

CITATIONS

No	Award Recipient
1	<p data-bbox="280 376 767 409">Centre for Domestic Employees</p> <p data-bbox="280 443 1439 555">Since its inception in 2016, the Centre for Domestic Employees (CDE) has been one of the Ministry of Manpower's (MOM) key partners in caring for and supporting the well-being of Migrant Domestic Workers (MDWs) in Singapore.</p> <p data-bbox="280 589 1439 779">CDE runs a shelter programme for vulnerable MDWs assisting with case investigations. The shelter in turn conducts engagement programmes for its residents. CDE case officers will also work with MOM to address the various needs of the residents such as medical care, employment search, and access to legal support.</p> <p data-bbox="280 813 1439 1003">CDE also collaborates with MOM to conduct the MDW Interview Programme. Through this programme, all first-time MDWs are interviewed within the first six months of commencing their employment. This ensures that MDWs are able to settle down well into their new working and living environment. In addition, any issues can be surfaced early to the relevant authorities for effective resolution.</p> <p data-bbox="280 1037 1439 1211">Amid the COVID-19 pandemic, CDE set up interim recreational sites to provide additional safe spaces for MDWs to spend their rest days meaningfully. CDE also stepped up its efforts to handle the increased number of calls to their 24-hour helpline. In the coming years, CDE will continue its work to safeguard MDWs' emotional and mental well-being.</p>
2	<p data-bbox="280 1223 496 1256">DBS Bank Ltd</p> <p data-bbox="280 1290 1439 1357">During COVID-19, DBS Bank Ltd played a key role in facilitating electronic payment of salaries to migrant workers.</p> <p data-bbox="280 1391 1439 1503">With the new requirement for workers residing in dormitories to be paid electronically, DBS streamlined their bank account opening procedures and reduced the need for workers to make physical visits to the bank.</p> <p data-bbox="280 1536 1439 1727">Apart from expediting the account opening process, DBS also worked with the Ministry of Manpower (MOM) to co-create solutions to address workers' banking and remittance issues. This includes enhancing the mobile application to resolve common banking issues, and enable easy access to online remittance and banking services.</p> <p data-bbox="280 1760 1439 1917">DBS has been MOM's valued partner since 2014, working together on initiatives to improve workers' access to and use of bank accounts. DBS's strong commitment throughout the years has contributed to the smooth transition towards digital banking and electronic payment of salaries.</p> <p data-bbox="280 1951 1439 2018">In June 2020, DBS became the first bank onboarded to Central Provident Fund (CPF) Board's Train-the-Trainer (TTT) Programme, equipping their wealth</p>

	<p>planning managers and loan specialists with knowledge of CPF schemes. They were thus able to communicate CPF schemes to their clients confidently and manage their portfolios effectively, with CPF as the foundation of their clients' retirement plans.</p> <p>DBS also proactively incorporated information and tips on CPF across their service channels. In August 2021, it launched the DBS Home Equity Income Loan to provide a housing monetisation option for elderly private property owners to top up their CPF Retirement Account and enjoy lifelong monthly payouts from CPF LIFE.</p>
3	<p>Dormitory Association of Singapore Limited</p> <p>During the COVID-19 outbreak, Dormitory Association of Singapore Limited (DASL) and dormitory operators contributed significantly to managing the unprecedented situation in the dormitories.</p> <p>Through DASL's steady efforts and commitment, members readily stepped up and promptly adopted new measures to curb and slow the transmission rates in dormitories. These helped to save lives and were critical to stabilising the dormitory situation. DASL also partnered the Ministry of Health to conduct the Infection Prevention and Control webinar to inculcate good practices to minimise infections. With the evolving health protocols, DASL played an important role to keep members apprised and updated on key information and the sharing of best practices.</p> <p>DASL ideates new initiatives and measures to help members as well as future industry players understand the landscape better. They play an effective role in representing the industry, and continue to work closely with the Ministry of Manpower in developing and raising the standards of migrant housing.</p>
4	<p>HealthServe</p> <p>The on-going COVID-19 pandemic has impacted the mental well-being of our migrant workers, many of whom are worried about events in their home countries. In addition, they need to constantly adjust to new healthcare protocols and processes.</p> <p>As a member of the Project DAWN Taskforce, HealthServe has been working closely with the Ministry of Manpower's (MOM) Assurance, Care & Engagement (ACE) Group to deliver multiple initiatives and co-develop a mental health support ecosystem for migrant workers.</p> <p>First, it set up a 24-hour counselling helpline for migrant workers to receive free counselling services in their native language from HealthServe's trained volunteers and counsellors. Second, HealthServe upskilled ACE's officers and peer support leaders with basic mental health training and psychological first aid. Third, HealthServe set up an escalation pathway with its healthcare partner to ensure prompt and timely care for those in need.</p> <p>As a valued partner of MOM, HealthServe is committed to improving its programmes and delivering better service to our migrant workers.</p>

