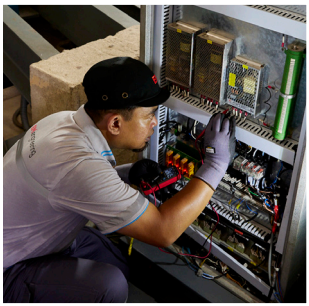
PROGRESSIVE WAGE MODEL

For the Lift & Escalator Industry









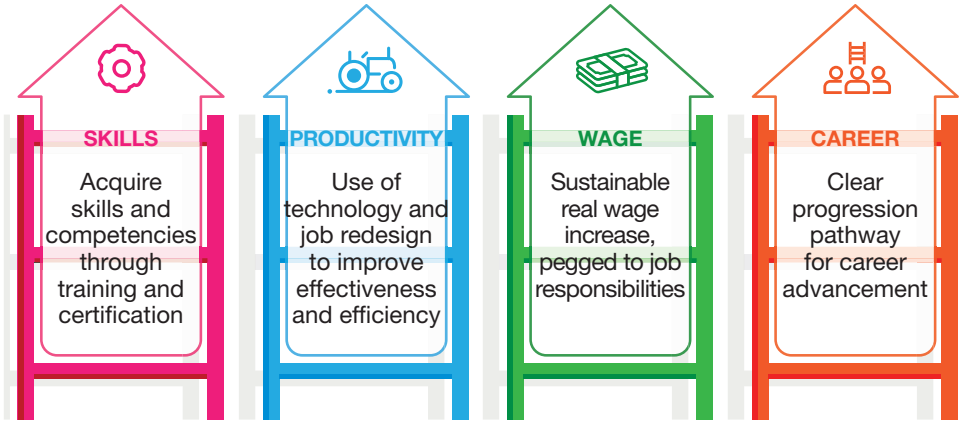
#EVERY WORKER MATTERS | MEMBERSFIRST WORKERSALWAYS

ntuc National Trades Union Congress

The Four Ladders of
Progressive Wage Model

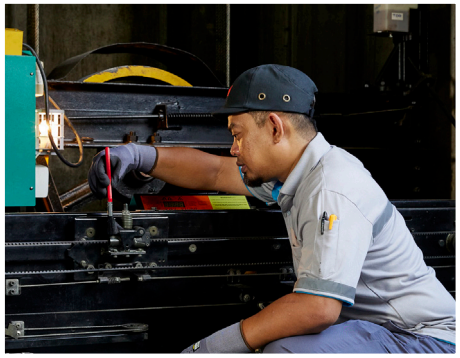
The Progressive Wage Model (PWM) provides a clear progression pathway, enabling our workers to earn **Better Wages** with **Better Work Prospects** as they become **Better Skilled** and **More Productive**.

The PWM is applicable to all resident workers, i.e., **Singapore Citizens / Permanent Residents (SC/PR)** in the sector. Part-timers will adopt a pro-rated PWM Baseline wage.



Note: For firms hiring foreign workers, employers are encouraged to adopt the key principles of progressive wages in their wage structure.





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 Tripartite Cluster for Lift & Escalator Industry (TCLE), comprising representatives from industry associations, employers, service buyers, unions and government agencies, released its recommendations on 16 July 2021 which were accepted by the Government.

The Lift & Escalator (L&E) PWM covers resident L&E maintenance workers employed in firms registered with the Building and Construction Authority (BCA). From December 2022, all L&E maintenance contractors registered under BCA are required to comply with the PWM requirements as part of the conditions of registration.

