

MEDIA RELEASE

LIFT AND ESCALATOR INDUSTRY SEES GROWTH IN YOUNGER WORKFORCE AND RISING MEDIAN WAGES

Singapore, 26 November 2025 – Singapore’s lift and escalator (L&E) industry marked a major milestone in attracting talent and boosting careers, with the median age of the L&E PWM workforce reduced to 40 years old and rising median wages across all job levels under the Progressive Wage Model (PWM). This achievement was announced by the Minister for National Development, Mr Chee Hong Tat, at the inaugural Lift & Escalator (L&E) Excellence Awards 2025. The ceremony also recognised 15 PWM L&E workforce for excellence in maintaining lifts and escalators that keep Singapore’s vertical city moving safely and reliably. The event was organised by, the National Trades Union Congress (NTUC), Building and Construction Authority (BCA), Singapore Lift and Escalator Contractors and Manufacturers Association (SLECMA) and NTUC’s e2i (Employment and Employability Institute).

Making Lift and Escalator (L&E) industry future-ready

2 To meet the growing complexities of the sector, the L&E industry has adopted a multi-pronged approach of structured workforce development and technology adoption to ensure the continued safety, efficiency and reliability of the next generation lift and escalator systems.

3 The Progressive Wage Model (PWM)¹ has redefined career prospects in the L&E industry by creating clear advancement pathways and competitive remuneration, making the sector more attractive particularly to the younger workforce. This led to the median age of PWM L&E workforce reducing from 46 to 40 years old, over the past two years. In addition, the broader PWM L&E workforce has grown by 7% during the same period. Median wages across all job levels have also experienced an average rise of 14% in 2024 and 10% in 2025, beyond the baseline wage floor. This

¹ More information on Progressive Wage Model is [here](#).

indicates the growing skills and expertise required to maintain today's technology-enabled lifts and escalators. [More details can be found at **Annex A**]

4 In parallel with the PWM, the Institute of Technical Education (ITE) offers the Certificate of Competencies (CoCs), the *Higher Nitec* in Vertical Transportation and the Work-Study Diploma in Vertical Transportation, which are developed in close collaboration with BCA. These upskilling programmes help ensure the L&E workforce stays equipped to handle the increasing demands of the industry.

5 As the L&E industry grows, technology and innovation play a critical role in enhancing both system reliability and increasing work demands. To this end, the Remote Monitoring and Diagnostics (RM&D) enables predictive maintenance and allows lifts to be serviced quarterly instead of monthly. Today, over 1,500 RM&D lifts are operational across the country improving system uptime, fault detection and service reliability. By providing real-time data performance, RM&D allows technicians to proactively address issues, empowering them to focus on high-value tasks. [More details can be found at **Annex B**]

6 Further enhancing efficiency and reliability through innovation, some companies have also leveraged additional technologies to complement RM&D. A case in point is KONE's AI-enabled Technician Assistant. It provides technicians real-time guidance to diagnose and fix issues faster, boosting repair efficiency. Early results in Singapore shows nearly 30% reduction in cases requiring escalation to technical helpdesk.

7 BCA Chief Executive Officer, Mr Kelvin Wong said: "Singapore is the first country globally to launch and adopt the Code of Practice ([COP](#)) for Design and Performance of Remote Monitoring & Diagnostics (RM&D) solution for lifts². In compliance with the COP, an RM&D lift is constantly

² More information on the Code of Practice (COP) for Design and Performance of Remote Monitoring & Diagnostics (RM&D) solutions for lifts is [here](#).

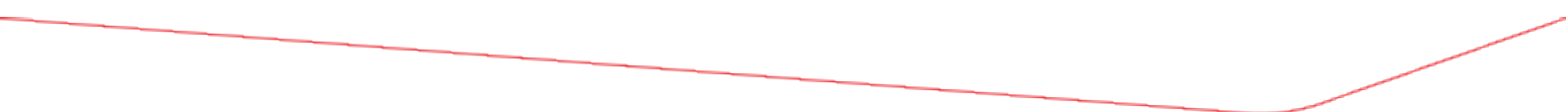
monitored and diagnosed on its performance 24/7. RM&D lifts are hence allowed to be physically maintained at quarterly intervals, versus other lifts to be maintained at monthly intervals. Early RM&D adoption has resulted in 60% reduction in breakdowns and more than 30% increase in lift uptime, minimising disruption for users. We will continue to work closely with the industry and unions to ensure the lift and escalator (L&E) workforce keeps pace with technological advancements and is well-prepared to maintain the next generation of L&E.”

Lift & Escalator Excellence Awards

8 The inaugural L&E Excellence Awards recognised individuals across two categories: (1) the PWM L&E Supervisor Excellence Award, and (2) the PWM L&E Specialist Excellence Award. The award recipients were evaluated on safety, leadership, technical mastery, technology adoption and continuous learning.

9 Among this year’s recipients was Mr Teo Soon Peng, Senior L&E specialist at Mitsubishi who demonstrated advanced diagnostic skills when he stabilised operation of 20 lifts at Suntec City by tracing disruptions to a building power fault. He also improved safety by implementing retractable lifelines and pit working platforms, reducing on-site risks. While pursuing a Diploma in Vertical Transportation alongside his full-time duties, Mr Teo also mentored junior technicians reinforcing the culture of learning and safety in the industry. He exemplifies leadership and dedication in driving Singapore’s L&E industry forward. [More details can be found at **Annex C**]

10 Mr Melvin Yong, NTUC’s Assistant Secretary-General and Chair of the Tripartite Cluster for Lifts and Escalators (TCLE) said: “As lift and escalator systems become more technologically advanced, we need equally skilled specialists with good technical knowledge to maintain them effectively and safely. This is why the Progressive Wage Model (PWM), together with strong training pathways and technology adoption, is important. When workers upgrade their skills, they take on higher responsibilities, enjoy better wages, and deliver safer, more reliable service for all users. Today’s award recipients exemplify the spirit of excellence, learning and dedication. Their achievements



stand as an example to inspire fellow L&E workers to strive for greater heights. NTUC, together with our tripartite partners, will continue supporting every L&E worker to build meaningful careers in this growing and essential sector.”

Looking Ahead: An Industry Poised for Growth

11 The Tripartite Cluster for Lift & Escalator (TCLE)³ will continue to strengthen the PWM skills framework and partnership with ITE for upskilling programme, as well as technology adoption by the industry to ensure it remains progressive and future-ready.

Factsheets

Annex A – Factsheet on Progressive Wage Model (PWM) for Lift and Escalator (L&E) Maintenance

Annex B – Factsheet on Remote Monitoring & Diagnostics (RM&D)

Annex C – Profiles of Lift & Escalator (L&E) Excellence Awards 2025

³ The Tripartite Cluster for Lift & Escalator (TCLE) was formed in 2017 to look into initiatives to attract, develop and retain L&E workforce. The members comprise of representatives from the industry association, unions, key government agencies, lift service providers and buyers.

