

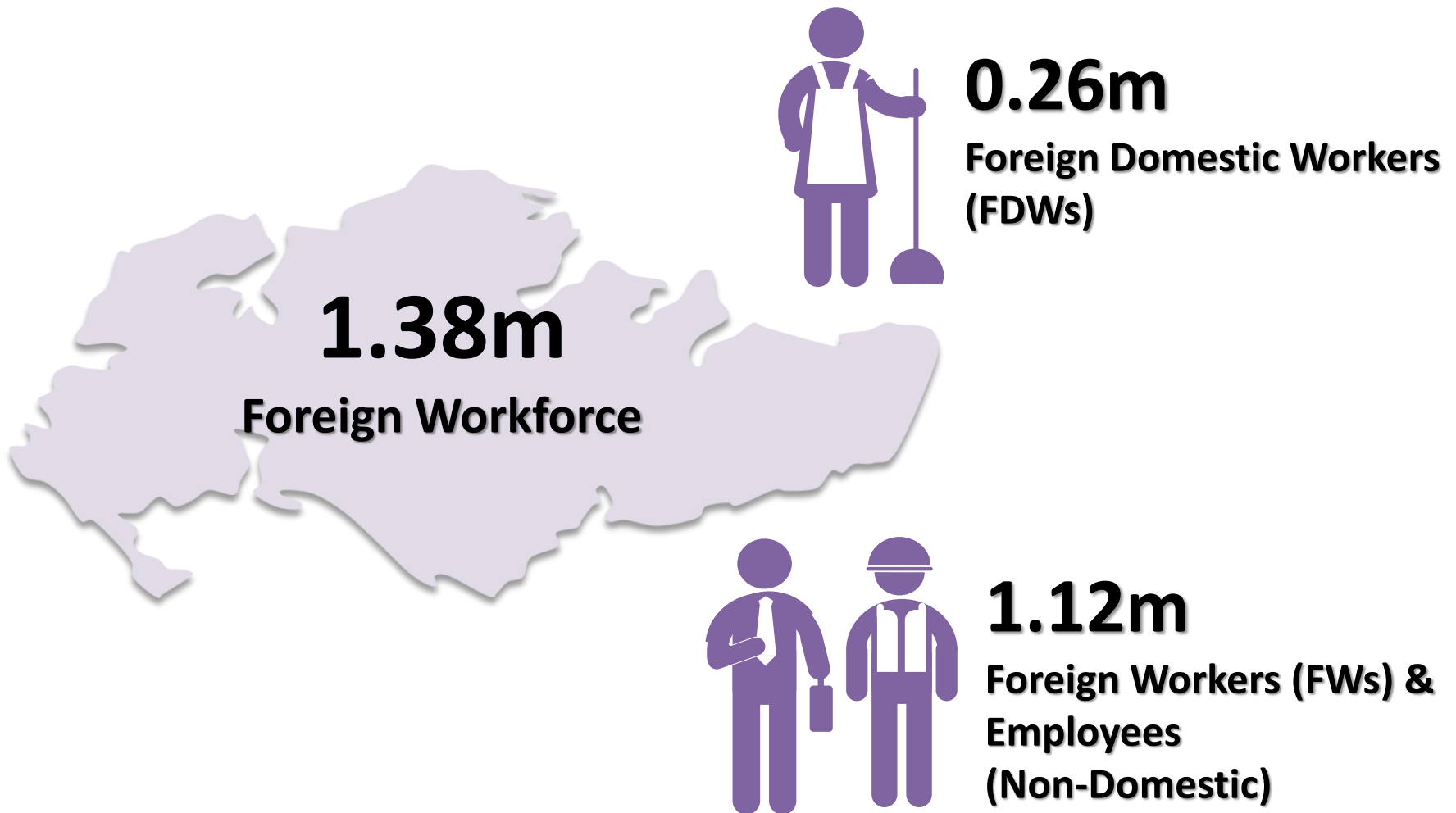
Singapore's Approach to Ensuring the Well-Being of Migrant Workers