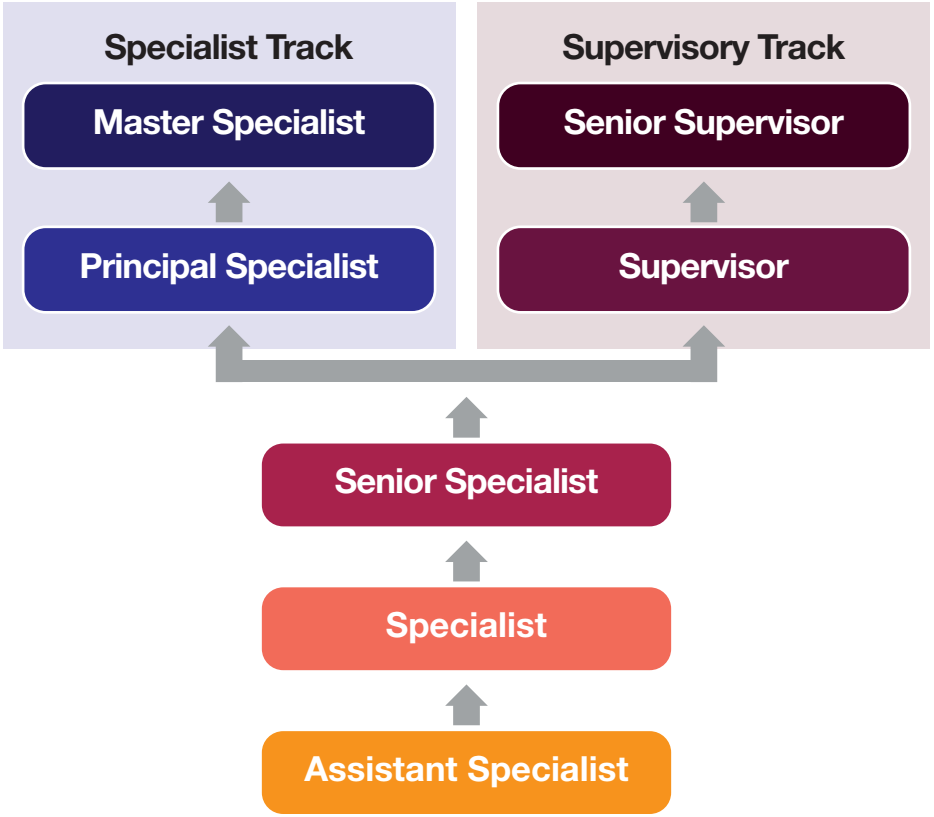
To read the full TCLE report, scan the QR code or visit www.ntuc.org.sg/pwm



PWM Career Ladder

The PWM Career Ladder provides a clear career progression pathway to allow workers to advance in their careers.

The TCLE maps out the supervisory and specialist job roles that are available for L&E maintenance workers to pursue. The specialist track is designed to cater to individuals who wish to enhance and deepen their technical skill sets. The supervisory track offers opportunities for individuals to develop and strengthen their management capabilities.



PWM Skills Ladder

The PWM Skills Ladder ensures that workers will have the necessary skills and competencies to carry out their work competently and safely.

All L&E maintenance workers would be required to attain the relevant Certificate of Competency (CoC) at the Institute of Technical Education (ITE). This is to ensure that workers have met the required skill standards to perform specific tasks safely and competently.

PWM Job Level	Institute of Higher Learning Qualification (IHL)	Certificate of Competency (CoC)
Principal Specialist / Supervisor	ITE Work-Study Diploma in Vertical Transportation	*CoC for Principal Specialist (To be launched by Q2 2024)
Senior Specialist		• CoC in Lift Maintenance for Senior Lift Specialist • CoC in Escalator Maintenance for Senior Escalator Specialist
Specialist	• Nitec in Built Environment (Vertical Transportation)^ • Nitec in Technology – Built Environment (Vertical Transportation)^ • Nitec in Built Environment, Traineeship (TRN2)	• CoC in Lift Maintenance for Lift Specialist • CoC in Escalator Maintenance for Escalator Specialist
Assistant Specialist	Nitec in Engineering-related field *(Required to work under the guidance of a certified Lift Specialist)*	

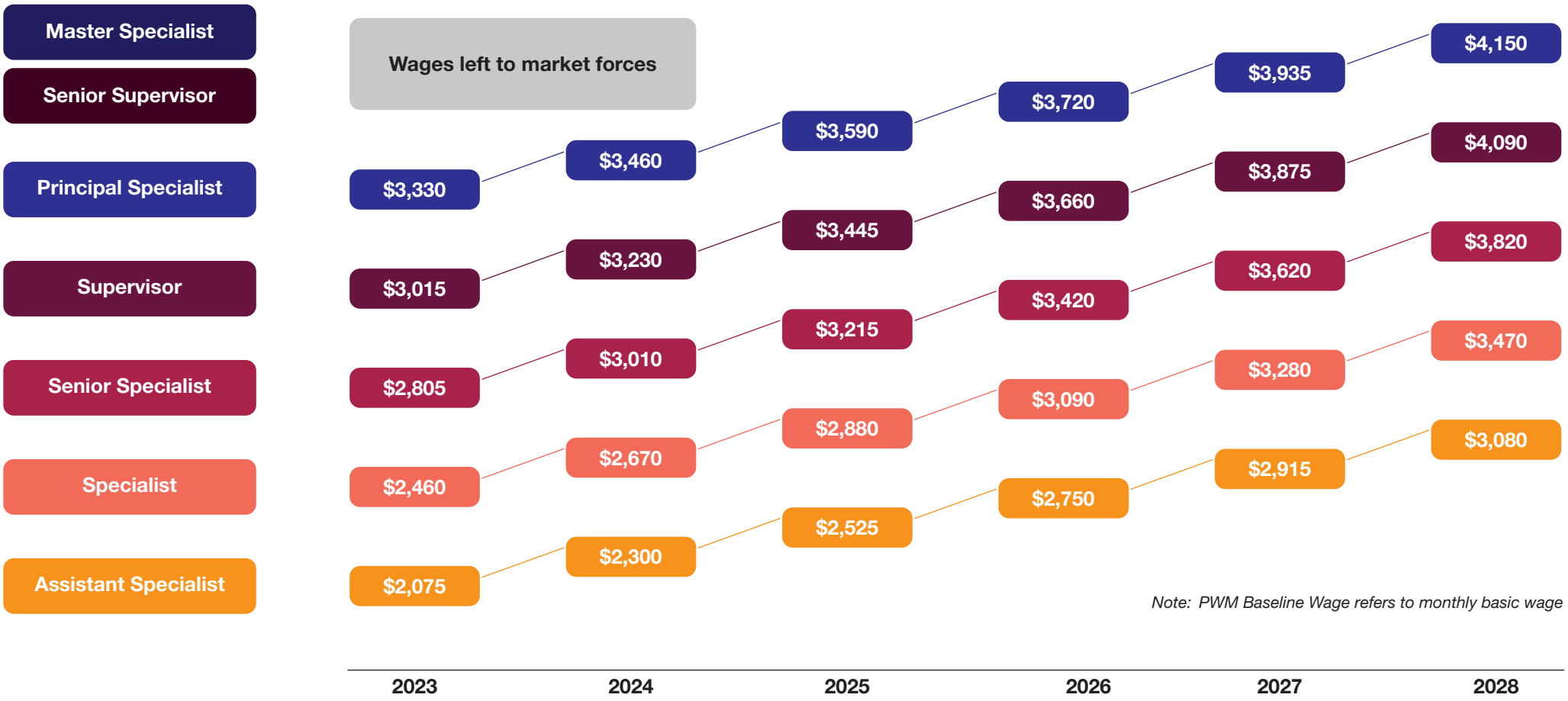
For more information on the courses, visit the ITE website at www.ite.edu.sg/courses.

