

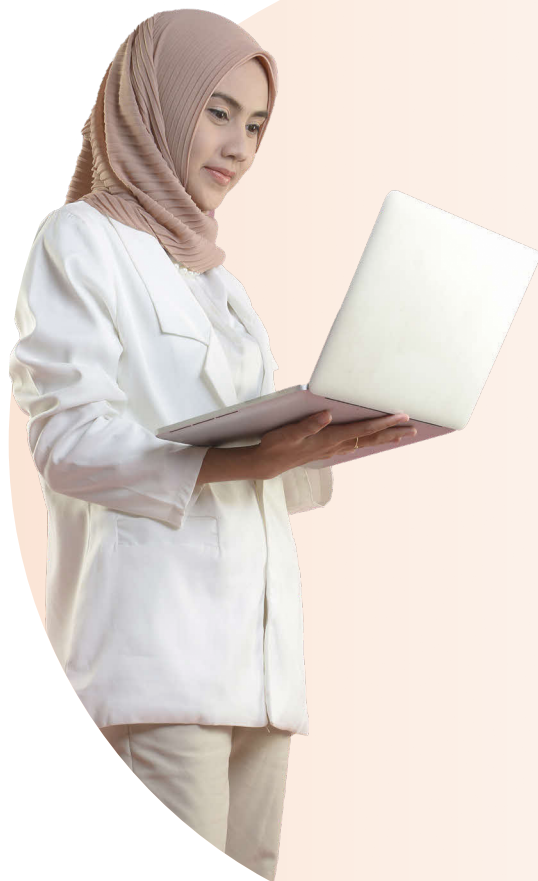
# New Online Services at TADM via "EmPOWER" to Manage Employment Disputes



## What is EmPOWER?

**E**mployment **P**ractices and **P**rogressive **W**orkplaces **S**hared **P**latform (**EmPOWER**) is an online platform launched in August 2023 to manage end-to-end dispute resolution.

Singpass required for access.



## Benefits of EmPOWER

### Enables Self-Help with Seamless Customer Experience

- Get personalised advice from the chatbot based on profile and claim eligibility
- Calculate and file claims easily with information from the chatbot

### Greater Convenience

- Participate anytime, anywhere

### Real Time Updates

- Receive automated notifications
- Access dashboard to track progress and next steps

### Increased Effectiveness

- 38% of claims by employees that were handled through e-Negotiation were resolved directly with their employers without mediation.

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## Key Features of EmPOWER

### e-Lodgement:

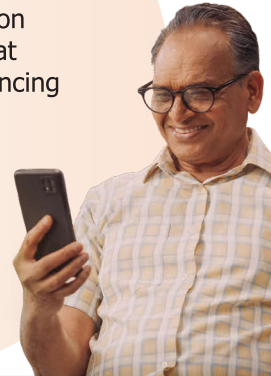
- Available in 5 languages
- Retrieves personal information from MyInfo
- Computes salary claims with e-calculators
- Provides guided next steps with notifications via SMS and/or email

### e-Negotiation:

- Allows negotiation for a private settlement in 1 week and saves mediation time (about 2 months)
- Reaches a fair settlement through guided questioning for common salary claims
- Encourages civil conversations through sentiment analysis

### e-Mediation:

- Facilitates mediation through online chat and video conferencing
- Allows settlement agreement to be signed digitally and securely



## Digital Journey Through EmPOWER:

### Customer



David Tan  
Technician at EXYE  
Pte Ltd

### Employer



Lionel Ng  
CEO of EXYE  
Pte Ltd

### Case Description

David wants to file a case against his company for overtime claim.

### Part 1

#### Onboarding Parties

- 1 TADM Website**  
David visits TADM Website to find out more.
- 2 Ask TADM Chatbot**  
David uses the chatbot to check his eligibility and is directed to e-file his overtime claim via EmPOWER.
- 3 EmPOWER Claim Filing**  
David logs into EmPOWER with Singpass and e-files overtime claim. David and his employer receive notifications.

### Part 2

#### e-Negotiation

- 4 Appointment of Company Representative**  
EXYE Pte Ltd proceeds to appoint a rep for the case.
- 5 e-Negotiation**  
Case proceeds to e-Negotiation.
  - Settlement reached and case resolved
  - No settlement reached

### Part 3

#### e-Mediation

- 6 e-Mediation**  
Case proceeds to e-Mediation. Mediator reviews case and discusses with both parties virtually via chat and video conferencing.
  - Settlement reached**
  - No settlement reached**  
David may register the unresolved dispute to Employment Claims Tribunals within 4 weeks for a determination.
- 7 e-Signing of Settlement Agreement & Notifications on Payment Status**  
At each payment milestone, both parties receive notifications to ensure that the company makes timely payments to David till case closure.