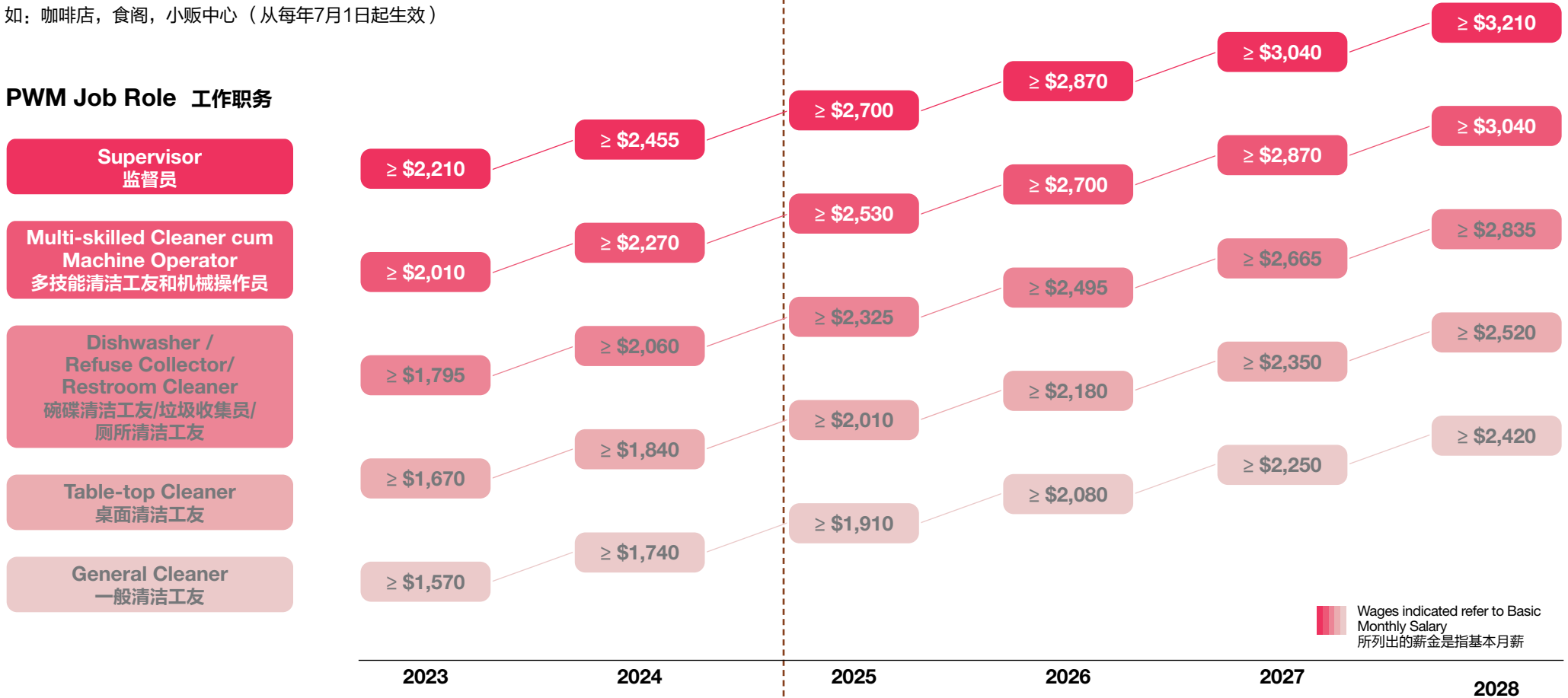
Wages indicated refer to Basic Monthly Salary  
所列出的薪金是指基本月薪

## Food and Beverage (F&B) Establishments 餐饮场所

such as coffee shops, food courts, hawker centres (effective from 1 July of each year)

如：咖啡店，食阁，小贩中心（从每年7月1日起生效）

### PWM Job Role 工作职责



**Conservancy 公共清洁管理**

such as public cleansing, town councils (effective from 1 July of each year)

