

User Guide: New Application of Factory Registration and Factory Notification

Introduction

This guide provides step-by-step instructions on how to notify or register your workplace as a factory on the GoBusiness online portal.

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Frequently Asked Questions

1. Why do I need to register or notify my Workplace as a Factory?

Under the Workplace Safety and Health (WSH) Act, certain types of workplaces are defined as factories. Examples of factories include manufacturing plants, car-servicing workshops, shipyards, construction work-sites and petrochemical refineries. Please refer to MOM website (<http://www.mom.gov.sg/workplace-safety-and-health/factory-notification-and-registration>) for more information.

If your workplace is defined as a factory under the WSH Act, depending on the work activities carried out in the premise, you may be required to notify or register the premises as a factory with MOM.

2. How do I register or notify MOM for my factory premise?

You can register or notify your workplace as a factory via the GoBusiness online portal at <https://www.gobusiness.gov.sg/licences>.

Please note the following points:

- Only personnel authorised by the company should perform transactions on behalf of the company.
- You can log in using CorpPass.
- You are required to have a valid Registration for Companies/Business and furnish a valid Unique Entity Number (UEN).
- Processing fees may apply depending on the assessment of your factory premise; payment is online via VISA or eNETs. After submission of your transaction, you will be notified of the status of your application via email.
- Please note that the approval of factory registration or notification under the WSH (Registration of Factories) Regulations does not construe compliance to licensing requirements by other agencies on the factory premise. Companies are advised to check with the other relevant agencies for details.

3. Where can I obtain help for my factory registration transaction?

a) For technical matters, please contact

Helpdesk Technical Support

Email: licences-helpdesk@crimsonlogic.com

Helpdesk Hotline Contact Number: Operating Hours

(+65) 6774 1430

- Mondays to Fridays: 8:00am to 8:00pm
- Saturdays: 8:00am to 2:00pm except public holidays

b) If you have specific queries such as licensing policies, status of the licence approval and clarifications on the licence requirements, please contact

MOM Contact Centre (MOM CC)