^ *Previously known as ITE Nitec in Facility Technology (Vertical Transportation)*
^ *Previously known as ITE Nitec in Technology – Facility Technology (Vertical Transportation)*

PWM Wage Ladder

The PWM Wage Ladder sets out the baseline wages and sustainable annual increases which are pegged to the respective job roles.

PWM Baseline Wages *with effect from 1 July of each year*



Note: PWM Baseline Wage refers to monthly basic wage

PWM Bonus Implementation

To better attract and retain workers, the TCLE recommended a mandatory PWM Bonus for eligible L&E maintenance workers from 1 January 2023. 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 one month 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.

Who is eligible?

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.

Scenarios	PWM Bonus Payable?
(a) Part Time Worker / Casual Worker	Yes (pro-rated)
(b) Retired / Medically Boarded Out	Yes (pro-rated)
(c) Worker resigns on own accord	No
(d) Worker gets terminated due to misconduct	No

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

What is considered a PWM Bonus?	What is NOT considered a PWM Bonus?
• Performance bonus	• Any basic wage
• Retention bonus	• Any overtime payments
• Annual wage supplement (commonly known as "13th month" bonus)	• Any reimbursement for special expenses incurred by a worker in the course of the worker's employment
• Festive bonus	• Any regular allowance or incentives however described
• Any such class of variable bonuses that an employer may pay its workers	

For further details on PWM Bonus implementation, please refer to the full TCLE report via the QR code or visit www.ntuc.org.sg/pwm

PWM Productivity Ladder

The PWM Productivity Ladder encourages the use of technology and job redesign to improve business and workers' productivity.

All L&E companies are encouraged to adopt Remote Monitoring & Diagnostics (RM&D) solutions for lifts. RM&D solution refers to a system which uses sensors to continuously monitor and collect data on lift operations. The data is diagnosed and used to predict issues in the lifts. The system is also able to provide recommendations to help the lift specialists in maintaining the lifts more efficiently.

Benefits of Adopting RM&D Solutions:

- Diagnose and predict lift faults before it occurs
- Improve lift reliability, thereby reducing lift downtime and enhancing lift safety
- Increase manpower productivity as it reduces the time taken for a technician to repair a fault
- Raise the capabilities of technicians as they acquire skills in cutting-edge analytical tools to maintain the lifts

As of August 2022, to support the adoption of RM&D solutions, lift owners may apply to the Building and Construction Authority (BCA) for their lifts that are equipped with compliant RM&D solutions to be subjected to a longer maintenance interval of at least once every three months.

More information can be found on BCA's website:
https://www1.bca.gov.sg/regulatory-info/lifts-escalators/remote-monitoring-diagnostics-for-lifts-in-singapore



For more information on PWM, please contact NTUC U Care Centre

1800-CALL-PWM (1800-2255-796) (Mon – Fri: 9am – 6pm)
ucarecentre@ntuc.org.sg
https://www.ntuc.org.sg/ucarecentre /ucarecentre

© 2024 NTUC All Rights Reserved
All information in this publication is accurate as of June 2024