如：公共住宅净化，市镇理事会（从每年7月1日起生效）

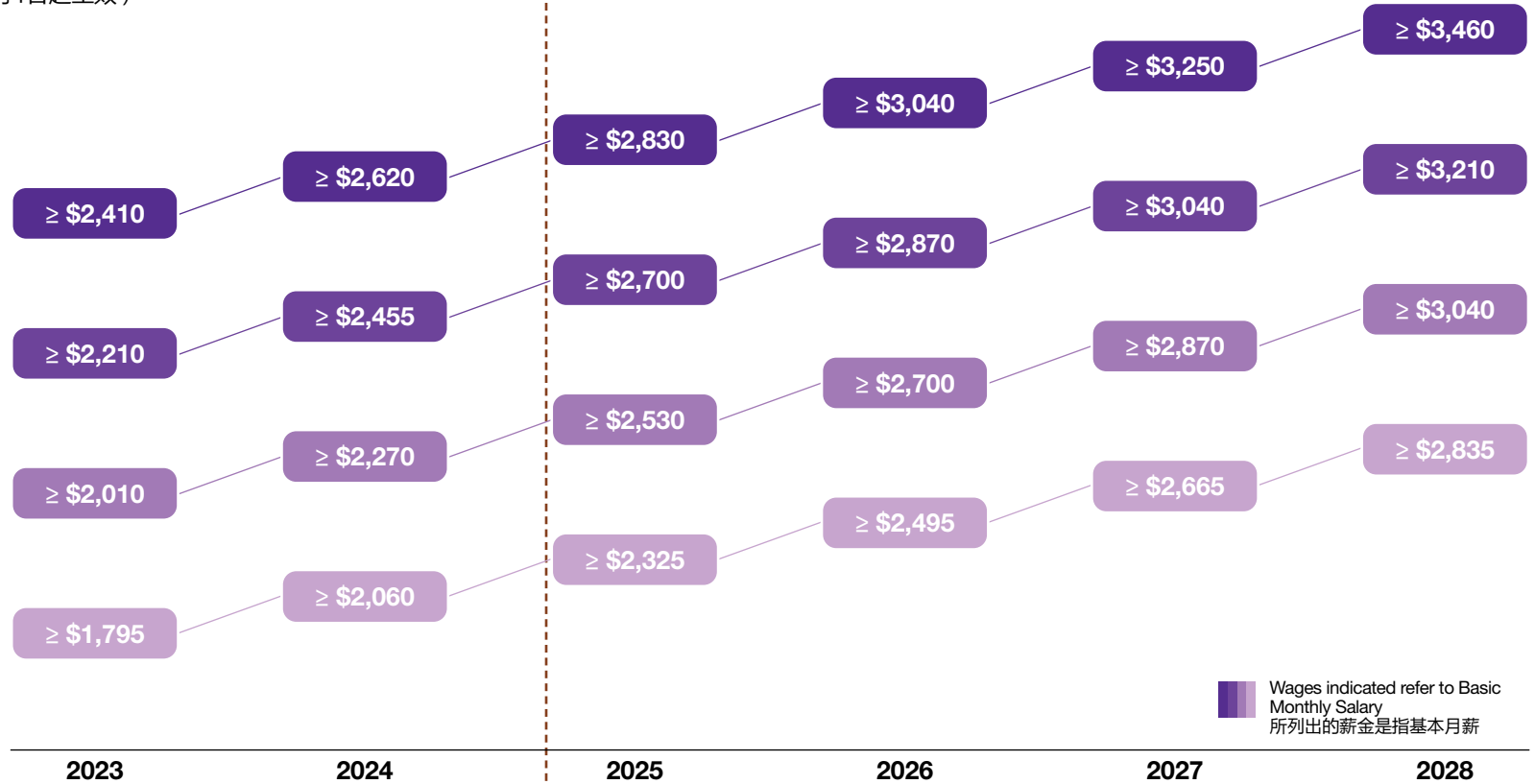
**PWM Job Role 工作职务**

**Truck Driver (Class 4/5)**  
卡车司机（驾照级别 4/5）

**Supervisor / Mechanical Driver (Class 3)**  
监督员/机械司机（驾照级别 3）

**Multi-skilled Cleaner cum Machine Operator / Refuse Collector**  
多技能清洁工友和机械操作员/垃圾收集员

**Restroom Cleaner / General Cleaner**  
厕所清洁工友/一般清洁工友



Wages indicated refer to Basic Monthly Salary  
所列出的薪金是指基本月薪

# PWM Bonus Implementation

## 渐进式薪金模式花红的实施

To better attract and retain workers, the TCC recommended a mandatory PWM Bonus for eligible cleaners from 1 January 2020. This is to incentivise companies to invest more in the training of workers who stay on to further raise their productivity.

