SG Enable Partners with SBS Transit to Drive More Disability-Inclusive Workplaces and Commuter Experiences

Partnership aims to strengthen inclusive hiring and commuter experiences, with SBS Transit aspiring to set the benchmark for disability inclusion in public transport

- *Work towards a cumulative 300 inclusive hires across SBS Transit and its partners supporting SBS Transit's operations by 2030*
- *Aim to train up to 70% of SBS Transit frontline staff in commuter inclusiveness by 2030*

SINGAPORE, [29 October 2026] – SG Enable, the national agency for disability, and SBS Transit signed a Memorandum of Understanding (MOU) to strengthen their partnership in building a more inclusive society for persons with disabilities (PWDs). Mr Shawn Huang, Senior Parliamentary Secretary, Ministry of Finance and Ministry of Manpower, witnessed the MOU signing at Taman Jurong Community Club.

The partnership will advance inclusive employment, strengthen SBS Transit's staff capabilities to support PWDs, and raise public awareness of disability inclusion.

By leveraging each other's expertise and networks, both organisations aim to enable PWDs to participate more meaningfully in the workplace, and travel more confidently on public transport.

Expanding inclusive employment opportunities

As part of the partnership, SG Enable and SBS Transit will work towards a shared aspirational goal of 300 inclusive hires by 2030 across SBS Transit and its partners supporting SBS Transit's operations. Both organisations will identify and develop suitable roles for PWDs, exploring job redesign, workplace accommodations and job coach support to help them succeed at work.

They will also continue working with Institutes of Higher Learning (IHLs) through the Enabling Pathway Programme, expanding it beyond the Institute of Technical Education (ITE) to include polytechnics and universities. This will create more opportunities for students with disabilities to gain work experience, develop skills and transition from school to employment.

Through SG Enable's i'mable Collective, SBS Transit will also support creatives with disabilities by helping to showcase their works and creating income generating opportunities.

Building a more inclusive public transport experience

SG Enable and SBS Transit will work together to strengthen inclusivity across the public transport network by equipping frontline employees with the skills and confidence to better support PWDs, including those with invisible conditions.

Building on SBS Transit's existing disability awareness training, which focuses on classroom-based learning, the new partnership will introduce more hands-on and practical learning for staff. This will be delivered through Consumer Inclusiveness Workshops tailored to the public transport sector, as well as programmes under SBS Transit's Public Transport Inclusivity Training Centre.

The training content will be regularly refreshed with insights from the disability community. By 2030, SBS Transit aims to train up to 70% of its frontline employees to better serve PWDs during their journeys.

Beyond commuter-facing initiatives, the two organisations will also advance inclusive employment through SBS Transit's Queen Bee programme, sharing good practices in inclusive hiring, workplace support and service excellence to encourage and guide more organisations to build inclusive workplaces.

"Building a more inclusive society requires employers, community partners and the wider community to recognise the strengths and potential of persons with disabilities and take practical steps to remove barriers to their participation. Our partnership with SBS Transit shows how inclusion can be embedded across an organisation, from creating meaningful jobs to designing services that better meet diverse needs. Importantly, by extending these efforts to SBS Transit's network of partners, we can multiply the impact and encourage more employers and organisations to embrace inclusive practices. Together, we can shape a society where inclusion is the norm, and persons with disabilities are empowered to realise their potential," said Ms Lee May Gee, Chief Executive Officer, SG Enable.

Raising awareness and encouraging inclusive action

SG Enable and SBS Transit will leverage their platforms and community networks to raise awareness of disability inclusion and foster greater understanding and empathy among commuters.

This includes promoting SBS Transit's Travel Buddy Programme, which helps PWDs navigate public transport more safely and confidently through route familiarisation and practical guidance, as well as supporting PWD initiatives and activities through the CARES Community Bus and at SBS Transit's community spaces at our MRT stations.

Mr Jeffrey Sim, Group CEO of SBS Transit, said: "An inclusive society is one where everyone has the opportunity to contribute at work and participate fully in community life,

including getting around independently and confidently. Through our partnership with SG Enable, we aim to create more meaningful employment opportunities for persons with disabilities and make commuting a more inclusive experience.

We believe that building an inclusive transport network starts with understanding different needs. By engaging with the disability community and better equipping our people with the knowledge and confidence to respond to their needs, we can make public transport more welcoming and accessible."

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About SG Enable

SG Enable, the national agency for disability, enables persons with disabilities to live, learn, work and play in an inclusive society. We create equitable opportunities for persons with disabilities through thought leadership, sustainable social innovation and impactful partnerships. Guided by our core values of professionalism, innovation and empathy, we envision a more inclusive Singapore and enabled lives. Set up by the Ministry of Social and Family Development in 2013, we are a registered charity and an Institution of a Public Character. For more information, visit www.sgenable.sg.

About SBS Transit

SBS Transit is Singapore's leading public transport operator, dedicated to delivering safe, reliable and sustainable services. Carrying more than three million passenger trips daily, it is committed to making every journey a pleasant experience for passengers.

As the nation's biggest and most experienced public bus operator with more than 180 bus routes in service, it also runs three key lines: the North East Line, which is the world's first fully automated underground heavy rail system, the Downtown Line and the Sengkang-Punggol LRT. It will also operate the upcoming Jurong Region Line, slated to open in 2028.

SBS Transit is a member of ComfortDelGro, one of the world's leading land transport groups. For more information, visit www.sbstransit.com.sg.