

FREQUENTLY ASKED QUESTIONS:

A) TRIPARTITE STANDARDS, and

B) EMPLOYERS' PLEDGE OF FAIR EMPLOYMENT PRACTICES

A) Tripartite Standards

1. What are the Tripartite Standards (TS)?

- The TS is an initiative that identifies and recognises employers who have implemented fair and progressive employment practices. The TS define verifiable and actionable practices that employers are committed to and implement at workplaces.
- Eight [Tripartite Standards](#) covering key areas of employment have been launched:
 - Employment of Term Contract Employees
 - Flexible Work Arrangements
 - Grievance Handling
 - Recruitment Practices
 - Procurement of Services from Media Freelancers
 - Unpaid Leave for Unexpected Care Needs
 - Contracting with Self-employed Persons
 - Age-friendly Workplace Practices

2. How will the TS benefit companies in Singapore, particularly employment agencies like ours?

- The adoption of TS allows organisations eg employment agencies, companies etc to differentiate themselves in specific key employment and workplace practices that the workforce would look for, thereby enhancing the employers' manpower attraction and retention.
- Employers that have signed for 1 or more of the TS can use the relevant TS logomarks in their job advertisements and marketing collaterals.
- The organisation's name will be listed on the Tripartite Alliance for Fair and Progressive Employment Practices' (TAFEP's) website (www.tafep.sg).
- Employment agencies who adopt the TS demonstrate that they are proficient in fair and progressive employment practices. These agencies are, therefore, well-placed to add greater value to their clients beyond fulfilling transactional manpower placements.

3. Some employment agencies are just a "one-man" outfit and do not plan to recruit any employees. Do these agencies have to adopt the Tripartite Standard on Recruitment Practices?

- Employment agencies stand to benefit from the adoption of the Tripartite Standard on Recruitment Practices even though they may not have current plans to hire any employees.
- Firstly, adopting the Tripartite Standard on Recruitment Practices demonstrates to clients that the employment agency is proficient in fair and progressive recruitment practices.
- This also assures clients that the employment agency will carry out the recruitment for them in a manner which not only abides by the Tripartite Guidelines on Fair Employment Practices, but also enables clients to attract the best talent from a wider pool.
- With policies that ensure fair and progressive recruitment in place, employment agencies are better equipped to manage their own changing manpower needs.

4. **My employment agency already fulfils all the specifications of the Tripartite Guidelines on Fair Employment Practices. Do I still have to adopt the Tripartite Standard on Recruitment Practices?**
- Adopting the Tripartite Standard on Recruitment Practices allows employment agencies to be recognised (on TAFEP's website/use of the TS logo) for the recruitment practices that they have already implemented. This also assures their clients that their recruitment will be carried out in a manner which not only abides by the Tripartite Guidelines on Fair Employment Practices, but also enables clients to attract the best talent from a wider pool.

5. **Do all employment agencies have to adopt the Tripartite Standard on Recruitment Practices? What documents do I need to submit? Can I withdraw later on?**
- It is not mandatory. However, all employment agencies are strongly encouraged to adopt this Tripartite Standard.
 - Before adopting a Tripartite Standard, employment agencies should assess that it has implemented all the specifications of that Standard. If advice is required on implementing the practices, employment agencies can attend the TS Coaching Clinics at TAFEP. Please visit www.tafep.sg for more information and registration for the clinics.
 - Employment agencies will not be required to provide supporting documentation when adopting any TS. Adoption is a self-declaration process which can be carried out online at the [adoption page](#).
 - If an organisation is no longer able to meet a Standard or wishes to be de-listed for any other reason, the organisation may notify TAFEP in writing at ts@tafep.sg.

Responsibility of employment agencies to advise their clients in the recruitment of their employees (paragraphs 6 and 7)

6. **Can I choose to adopt other Tripartite Standard(s) instead of/in addition to the Tripartite Standard on Recruitment Practices?**
- As intermediaries in the recruitment process, it is crucial for employment agencies to be able to advise and assist their clients on fair and progressive employment practices. Therefore, employment agencies should first adopt the Tripartite Standard on Recruitment Practices to demonstrate their commitment and proficiency in fair and progressive recruitment.
 - Employment agencies may also choose to adopt other Tripartite Standards that are relevant to them. Please refer to the list of Tripartite Standards and their specifications at www.tafep.sg.
7. **What happens if my client makes discriminatory requests in the recruitment of their employees ?**
- Employment Agencies have a duty to their clients by advising them to recruit their employees in a fair and progressive manner and abide by the Tripartite Guidelines on Fair Employment Practices.
 - Should employment agencies carry out the discriminatory requests of their clients, both the employment agency and their clients are liable to have their work pass privileges curtailed by MOM.

8. What are the qualifying criteria for the Tripartite Standard on Recruitment Practices?

- The Tripartite Standard on Recruitment Practices defines verifiable and actionable practices in specific aspects of recruitment, such as stating non-discriminatory selection criteria in job advertisements, asking only for information relevant to assessment in the job application form, and using relevant and objective selection criteria in job interviews.
- The full specifications of the Tripartite Standard on Recruitment Practices are available at www.tafep.sg.

9. If I adopt the Tripartite Standard on Recruitment Practices now, will I be penalised if I fail to meet the conditions stated in the future?

- All employers and employment agencies, regardless of whether they sign the Tripartite Standard on Recruitment Practices or not, are already expected to abide by the Tripartite Guidelines on Fair Employment Practices.
- Employers and employment agencies that are found to have been discriminatory in their employment practices might have their work pass privileges curtailed by the Ministry of Manpower. In addition, for employment agencies, MOM might also impose demerit points.

B) Employers' Pledge of Fair Employment Practices

10. What is the Employers' Pledge of Fair Employment Practices? Why am I automatically considered as having signed the Employers' Pledge of Fair Employment Practices upon adopting the Tripartite Standard on Recruitment Practices?

- This is a pledge by the organisation and is a first step that employers can take towards becoming a fair employer. Signed by the CEO and HR Director of the organisation, the Pledge signals the organisation's support for fair employment and its intention to be fair and abide by the [Tripartite Guidelines on Fair Employment Practices](#).
- An organisation that has adopted at least one Tripartite Standard will be automatically considered to have signed the Pledge, as a reflection of the organisation's commitment towards implementing fair and progressive employment practices.

Others

11. How can I train my employees in the "principles and implementation of fair and progressive employment practices" as stated in the letter?

- The Tripartite Standard on Recruitment Practices considers training to include in-house programmes or workshops to train hiring managers and staff on conducting interviews in a fair and objective manner.
- TAFEP organises a series of Tripartite Standards Clinics, free of charge to help employers understand more about the various Tripartite Standards, and through these clinics, employers will learn how to implement and adopt these Standards. For more information and registration for the Tripartite Standards Clinics, please visit www.tafep.sg.