3-4 December 2019



A Great workforce A Great workplace

Foreign manpower makes up one-third of Singapore's total workforce



Three Stages in Migrant Worker's Employment

Entry

Stay

Exit

Entry requirements for migrant workers (work permit holders)

Minimum Age & Education

- FDWs: 23 years old & 8 years of formal education
- FWs: 18 years old

Age Limit

- FDWs – Below 50 years old
- FWs – Below 58 years old (Non-Malaysians)

Medical Screening

- Screen for infectious diseases and fitness to work

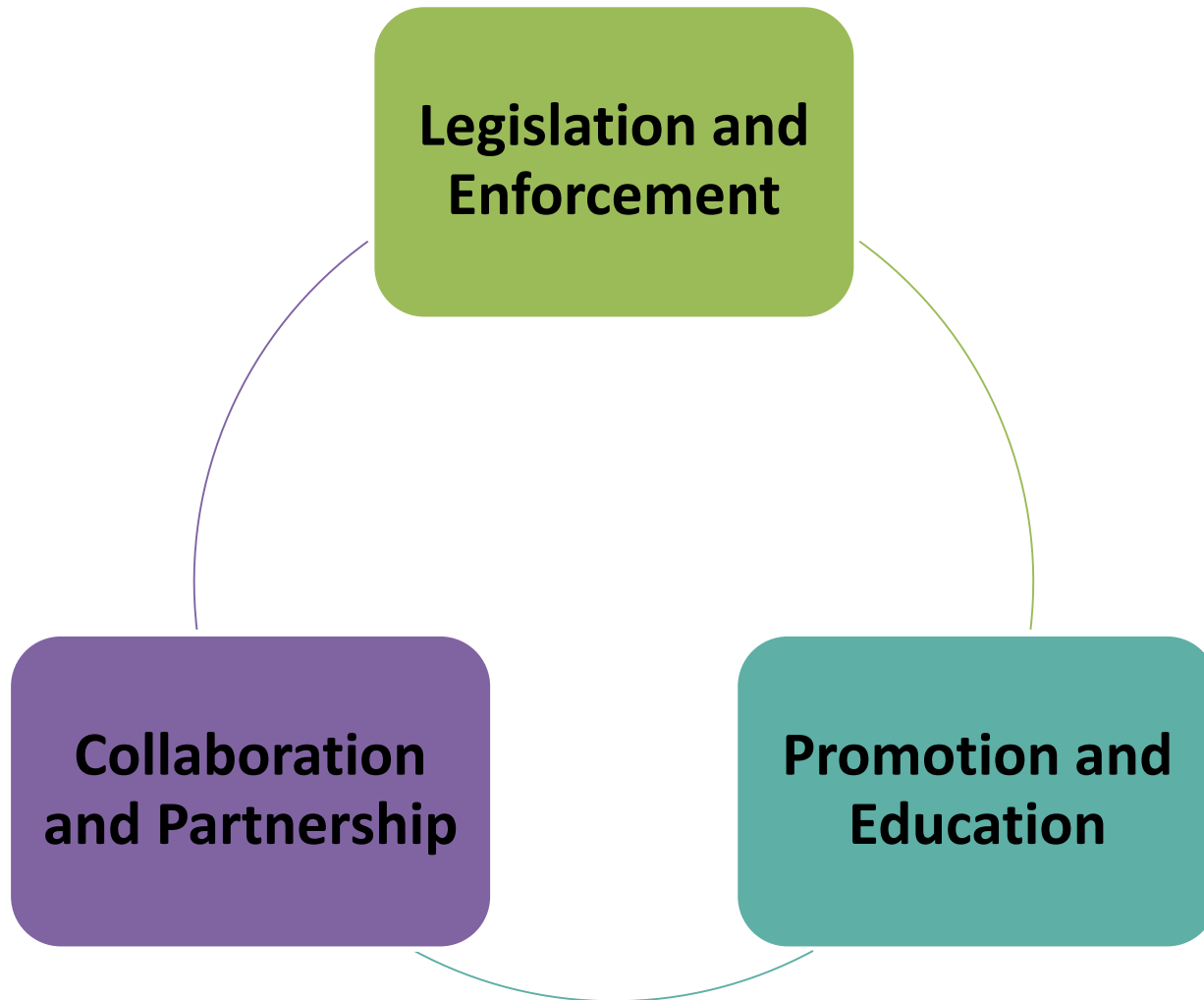
Medical & Personal Accident Insurance

- Employer to purchase medical insurance with minimum coverage $\geq$ \$15,000 per FW/FDW
- Employer to purchase personal accident insurance with minimum coverage $\geq$ \$60,000 per FDW

Security Bond

- Employer to purchase \$5,000 bond per FW/FDW
- Conditions: Prompt salary payment, payment of medical expenses, repatriation

Multi-pronged approach to manage migrant workers during stay in SG



Comprehensive laws in place, and actively enforced, to safeguard well-being of migrant workers

Employment
of Foreign
Manpower Act
(EFMA)

Employment
Agencies Act
(EAA)

Foreign
Employee
Dormitories Act
(FEDA)

Employment Act

Workplace
Safety and
Health Act
(WSHA)

Work Injury
Compensation Act
(WICA)

Key Employers (ERs)' Obligations



Salary paid
promptly



Upkeep,
maintenance &
proper housing



Repatriation



Medical
treatment &
insurance



Safe working
environment



Work injury
compensation

Key EAs' Obligations



EA fees capped
at 2 mths' salary



50% refund for early
termination (< 6mths)

Multiple efforts in place to inform and educate migrant workers throughout their journey

PRE-DEPARTURE