Submit enquiries online at <http://www.mom.gov.sg/contact-us>

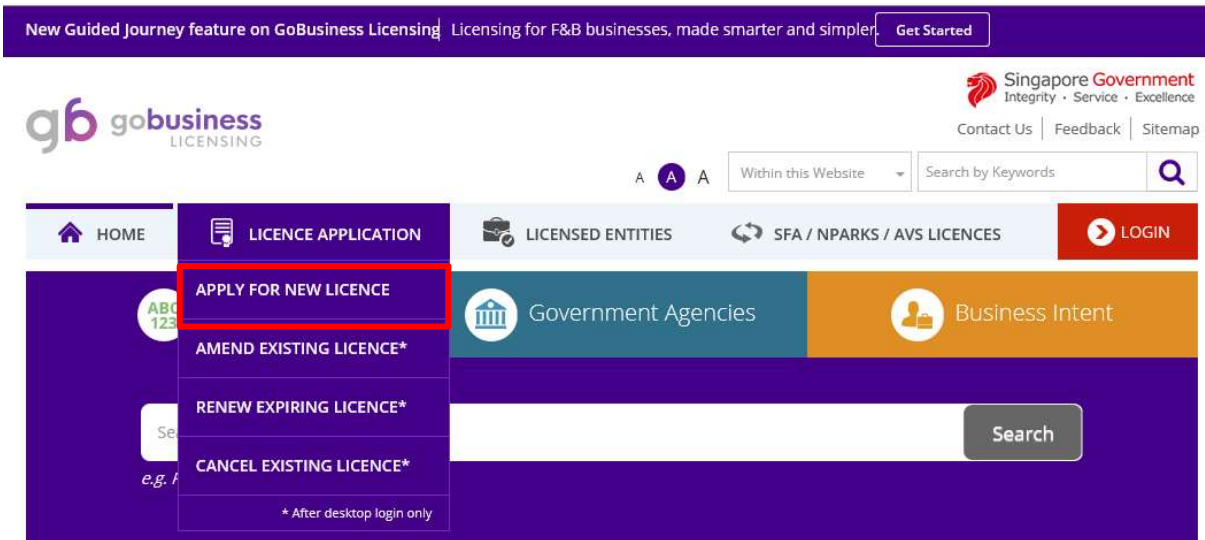
MOM CC Contact Number: Operating hours

(+65) 64385122

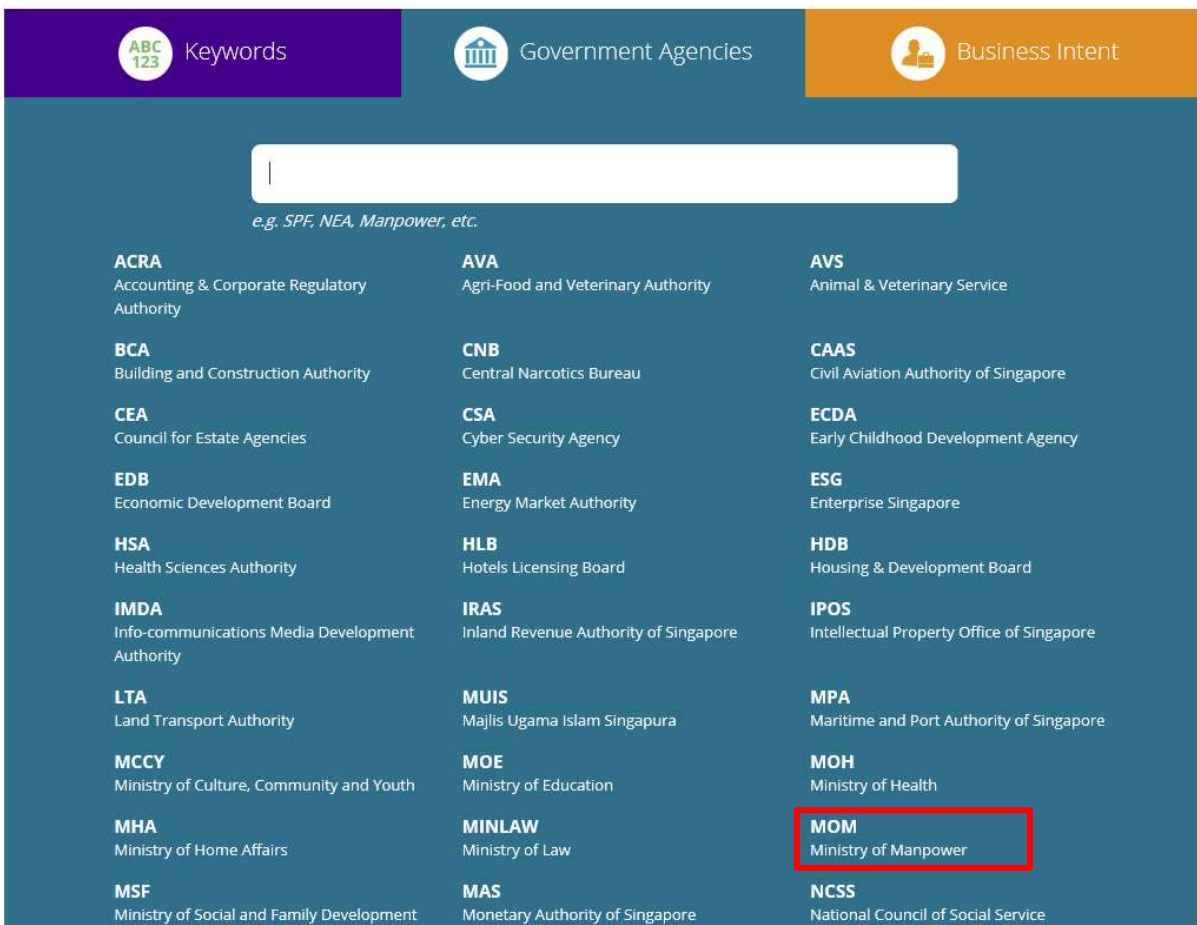
- Monday to Friday, 08:30AM to 05:30PM
- Saturday, 08:30AM to 01:00PM except public holidays

