



MEDIA RELEASE

1,500 CABBIES HAVE BENEFITED FROM DIGITAL TRAINING UNDER TRAINING COMMITTEE BETWEEN COMFORTDELGRO TAXI AND NATIONAL TAXI ASSOCIATION

Taxi leaders volunteer to enhance learning process by helping to co-facilitate classes and provide peer support to fellow cabbies

1 As of today, some 1,500 cabbies have completed the customised SkillsFuture for Digital Workplace (SFDW)¹ programme that was introduced following the formation of the Training Committee for Cabbies – a joint initiative by ComfortDelGro Taxi and National Taxi Association (NTA). ComfortDelGro Taxi had committed to sending 10,000 cabbies for the programme by 2020, supported by partners like NTUC's e2i (Employment and Employability Institute) and NTUC LearningHub (NTUC LHUB).

2 The Training Committee for Cabbies – which was set up to provide relevant training to help cabbies keep up with technological changes and seize opportunities in the industry, is taking one step further by sending NTA taxi leaders for further training so that these leaders can provide peer support to their fellow cabbies and help co-facilitate future classes.

1,500 cabbies have benefited from the SFDW programme

3 The customised SFDW programme was the first training programme developed under the Training Committee for Cabbies as it was identified that digital skills are most needed by and relevant to cabbies. About 1,500 cabbies had gone for the training so

¹ SFDW is part of a national initiative by SkillsFuture Singapore to help equip Singaporeans with the mindset and basic functional skills to prepare for the future economy.



that they learn how to better make use of technological tools that were available to them, e.g., ComfortDelGro Taxi Apps, its Cabby Portal and Mobile Data Terminal (MDT) and other mobile apps.

4 Mr Ang Wei Neng, Chief Executive Officer of ComfortDelGro Taxi said, “We are glad that our cabbies, and even those who are in their 60s and above, have responded well to learning digital skills. Presently, about two-thirds of the 1,500 cabbies who have attended the SFDW course are in their 60s. Despite their age, they have not stopped learning, and have found the course useful. They now know better how apps such as the CDG Driver App can help them know the hot spots with high demand for taxis, be kept up to-date on traffic conditions and eventually get more booking jobs.”

5 ComfortDelGro Cabby Tan Kim Buck said, “I don’t know much about the apps that I can use as a cabby. But after attending the SFDW course, I learned how these apps can help me. For example, the CDG Driver App helps me get jobs when I’m not in the taxi. There are also other apps that can help me with e-payments, parking and directions. So now, I am not so scared to learn and use such apps.”

Taxi leaders volunteer to go for further training to become co-facilitators

6 The Training Committee for Cabbies has decided to take a step further by sending taxi leaders for further training so that they can help co-facilitate future digital classes. The new initiative is on a volunteer basis. These taxi leaders will become Training Ambassadors who will commit to co-facilitating one class per week.

7 Fifteen taxi leaders have volunteered to undergo coaching and technical classes conducted by Ong Teng Cheong Labour Leadership Institute and NTUC LHUB. Initiated by NTA, the intent of having taxi leaders to act as Training Ambassadors is to provide peer support to fellow cabbies who might feel less confident about learning new skills. More importantly, the Training Ambassadors can also receive first-hand feedback on



the courses and be able to make necessary adjustments to classes according to the needs of cabbies.

8 ComfortDelGro Cabby Pek Ban Choon, 60, said, "I'm happy to be able to participate and help my peers. Having attended the class myself, I recognise how peer support might help to provide more confidence to fellow cabbies who have to attend classes to learn new skills. Thus, I decided to volunteer when the chance came along. I hope to be able to help more fellow cabbies take up the necessary skills, so that they can earn more and improve their livelihood."

9 Mr Danny Tan, Executive Secretary of NTA said, "To encourage lifelong learning, we must think of new ways to make training meaningful and effective for cabbies. To do so, our NTA leaders, being cabbies themselves, are supporting cabbies in this journey by raising awareness, providing peer support as part of a community and giving practical advice from a user perspective. They will also provide useful inputs to tailor future training courses and methods for cabbies. We are keen to work with other taxi operators and the authority on industry training opportunities so that we can do more together for the cabbies.