- In-Principle Approval Letter with key employment terms



ARRIVAL

- Guidebooks & calling cards given at Workpass registration
- Settling-in Programme



STAY

- Interviews for First-Time FDWs
- Educational Materials
- Outreach Events / Roadshows

1. Check your details
Make sure the employment details in this letter are correct.
If you find a problem, please contact your employer or employment agent straight away.

1. PERIKSA DETAIL INFORMASI ANDA
Pastikan informasi pekerjaan di dalam surat ini sudah benar.
Jika terdapat masalah, hubungi majikan Anda atau agen tenaga kerja saat itu juga.

YOUR NAME NAMA ANDA	DATE OF BIRTH TANGGAL LAHIR	NATIONALITY KEBANGSAAN
PASSPORT NO NO. PASPOR	FRI FRI	WORK PERMIT NO NO. IZIN KERJA
DATE OF APPLICATION TANGGAL PERMOHONAN	OCCUPATION PEKERJAAN Foreign Domestic Worker Pekerja Domestik Asing	MONTHLY SALARY* GAJI BULANAN*
YOUR EMPLOYER MAJIKAN ANDA	SINGAPORE EMPLOYMENT AGENCY (EA) BAGIAN TENAGA KERJA SINGAPURA (BA)	NUMBER OF REST DAYS PER MONTH* JUMLAH HARI ISTIRAHAT PER BULAN*
SALARY YOU WILL GET FOR EACH REST DAY WORKED (monthly salary / 26 days) Gaji per hari yang akan Anda peroleh ketika bekerja di hari libur (gaji bulanan/26 hari)		
AGENCY FEE TO BE PAID TO SINGAPORE EA BASED ON 2-YEAR WORK CONTRACT (include fees for overseas expenses) Biaya agensi harus dibayar ke agensi pemasok tenaga kerja (EA) berdasarkan kontrak kerja 2 tahun (tidak termasuk biaya untuk pengeluaran di luar negeri)		

* You and your employer may mutually agree in writing to change your rest day and monthly salary. Your employer must inform MOM of any changes.
* Anda dan majikan Anda dapat membuat persetujuan tertulis untuk mengubah hari libur dan gaji bulanan. Majikan Anda harus memberi tahu MOM terkait perubahan apa pun.



