

MODEL WORKER

David Chan Siong Hwa

Taxi Driver

ComfortDelgro Taxi

Nominated by the National Taxi Association

David Chan Siong Hwa is one of the most reliable leaders when it comes to hands-on training. Well-versed in Mandarin and dialects, Brother David always offers his services for events to help other members. When he knew that the U Care Grant had to be fully submitted online, he stepped up as a volunteer and learnt how to use the portal beforehand. Brother David was one of the key front-facing leaders at our self-initiated U Care Grant helpdesk for more than six weeks. He helped members go through their documents and spoke with members' families to ensure the correct documents were sent. He also took the initiative to draw up a simple guide for other drivers to access the correct CPF statements.

Being slightly more technologically savvy, Brother David also tried to teach members to operate their smartphones. Being more comfortable on their smartphones helps drivers to be more willing to accept jobs through app and platforms, improving their wages and work prospects.

Despite being 62 years old, David can troubleshoot independently and think of interesting ways to allow members to better understand or remember steps before teaching others what he has learnt. As a kiosk chairman, Brother David also shared important information with his kiosk members, and he patiently explained the rationale for certain decisions that are made on the national level. Not only does he ensure the welfare of drivers is better taken care of, being kiosk leader and executive committee member, he also raises issues to management about wages.