5	<p>Migrant Workers' Centre</p> <p>Since it was set up in 2009, the Migrant Workers' Centre (MWC) has been working closely with the Ministry of Manpower (MOM) to ensure fair and progressive work practices for migrant workers in Singapore.</p> <p>One of the key partnerships is in the provision of care and support for migrant workers with salary claims. Working hand-in-hand with MOM and the Tripartite Alliance for Dispute Management (TADM), MWC provides ex-gratia support to workers in need.</p> <p>Another key partnership is in the setting up of a 24-hour helpline for migrant workers to seek advice or report on employment-related issues. Beyond providing targeted advice to assist workers in resolving employment-related issues, MWC also escalates potential infringements on the employment rights of workers to MOM for resolution. Through its interactions with workers on the ground, MWC constantly translates ground issues into feedback to MOM to enhance our policies and operational processes.</p> <p>Beyond employment-related cases, MWC has also worked closely with the ACE Group to develop and implement an e-learning platform and interactive virtual Settling-In-Programme classes as part of Onboard – a one-stop integrated onboarding programme for newly-arrived migrant workers.</p> <p>This has allowed MOM and MWC to educate migrant workers on their rights and responsibilities, as well as the new health and safety requirements. This is important to ensure a smooth start to their employment experience in Singapore.</p>
6	<p>National Trade Union Congress</p> <p>The National Trades Union Congress (NTUC) is a key partner driving the work to uplift lower-wage workers through the Progressive Wage Model (PWM) approach.</p> <p>NTUC was instrumental in consulting, representing, and garnering support from unions as part of the work of the Tripartite Workgroup on Lower-Wage Workers. The Tripartite Workgroup was convened in October 2020 to uplift the wages and well-being of lower-wage workers. In August 2021, the Tripartite Workgroup recommended new moves that would cover over 9 in 10 lower-wage workers with some form of progressive wages.</p> <p>In addition, with NTUC's effective facilitation as Secretariat, several Tripartite Clusters (TCs) announced recommendations in 2021 to boost wages of workers in PWM sectors in the coming years. NTUC also facilitated the set-up of three new PWMs and their respective TCs, covering over 30,000 full-time workers.</p> <p>Furthermore, NTUC also showed initiative, resourcefulness, and versatility in the administration of the Self-Employed Person Income Relief Scheme (SIRS) in 2020. SIRS was introduced to support self-employed persons (SEPs) with less means and family support, and help them tide over the challenging economic situation arising from COVID-19.</p>

	<p>It was a first-of-its kind scheme to provide assistance to SEPs in need, benefitting over 200,000 SEPs, with over \$1.8 billion disbursed. In the spirit of tripartism, NTUC stepped up to help with applications and appeals from SEPs who were not automatically eligible.</p>
7	<p>Singapore Business Federation</p> <p>The Singapore Business Federation (SBF) has been a close partner of the Ministry of Manpower in implementing various initiatives under the SGUnited Jobs & Skills Package. This includes the SGUnited Traineeships (SGUT) Programme, SGUnited Mid-Career Pathways Programme - Company Attachment (SGUP-CA), SGUnited Jobs Initiative, and Career Conversion Programmes.</p> <p>SGUT and SGUP-CA are key programmes which provide traineeship and attachment opportunities for fresh graduates and mid-career job seekers, who are not able to secure employment. As the appointed programme manager, SBF's role includes advising interested host organisations who are keen to offer traineeships/attachment opportunities, monitoring the progress of these programmes, as well as processing applications and claims.</p> <p>As Singapore's apex business chamber, SBF is a bridge between the government and firms. It does so by taking firms' feedback and advocating to the government, as well as understanding government policy and explaining it to members.</p> <p>In addition, SBF supports firms on their business and workforce transformation journey and raises awareness of various government support initiatives. Workforce Singapore (WSG), in partnership with the SBF, launched the Industry 4.0 Human Capital Initiative (IHCI) in March 2020 to help companies successfully implement and scale i4.0 solutions for business transformation, and put in place a human capital roadmap to upskill workers during the transformation. SBF has since helped more than 100 businesses successfully undertake Industry 4.0 transformation, identifying about 300 roles to be redesigned, benefitting potentially 1,500 workers.</p>
8	<p>Singapore National Employers Federation</p> <p>The Singapore National Employers Federation (SNEF) has been a key pillar of Singapore's unique tripartite partnership. It works closely with the Ministry of Manpower (MOM) and the National Trades Union Congress (NTUC) to preserve industrial harmony and help employers achieve excellence in employment practices.</p> <p>SNEF's instrumental role as a tripartite partner has been especially evident over the past year. SNEF partnered MOM in helping businesses navigate the ever-evolving COVID-19 situation, through advisories relating to safe management measures, salary and leave arrangements, responsible retrenchment, and workplace vaccination.</p> <p>In addition, SNEF has been a key contributor to important national initiatives to support our workers, such as the Tripartite Workgroup on Lower-Wage Workers.</p>