Submitting New Application

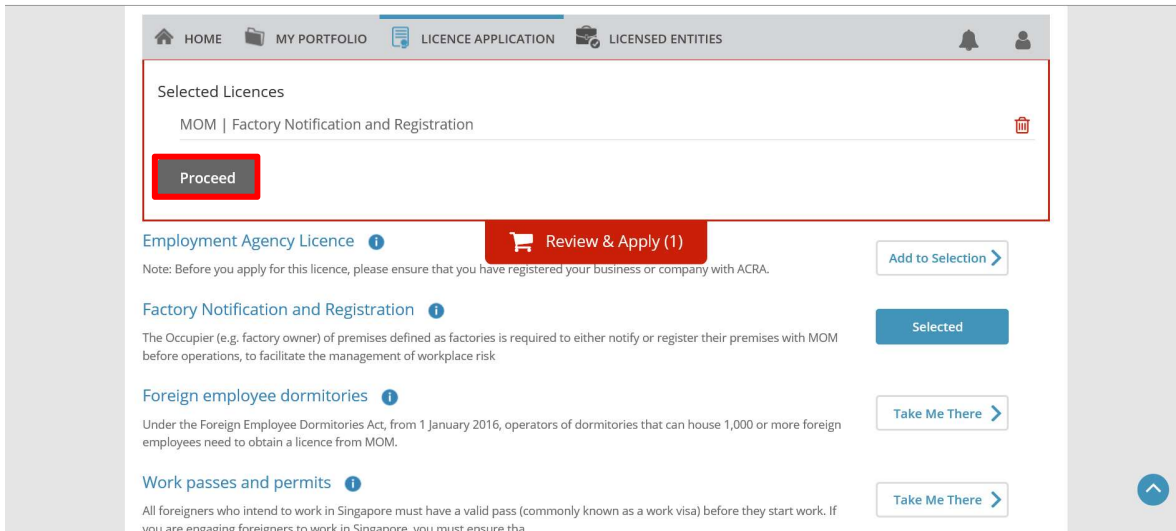
Step 1) Visit GoBusiness website at (<https://www.gobusiness.gov.sg/licences>). Click 'Licence Application' on the top menu bar and select 'APPLY FOR NEW LICENCE'



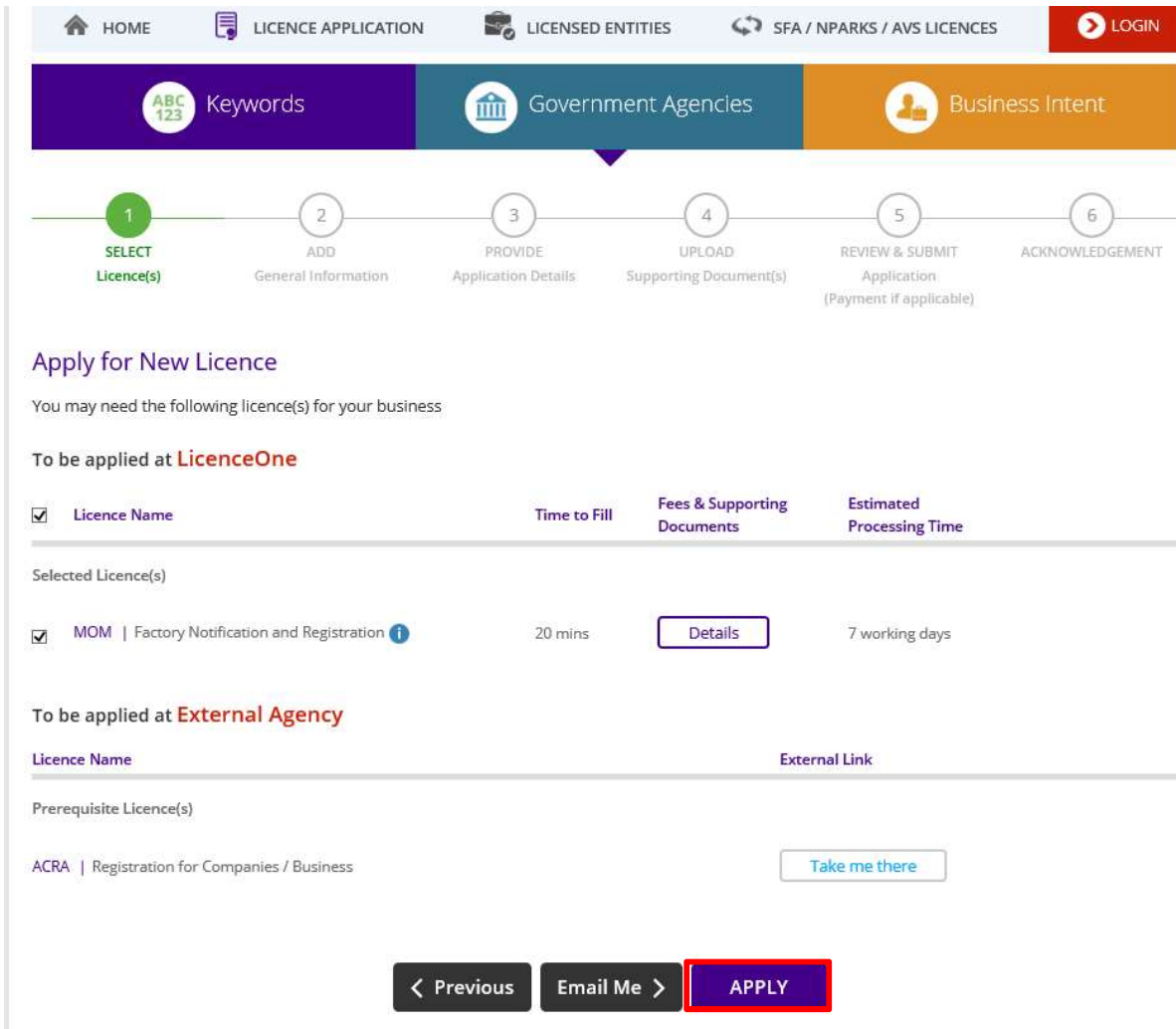
Step 2) Click the tab, choose licence(s) by Government agency, select **MOM- Ministry of Manpower**