10 NTUC LHUB CEO Kwek Kok Kwong said, "As NTUC LHUB walks with Singaporeans through their transformation journeys to become Worker 4.0 in support of Industry 4.0, it is heartening to see that our learners are also walking this journey with each other. Not only have our cabby learners benefitted from the SFDW programme, they are also proudly spreading their newly acquired knowledge along by mentoring their peers. These Training Ambassadors are truly enablers of democratising new knowledge and making it accessible within their communities, and, in their own ways, are a part of our large ecosystem of partners to fulfil the learning needs of workers."



11 Mr Gilbert Tan, Chief Executive Officer of e2i said, “A key ingredient of effective learning is having a ready and adaptable mindset. Learning should also be a lifelong process, regardless of one’s age. Understanding the applications of technology through taxi leaders who act as service ambassadors and mentors is akin to having a driving instructor sitting adjacent a learner driver, as these taxi leaders understand the taxi drivers’ constraints, and can quickly address their concerns to ensure a smoother ride and service delivery. e2i stays committed to work closely with NTA to enhance the employability and digital readiness of taxi drivers.”

Going forward

12 The taxi industry has undergone rapid digital transformation over the last few years, and must continue to evolve quickly to meet needs.

13 The Training Committee for Cabbies will continue to help raise awareness on job opportunities created by technology, gather feedback about current training plans, identify training gaps required to seize those opportunities and facilitate cabbies to attend training.



About National Taxi Association

Formed on 26 June 2010, the National Taxi Association (NTA) is an association for all Taxi Drivers in Singapore. We currently have some 16,000 members. NTA's objectives are to be the unified voice for Taxi Drivers in furthering their interests and to enhance the social and economic well-being of Taxi Drivers. For more information, please visit www.nta.org.sg

About ComfortDelGro Taxi

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of about 42,300 buses, taxis and rental vehicles. Headquartered in Singapore, the Group also has operations in Australia, the United Kingdom, China, Ireland, Vietnam and Malaysia. In Singapore, ComfortDelGro operates about 11,500 taxis.

About Company Training Committees (CTCs)

Company Training Committees (CTCs) are an initiative by the Labour Movement to help both workers and companies transform for the future. First announced in February 2019, it involves our union leaders working closely with management to (1) understand the company's strategic objectives and transformation plans, (2) identify and address skills gaps and training needs, and (3) seize opportunities for companies to adopt new technologies for enhanced productivity. The objectives of CTCs are therefore two-pronged – first, to help workers become Worker 4.0, which is defined by the Labour Movement as workers who are proficient in working with machines, using technology and tapping digital resources to be more productive at work; and second, to partner companies in their transformation towards Industry 4.0. Combined, these will help our workers have better Wages, Welfare and Work Prospects.

About e2i (Employment and Employability Institute)

e2i is the empowering network for individuals and companies seeking skills and solutions for growth. Since 2008, e2i has assisted more than 700,000 individuals through our career guidance, professional development, and job matching services. With an extensive network of partners, e2i offers hiring, training and productivity solutions to businesses. We are an initiative of the National Trades Union Congress (NTUC) to support nation-wide manpower and skills upgrading initiatives. Visit www.e2i.com.sg for more information.

About NTUC LearningHub

NTUC LearningHub was corporatised in 2004 with the vision of transforming the lifelong employability of working people. We work with both corporate and individual clients and provide learning solutions in areas such as Infocomm Technology, Healthcare, Employability & Literacy, Business Excellence, Workplace Safety & Health, Security, Human Resources and Foreign Worker Training.



To date, NTUC LearningHub has helped over 21,000 organisations and achieved over 2.4 million training places across more than 500 courses with a pool of over 400 certified trainers. As a Total Learning Solutions provider to organisations, we also forge partnerships and provide a wide range of relevant end-to-end training solutions and work constantly to improve our training quality and delivery.

Visit www.ntuclearninghub.com for more information.
