

Annex

Recommendations by Platform Workers Trilateral Group

The Trilateral Group's recommendations address concerns faced by PWs and safeguard their well-being.

Stamping out illegal undercutting of local PWs

1. The Government and POs should work together to strengthen enforcement and set stringent punishments for abetting illegal platform work across all platform sectors.

a. POs are to notify MOM if they have reasonable suspicion of PWs allowing foreigners to misuse their platform accounts.

b. MOM will investigate all reports of misuse of accounts. If an offence under the Employment of Foreign Manpower Act (EFMA) is established by MOM (e.g. a PW abetted a foreigner to work illegally using his / her account), all POs will debar the PW for a minimum of 24 months.

2. The Government will strengthen enforcement against illegal P2P rides.

a. Push for stronger deterrence, including increasing penalties for violations.

b. Disrupt matching of illegal P2P services by engaging online platforms to take down apps / channels / advertisements that facilitate illegal matching of rides.

c. Strengthen Government's ability to block or remove apps / channels / advertisements on uncooperative platforms facilitating unlicensed P2P trips.

3. Food delivery POs will strengthen detection and prevention of illegal activities in the sector.

a. Conduct regular and randomised identity verification checks of PWs and outsourced workers (e.g. random facial recognition). POs with existing identity verification checks should increase the frequency and/or stringency of such checks, within reason.

b. POs that outsource work through automated job allocation via their app should require the outsourcing companies to submit to POs the work pass documentation of foreign workers involved in these jobs. POs should also conduct audits of all outsourced workers. POs should also share the list of outsourced workers with the Government for checks when requested.

c. POs that outsource work through other means should conduct their own due diligence where relevant.

4. POs, PWAs and the Government will raise awareness of the dangers of using illegal providers and the consequences of engaging in illegal activities.

1. These comprise (i) foreign-registered vehicles providing illegal cross-border trips; (ii) foreign-registered vehicles providing P2P trips within Singapore; and (iii) trips (by local or foreign drivers) matched via unlicensed channels (e.g. Telegram chatgroups).
2. The POs engaged by the Platform Workers Trilateral Group are AmazonFlex, ComfortDelGro Zig, Deliveroo, foodpanda, Gojek, Grab, Lalamove, Ryde, TADA.

5. The Government and PWAs will set up dedicated reporting channels for PWs and members of the public to report any foreigners suspected of performing illegal platform work.

a. For reporting illegal ride-hailing services provided by foreign-registered cars, PWs and members of the Public may submit reports on LTA's OneMotoring website ([link](#)).

b. For reporting foreigners performing illegal platform delivery work, PWs and members of the Public may submit reports on MOM's 'Report an Infringement' webpage ([link](#)).

6. POs, PWAs and the Government should encourage PWs and members of the public to report suspected illegal activities to the Government.

a. PWs and members of public should not take it upon themselves to confront individuals suspected of engaging in illegal P2P services, or foreigners illegally performing food delivery or parcel delivery services, for their own safety and the safety of others.

Establishing practices for fairer and safer platform work

7. POs and PWAs should work together to develop a set of industry-wide principles for issues related to payment and/or incentive schemes.

8. POs and PWAs should collectively identify key information to be provided to PWs to better address anxieties around income uncertainty, and schedule regular meetings to discuss key issues.

9. PWAs will continue to encourage PWs to prioritise and take care of their health and safety.

10. Food delivery POs that outsource jobs will provide more clarity and assurance to PWs on outsourcing practices, and encourage PWs to head to high demand areas.

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