SAFETY GUIDELINES FOR FOREIGN DOMESTIC WORKERS
Dos and Don'ts

PETUNJUK KESELAMATAN UNTUK TENAGA KERJA DOMESTIK DARI LUAR NEGERI
Yang harus diperhatikan



Easily accessible support/assistance channels and networks for migrant workers

- Migrant workers can seek advice/report concerns to:
 - MOM 24-hour Hotline/E-feedback Channel
 - MOM Services Centre
 - Police, Embassies, General Public
 - Numerous NGOs
- Advisory and mediation services for employment disputes also available to migrant workers, e.g.
 - NGOs and associations [e.g. Centre for Domestic Employees (CDE), Association of Employment Agencies Singapore (AEAS)]
 - Tripartite Alliance for Dispute Management



Swift action taken against errant parties

Full and timely salary payment

Company director sentenced to twelve weeks in jail for non-payment of salaries and housing offences

16 December 2017 | Employment

1. A 27-year-old Singapore Director of Lian Hup X and sentenced in the the Employment Act (the Manpower Act (EFMA) purposes of sentencing

Wayne Burt Precision Technologies Pte Ltd faces 91 charges for not paying salaries to employees

30 November 2017 | Employment practices

1. In the State Courts today, the Ministry of Manpower ("MOM") charged Wayne Burt Precision Technologies Pte Ltd ("the company") for failing to make timely payment of salaries to 24 employees. The company, a manufacturer of oil and gas equipment, faces 91 charges under the Employment Act ("EA").

Responsible recruitment practices

Agency that 'sold' maids online suspended



Two employment agencies charged for deploying underaged foreign domestic workers

24 May 2018 | Foreign manpower

1. On 24 May 2018, the Ministry of Manpower ("MOM") charged an employment agency licensee, 35-year-old Khor Siew Tiang ("Khor"), who is also the sole proprietor of Vista Employment Services, for breaching employment agency ("EA") licence conditions. She failed to ensure that a foreign domestic worker ("FDW") meets the minimum age requirement of 23 years old.

Acceptable housing conditions

Construction company fined over \$352,000 for housing foreign workers in overcrowded living conditions

29 May 2018 | Foreign manpower

1. A construction company, Keor was convicted and fined \$352,000 for housing its foreign workers in Temporary Quarters ("CTQ") and also found guilty of abetting 17 workers in the same quarters.

Three directors and their companies convicted for foreign workers housing offences linked to Geylang fire incident

27 June 2018

Workplace Safety and Health

850 enforcement actions taken against companies in enforcement operation targeting machinery safety and amputation hazards

21 June 2018 | Workplace safety

1. In April and May 2018, the enforcement operation targeting machinery safety and amputation hazards at the manufacturing companies.

Employer charged for failing to ensure safety of foreign domestic worker

17 May 2018 | Foreign manpower

1. On 17 May 2018, the Ministry of Manpower ("MOM") charged a 36-year-old employer, Belinda Huber ("the accused"), in the State Courts for failing to provide safe working conditions for her foreign domestic worker ("FDW").

Migrant workers with verified disputes/ grievances given opportunity to find new employer

- All migrant workers with verified disputes or grievances will be allowed to find new employer in Singapore.
 - Job matching facilitated by NGOs (e.g. Migrant Workers' Centre) and TADM, or
 - Foreign Construction Worker Directory System (FCWDS): Online directory for existing construction workers available for transfer; set up by the construction industry association.
- Migrant workers in certain sectors can also change employer in Singapore under certain conditions:
 - Domestic sector (FDWs): With employer's consent
 - Construction & Process sectors: With employer's consent or at end of employment term

