

# NTUC ADVOCATES FOR REPRESENTATION FOR PLATFORM WORKERS

## Frequently asked questions

<b>Q1</b>	<b>Who is a platform worker?</b>
	<p>You are a platform worker if you:</p> <ul style="list-style-type: none"> <li>○ are a delivery worker, private-hire car driver or taxi driver using online platforms to match you with demand for delivery or point-to-point transport services, and</li> <li>○ are not an employee of the companies operating these platforms.</li> </ul>
<b>Q2</b>	<b>I have a full-time job but do delivery work on weekends. Am I considered a platform worker?</b>
	<p>Yes, as long as you are using online platforms to match you with demand for delivery services, and you are not an employee of the companies operating these platforms.</p>
<b>Q3</b>	<b>I am a platform worker. Who can I go to if I need help today (e.g. if I have a dispute with a platform operator)?</b>
	<p>NTUC champions for better wages, welfare, and work prospects for platform workers on different fronts. For example, through the Tripartite Advisory Committee for Platform Workers, we championed for measures to improve housing and retirement adequacy, ensure adequate financial protection in case of work injury, and enhance representation for platform workers. Through the Tripartite Workgroup on Representation for Platform Workers, we lobbied for a representation framework to enable our associations to be a stronger voice to represent and advance the interests of platform workers.</p> <p>Today, platform workers can join us as members of one of NTUC’s affiliated associations (below) to have access to support:</p> <ul style="list-style-type: none"> <li>○ National Taxi Association (NTA) for taxi drivers</li> <li>○ National Private-Hire Vehicles Association (NPHVA) for private-hire car drivers</li> <li>○ National Delivery Champions Association (NDCA) for freelance delivery walkers/ riders/ drivers</li> </ul> <p>Among the benefits provided, our associations offer advice on work-related issues and help members to resolve grievances with platform operators.</p> <p><b>For a Bigger and Stronger Voice to champion for better wage, welfare, and work prospects for Platform Workers, NTUC and our associations urge all taxi drivers, private-hire car drivers and freelance delivery walkers/ riders/ riders to sign up as a member if you have yet to do so.</b></p>

<b>Q4</b>	<p><b>How will I be impacted following the release of this Report?</b></p> <p>Note: The Tripartite Advisory Committee on Platform Workers released its recommendations in November 2022 on three areas of concern: (a) ensuring adequate financial protection in case of work injury; (b) improving housing and retirement adequacy; and (c) enhancing representation. A tripartite workgroup was established to address (c). This Tripartite Workgroup on Representation for Platform Workers is expected to release its report in Q3 2023.</p>
	<p>Today, taxi drivers, private-hire car drivers and freelance delivery persons are not entitled to union representation as they are not employees. NTUC has been lobbying for platform workers be given the right to be represented collectively, similar to how unions represent employees.</p> <p>Last year, the Tripartite Advisory Committee on Platform Workers recognised that it is a fundamental right for platform workers to have an opportunity to be heard and to be represented by a legitimate voice to advance their interests.</p> <p>NTUC and our associations have been and will continue to strengthen our collaborative relationships with platform operators to better support platform workers. For instance, we have been working closely with various platform operators to assist taxi drivers and private-hire car drivers in renewing their digital vocational license, and to extend our care schemes to members who need help.</p>
<b>Q5</b>	<p><b>When will the changes kick in?</b></p>
	<p>The implementation is expected to take place in the later half of 2024. More details will be announced.</p>
<b>Q6</b>	<p><b>These changes arose from the Advisory Committee on Platform Worker’s recommendations. What is the progress of the implementation of the other recommendations from the Advisory Committee?</b></p>
	<p>As a tripartite partner, NTUC has been working with MOM to address the other two areas of concern: (a) ensuring adequate financial protection in case of work injury; and (b) improving housing and retirement adequacy.</p> <p>MOM set up a Platform Workers Work Injury Compensation Network (PWIN) to develop key operational policies and implementation details for the Work Injury Compensation regime for Platform Workers. This network comprises companies, insurers and tripartite partners including NTUC. The network will discuss the process for reporting work injuries, claims processing in exceptional scenarios where platform workers are injured while “at</p>

	<p>work” for more than one platform company at the same time, and how to determine platform workers’ earnings to compute income loss compensation.</p> <p>Starting from the second half of 2024, platform workers and platform companies’ CPF contribution rates will progressively rise over five years, at about 2.5 percentage points per year for workers and 3.5 percentage points per year for companies. Platform workers earning up to S\$2,500 per month and who increase their CPF contributions will be eligible for the transition support.</p> <p>We understand that MOM will announce more details on the implementation at a later date.</p>
<b>Q7</b>	<b>What is an NTUC Membership? How can I become an NTUC member?</b>
	<p>NTUC Union Membership gives you a comprehensive suite of benefits for your milestones in life and at work. Save on daily essentials, build financial resilience, care for your family, develop your career, and get workplace protection with this all-in-one membership!</p> <p>Members will receive NTUC core benefits:</p> <ul style="list-style-type: none"> <li>- up to \$40,000 in insurance coverage against death and permanent disability (NTUC Gift).</li> <li>- financial support such as yearly training assistance (UTAP) of \$250 or more U Care schemes to offset the cost of daily expenses</li> <li>- Cash-back rebates of up to \$240 yearly for purchases from NTUC FairPrice.</li> </ul> <p>In addition to these core benefits, members from the respective associations will also receive specific benefits:</p> <p><b>National Delivery Champions Association (NDCA)</b></p> <ul style="list-style-type: none"> <li>- Exclusive discounts for servicing and maintenance of motorcycles, power-assisted bicycles and personal mobility aid.</li> <li>- Special deals for the purchase of riding accessories.</li> <li>- For more information you may head on to the <a href="#">NDCA website</a>.</li> </ul> <p><b>National Private Hire Vehicles Association (NPHVA)</b></p> <ul style="list-style-type: none"> <li>- Special rates and discounts for car wash, car maintenance and more!</li> <li>- Check out the <a href="#">NPHVA website</a> for more details.</li> </ul> <p><b>National Taxi Association (NTA)</b></p> <ul style="list-style-type: none"> <li>- Free eye screening and digital training.</li> </ul>

	<ul style="list-style-type: none"><li>- Assist taxi drivers to appeal for LTA/TP/HDB fines and other issues.</li><li>- More information can be found on the <a href="#">NTA website</a>.</li></ul> <p>You may sign up via <b>MyNTUC</b> app or visit <a href="#">our website</a>. <b>MyNTUC app</b> is available for download on both the App Store and Google Play. Your NTUC Union Membership will start in the <b>same</b> month.</p>