Step 3) Select **Factory Registration and Notification** and click 'Proceed'



Step 4) Click 'Next' to proceed to next panel and click 'Apply' to start application process.



Step 5) Login using a valid CorpPass account.

Step 6) You will be prompted to indicate whether you are applying as the applicant or on behalf of the applicant.

Please review and click the checkbox for the **Terms of Use** before you proceed. You will need to fill up required fields through panels in sequence from **Add General Information, Provide Application Details, Upload Supporting Document(s), Review & Submit Application** and **Acknowledgement**. Click 'Next' to proceed.

HOME MY PORTFOLIO LICENCE APPLICATION LICENSED ENTITIES

1 SELECT Licence(s) 2 ADD General Information 3 PROVIDE Application Details 4 UPLOAD Supporting Document(s) 5 REVIEW & SUBMIT Application (Payment if applicable) 6 ACKNOWLEDGEMENT

Apply for New Licence

Terms of Use

I. Agreement

1. Access this services is governed by the terms and conditions as stated below ("Terms of Use"). By accessing and using the Website, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept any of these Terms of Use, please leave the Website.
2. In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Boards. "Statutory Board" means any body corporate established by or under written law from time to time to perform or discharge any public function.
3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
4. We may modify or discontinue any information or features that form part of the Website at any time, with or without notice to you, and without liability.

II. Access To the Website

1. The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee continuous accessibility or uninterrupted operation of the Website.

By clicking on the checkbox, I agree to be bound by the Terms of Use.

Next > Save as Draft Save as Draft & Exit

Step 7) Complete the required fields under General Information pertaining to the applicant, the organisation and mailing address. Click **Save** to save record as draft or Click 'Next' to proceed with application.

Mailing Address

Organisation Operating Address **Copy**

Organisation Registered Address **Copy**

Address Type * Local Foreign

Type of Premises * Residential

Postal Code * **Retrieve Address**

Please enter your postal code and click "Retrieve Address".

Block / House Number Please Select

Street Name *

Level

Unit Number

Building Name

Next > Save Save & Exit

In the **PROVIDE Application Details** panel, select the appropriate **Industry Category *** applicable to your workplace premise concerned, based on the work activities to be carried out in that premise as keyed in the 'Nature of Work' field.

Step 8) For **Nature of Work *** field, please key in the permitted/ approved usage as it is stated in, where applicable:

- Letter of Award, Purchase Order
- Tenancy / Lease Agreement

If the workplace premise has no postal code, please fill up the fields in [Workplace Mukim / T.S No. and Lot No. Details](#). You may refer to the mukim details stated in your contractual document, letter of award or approved building plans. (e.g. 7 ABC Way, MK01, LOT12345W or 51 Red Avenue, TS21, LOT1234M).

Workplace Mukim / T.S.No and Lot No. Details

If Address has no postal code, please fill in the Mukim / T.S, Lot No. (the nearest) street name below

Mukim Streetname *

Mukim / T.S

Type *

No *

Lot No *

Add

SNo	Type	No	Lot No	
1	MK	31	02237A	<input type="checkbox"/> <input type="checkbox"/>

Upload the necessary supporting documents where applicable (e.g. PHA form) and click 'Next' to proceed. Please note maximum file size is 1.5 MB.

