

## **FACTSHEET**

### **DIGITAL PARTICIPATION PLEDGE**

Private, people and public organisations play an important role in bridging the digital divide to build an inclusive society. The Digital Participation Pledge (DPP) encourages organisations from these sectors to take action to help more people become digitally ready, in support of the Digital Readiness (DR) movement. Being digitally ready will enable everyone to tap on the opportunities afforded by technology to improve their quality of life.

2 The Pledge is one of the recommendations of the DR Blueprint launched by the Minister of Communications and Information (MCI) S Iswaran in June 2018.

#### **Empower communities and businesses to drive adoption**

3 The organisations can pledge their support in one or more of the four following areas:

- Equipping employees with digital skills;
- Educating customers/ clients/ stakeholders on the use of their digital services;
- Offering and designing their digital services to be inclusive and safe; and
- Volunteering or giving resources to support digital-readiness efforts

4 Organisations that pledge, at [www.digitalreadiness.sg/pledge](http://www.digitalreadiness.sg/pledge)<sup>1</sup>, will commit to fulfilling at least one of the actionable items, such as safeguarding personal data or promoting DR messages at their premises. The DPP website will also offer information on resources such as grants and training subsidies to help organisations kick start appropriate efforts.

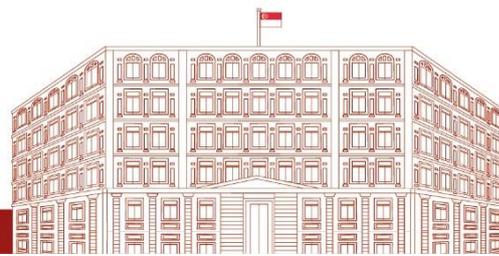
5 In addition, MCI and IMDA are working with sector partners such as the Singapore Business Federation and the National Council of Social Service, to rally their member organisations to pledge.

6 Early signatories to the Pledge include UOB and Cognizant, who will be organising the e-Payment Digital Clinics together with IMDA at 4 UOB branches across the island from April 2019, to help participants with queries on mobile banking and digital transactions. These Clinics will form part of IMDA's Digital Clinic initiative, which provide one-on-one assistance to participants with queries on their smartphones or mobile devices. Participants at the Clinics

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<sup>1</sup> The link will go live on 22 February 2019. If visiting before 22 February 2019, please use

[www.mci.gov.sg/digitalparticipationpledge](http://www.mci.gov.sg/digitalparticipationpledge)



can also learn how to use applications relevant to their lifestyles such as making mobile payments, and participate in national initiatives like SGSecure.

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