	<p>SNEF played a major role in representing the views of employers, and providing valuable input to recommendations that seek to uplift the wages and well-being of lower-wage workers.</p> <p>More recently, SNEF has been actively involved in the Tripartite Committee on Workplace Fairness, which is deliberating the scope and design of legislation to better address workplace discrimination. SNEF has been gathering feedback and sharing insights from the employers' perspective, to help ensure that the Committee's recommendations are in the best interest of Singapore and Singaporeans.</p> <p>SNEF also regularly provides MOM and NTUC with ground feedback and views from employers, enabling the tripartite partners to address employment-related issues in an informed and timely manner.</p>
9	<p>Systems on Silicon Manufacturing Company</p> <p>Systems on Silicon Manufacturing Company (SSMC) has been in close partnership with government agencies like Workforce Singapore (WSG) and Economic Development Board (EDB) to create better jobs and strengthen the Singaporean core.</p> <p>SSMC is a key partner for the Career Conversion Programme – Professional Conversion Programme (PCP). Since the programme was launched in 2016, SSMC has reskilled 115 local PMETs (43% of which are mature workers) to take on good jobs in the sector.</p> <p>SSMC also works with tertiary institutions to build a local talent pipeline. It offers the Singapore-Industry Scholarship, bursaries, and course medal awards to nurture young Singaporeans. Its internship programme provides valuable industry learning experience and supports students in gaining industry insight on semiconductor work, while the On-the-Job Training and Professional Development Programme strengthen the skills of those who are new to the Electronics sector.</p> <p>As a SkillsFuture Employer Award 2019 recipient, SSMC champions skills development, offering employees skills-upgrade opportunities and structured career pathways. SSMC improves retention amongst local workforce through job redesign. With 35% of the workforce being mature workers, SSMC created a working environment that would be friendly to mature workers by introducing the use of Auto Guided Vehicles on the shopfloor. This eased the number of manual tasks performed by mature workers.</p> <p>SSMC has stood in solidarity with the government to provide jobs for locals amidst higher unemployment rates as a result of COVID-19. To do so, SSMC leveraged the Enhanced Job Matching Initiative, a dedicated job matching service to match displaced local jobseekers to employers during the pandemic.</p>
10	<p>Ms K Jayaprema President, Association of Employment Agencies (Singapore) (AEA(S))</p>

Ms Jayaprema and the Association of Employment Agencies (Singapore) (AEA(S)) play a critical role in helping Singapore maintain a complementary and sustainable foreign workforce.

Ms Jayaprema works closely with the Ministry of Manpower (MOM) to develop and implement new initiatives to address emerging issues in the industry. She has also been a valuable sounding board for new policies and rules considered by MOM.

Her steady partnership with MOM has been particularly valuable over the past year, with the COVID-19 border control measures, which restricted the inflow of Migrant Workers (MWs) and Migrant Domestic Workers (MDWs). Ms Jayaprema partnered with MOM to develop and implement the following initiatives:

- A pilot to facilitate the entry of more MDWs through additional safe management measures overseas
- New rules allowing Employment Agencies (EAs) to take over responsibility of MDWs while facilitating change of employers for them
- Sharing of entry requirement costs between current and prospective employers; and
- Guidelines for post-placement checks by EAs on newly-placed MDWs and their employers

Ms Jayaprema also spearheaded two capability-building initiatives – EA Professionalism Development and EA Go Digital Solution – in support of MOM's objective to improve the MDW landscape for MDWs and employers by uplifting industry standards.