Apply for New Licence

Factory Notification and Registration

Document Name	Type	Attachment	Action
Process Hazard Analysis Process Hazard Analysis is only applicable for renewable registration ie. For : i. Bulk Storage (of Toxic or Flammable Liquid) Terminal; ii. Petrochemical Plant or Oil Refinery; or iii. Synthetic Polymer or Chemical Plant. <i>Acceptable File Format: DOC,DOCX,TXT,PDF</i> <i>Acceptable File Size: maximum: 1.5 MB</i>	ONLINE UPLOAD	<input type="checkbox"/>	<input type="button" value="Upload"/>
Workplace Safety & Health Management System (SHMS) Audit / Internal Review Documents (SHMS) Audit / Internal Review Documents is applicable for all factories except for those under the Factory Notification Scheme. If not submitted during application, documents is to be submitted within 2 month after issue of Certificate of Registration. <i>Acceptable File Format: DOC,DOCX,TXT,PDF</i> <i>Acceptable File Size: maximum: 1.5 MB</i>	ONLINE UPLOAD	<input type="checkbox"/>	<input type="button" value="Upload"/>
Major Hazard Installation (MHI) Assessment form MHI assessment form is only applicable for registration of MHI, ie. Any premises processing, manufacturing or bulk storage of one or more dangerous substances specified in the First Schedule of WSH (MHI) Regulations and meets the conditions specified under the Second Schedule of WSH (MHI) Regulations . <i>Acceptable File Format: XLS,XLSX</i> <i>Acceptable File Size: maximum: 1.5 MB</i>	ONLINE UPLOAD	<input type="checkbox"/>	<input type="button" value="Upload"/>

Step 9) In the **Review & Submit Application** page, you can review and review your application details. You will be prompted to click in the checkboxes under 'Declaration' section before you can submit your application.

HOME
MY PORTFOLIO
LICENCE APPLICATION
LICENSED ENTITIES
🔔
👤

Apply for New Licence

Information Review

🖨️
📄

Applicant's Particulars

Salutation	Mdm	Designation	Managing Director
Name	██████████	Office Tel Number	
ID Type	NRIC	Home Tel Number	
ID Number	██████████	Fax Number	
Citizenship	BRITISH	Mobile Number	██████████

Declaration

General Declaration

1. I declare that all the information given in this application form is true and correct.
I am aware that legal action may be taken against me if I had knowingly provided false information.
I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

Factory Notification and Registration

1. I declare that all the information given in this application form is true and correct.
I am aware that legal action may be taken against me if I had knowingly provided false information.
I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced from Licence Application at licence1.business.gov.sg.
2. I hereby declare that risk management as required by the Workplace Safety and Health (Risk Management) Regulations has been implemented.
3. [Declaration below is for factory registration applicants only, and is not applicable to factory notification applicants even if the checkbox is ticked]
I understand that it shall be the duty of the occupier to implement a Safety and Health Management System (SHMS) for the following workplaces as specified under the Workplace Safety and Health (Safety and Health Management Systems and Auditing) Regulations 2009:

 - Construction worksites
 - Shipyards
 - Factories engaged in manufacturing of fabricated metal products, machinery or equipment with at least 100 employed persons.
 - Factories engaged in manufacturing of fluorine, chlorine, hydrogen fluoride, carbon monoxide or synthetic polymers.
 - Factories engaged in manufacturing of pharmaceutical products or their intermediates.
 - Factories engaged in manufacturing of semiconductor wafers.

Note: Under the Workplace Safety and Health (Safety and Health Management Systems and Auditing) Regulations 2009, the occupier of certain specified workplaces is required to periodically conduct an audit of the SHMS by a workplace safety and health auditor or an internal review of the SHMS. Please refer to the Third and Fourth Schedule of the above-mentioned Regulations.

← Previous
Submit

Step 10) Upon submission of the application, you will see the **Acknowledgement** panel.

Please take note the **Application Number** starting with 'C' followed by 10 digits for future enquiries (e.g. C1234567890). If payment is required for factory registration, you will be notified via email to make payment. Processing time is up to 7 working days, if all necessary information has been furnished for the application.