The PWM Bonus quantum is to be no less than 2 weeks of the worker's prevailing basic monthly wage and should not be tied to the worker's performance.

The PWM Bonus must be made at least once a year, but not more than twice a year. The Bonus must be reflected in the salary slips and is subject to CPF contributions by both employer and employee.

Employers are given the flexibility to determine which month(s) of the year to be the cut-off date for the PWM Bonus computation. However, they must credit the PWM Bonus payment within one month from the cut-off date, or on the worker's last day of employment, whichever is earlier.

Employers are advised to communicate clearly with their employees through a staff circular on the PWM Bonus eligibility and their policy on the payment schedule.

为了更好地吸引和留住工友，清洁业劳资政工作小组建议从2020年1月起，为符合条件的清洁工友，实行强制性的渐进式薪金模式花红。这是为了让企业对其工友增加培训与栽培，从而进一步提高他们的生产力。

渐进式薪金模式花红的数额必须不少于工友现有的基本工资的两周，并且不能跟工友的工作表现挂钩。

渐进式薪金模式花红每年必须发放至少一次，但发放的次数一年不可超过两次。花红必须列明在薪单，也必须缴纳雇主和雇员的公积金缴纳数额。

雇主能灵活性决定用哪个月份来制定渐进式薪金模式花红的起算时限。但是，他们必须在起算时限后的一个月内，或在员工最后的离职日（以较早一日为准），支付渐进式薪金模式花红。

雇主应该通过员工信函清楚列出渐进式薪金模式花红的符合条件和花红的发放时限准则。



For further details on PWM Bonus implementation, please refer to the full TCC report via the QR code or visit [www.ntuc.org.sg/pwm](http://www.ntuc.org.sg/pwm)

渐进式薪金模式花红的数额必须不少于工友现有的基本工资的两周，并且不能跟工友的工作表现挂钩。

# Who is eligible?

## 谁符合资格?

Full-time and part-time resident (SC/PR) workers who are employed by the same employer for at least 12 months at the point of PWM Bonus computation. The employment period of 12 months will include paid and statutory leave.

全职和兼职的本地（新加坡公民/永久居民）工友必须在渐进式薪金模式花红的起算时，已经为同一个雇主工作了至少12个月。涵盖于12个月的工作时限包括有薪假和法定假。

Scenarios 情景	PWM Bonus Payable? 可否获取?
(a) Part Time Worker / Casual Worker 兼职工友/散工	Yes (pro-rated) 可以 (按比例分配)
(b) Retired / Medically Boarded Out 退休/因重病无法续职	Yes (pro-rated) 可以 (按比例分配)
(c) Worker resigns on own accord 工友自行辞职	No 不可以
(d) Worker gets terminated due to misconduct 员工因行为不检被解雇	No 不可以

For a part-time employee, the length of service (employment period) will be counted from their first day of employment.

对于兼职员工，服务年限（雇用期）将从他们受雇的第一天开始计算。

What is considered a PWM Bonus? 什么算是渐进式薪金模式花红?	What is NOT considered a PWM Bonus? 什么不被视为渐进式薪金模式的花红?
• Performance bonus 表现花红	• Any basic wage 任何基本工资
• Retention bonus 保留花红	• Any overtime payments 任何加班费
• Annual wage supplement (commonly known as "13th month" bonus) 常年工资补贴 (俗称“第13个月”花红)	• Any reimbursement for special expenses incurred by a worker in the course of the worker's employment 工友在就职过程中所报销的特别消费
• Festive bonus 佳节花红	• Any regular allowance or incentives however described 任何定期津贴或奖励，不论其名称
• Any such class of variable bonuses that an employer may pay its workers 雇主可能给予员工的任何可变动性花红	