MOM also educates employers and public to raise awareness and create deterrence

Employer orientation programme; electronic direct mailers to educate employers



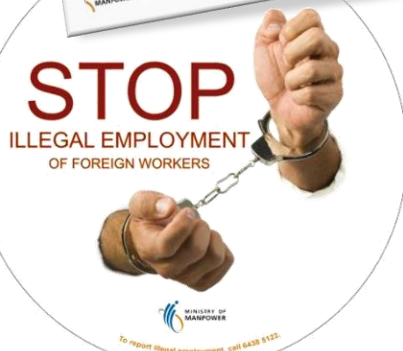
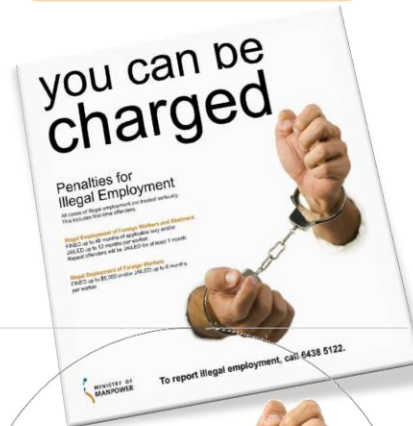
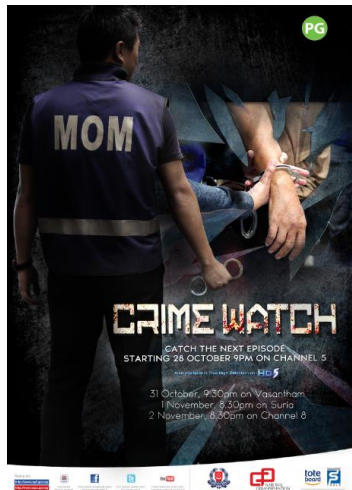
Advertisements, posters, brochures to raise awareness



Mainstream / social media to strengthen educational efforts (e.g. Youtube videos)



Media releases highlighting enforcement action to create deterrence



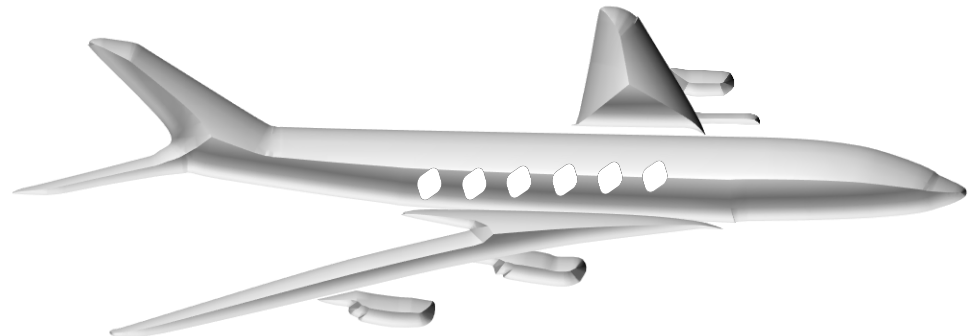
The Government collaborates with stakeholders to reach out and assist migrant workers

- MOM recognises that we cannot help all workers alone.
- We work collaboratively with stakeholders in caring for our workers.



At end of employment, employers required to repatriate migrant workers home

- Employers required to purchase air/sea-tickets for migrant workers to leave Singapore when they end employment
 - Failure to do so is an offence under EFMA; may result in forfeiture of security bond (furnished by employer as part of entry requirement)
- Migrant workers can report to immigration officers if they have outstanding claims / issues at the point of repatriation.



Conclusion

- Our strong foreign manpower management framework enables most migrant workers to be well-protected and benefit from working in Singapore
- Strong enforcement taken against small number of errant employers, to deter others
- Large majority of migrant workers satisfied working in Singapore
- Continually work with stakeholders to improve our protection for all migrant workers



Thank you