The screenshot displays a user interface for applying for a new licence. At the top, there is a navigation menu with tabs for Dashboard, Applications (selected), Licences, Payments, Requests for Action, Managed Returns, and Correspondences. Below the menu is a progress bar with six steps: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW & SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT (highlighted in green). The main content area is titled 'Apply for New Licence' and features a green checkmark icon and the text 'Submitted successfully: 1 application(s)'. Below this, it states 'You will be notified of the approval of your application via SMS/Email.' A table provides details for the submitted application, with the 'Application Number' field highlighted in red. The table includes fields for Application Number, Submission Number, Submission Date, Submission Name, Application Status, and Payment Status. At the bottom, there are 'PRINT' and 'CLOSE' buttons.

Ministry of Manpower
Factory Notification and Registration

Application Number	C1820102065	Application Status	Submitted (No Upfront Payment Required)
Submission Number	B1820238412	Payment Status	STAGE1 : N.A STAGE2 : PENDING
Submission Date	17/05/2018 16:11:55		
Submission Name	B1820238412		

View your [Applications and Status](#)

NOTE

Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.

Please note that the "Submission Name" is for your personal reference only.

You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

PRINT **CLOSE**

To view Application after Submission

Click 'MY PORTFOLIO' on top menu bar to return to home page.

Step 1) To view your submitted applications, click 'Applications' tab on top menu bar. Use the 'Advanced Search' to specify search for 'Factory Registration and Notification' and click 'search' button.

The screenshot shows the 'Applications' page with the following search filters:

- Select Agency: [Dropdown]
- Factory Notification and Registration: [Dropdown]
- Status: [Dropdown]
- Application Number: [Text Input]
- Type: [Dropdown]
- Submit Date From: [Date Picker]
- Submit Date To: [Date Picker]

The 'SEARCH' button is located below the filters. The table below shows the results:

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
C1820102065	Factory Notification and Registration	Pending Agency Action	B1820238412	17 May 2018 16:11:55	Action
C1820101730	Factory Notification and Registration	Rejected	B1820237831	23 Apr 2018 09:45:11	Action

Step 2) Under 'Applications' tab, you are also allowed the option to 'Duplicate' or 'Withdraw' your transaction (See below). Upon selecting the option to 'Duplicate' the application, a duplicate transaction with the same details will be saved as a copy in the 'Drafts' section.

The screenshot shows the 'Applications' page with the following search filters:

- Select Agency: [Dropdown]
- Factory Notification and Registration: [Dropdown]
- Status: [Dropdown]
- Application Number: [Text Input]
- Type: [Dropdown]
- Submit Date From: [Date Picker]
- Submit Date To: [Date Picker]

The 'SEARCH' button is located below the filters. The table below shows the results:

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
C1820102065	Factory Notification and Registration	Pending Agency Action	B1820238412	17 May 2018 16:11:55	Action
C1820101730	Factory Notification and Registration	Rejected	B1820237831	23 Apr 2018 09:45:11	Action

View Drafts

Similarly, click 'Applications' tab on top menu bar. To view your saved drafts, click 'Drafts' (See red box below) and locate your draft saved by the reference number (e.g. B1234567890). To continue with you application, click the specific draft number. After you have submitted your draft, the transaction will be now shown under the 'Applications' panel.

The screenshot shows the 'Drafts' section of the application. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. Below this, a menu bar contains 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Drafts' tab is highlighted with a red box. Below the menu bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Draft Number' and a 'SEARCH' button. A 'Delete Selected' button is also present. The main content area displays a table with the following data:

Draft Number	Type	Licence Name	Creation Date	Action
<input type="checkbox"/> B1820236191	New	Moneylender's Licence	22 Mar 2018 16:57:38	Action
<input type="checkbox"/> B1720226318	New	Factory Notification and Registration	04 Dec 2017 11:09:07	Action
<input type="checkbox"/> B1720226317	New	Factory Notification and Registration	04 Dec 2017 11:07:25	Action
<input type="checkbox"/> B1720220514	New	Factory Notification and Registration	27 Jul 2017 18:38:15	Action

View Correspondences

By clicking 'Correspondences', you can also view copies of the email correspondences sent to your provided email address as applicant. These emails are sent to notify you of any updates in the status of processing for your transaction.

The screenshot shows the 'Correspondences' section of the application. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. Below this, a menu bar contains 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' tab is highlighted. Below the menu bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. An 'Advanced Search' button is also present. The main content area displays a table with the following data:

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Licence Application Status Update Notification (to Applicant)	C1820102065	Factory Notification and Registration	New	Email	Ministry of Manpower	17/05/2018 16:12:38
Licence Application Status Update Notification (to Applicant)	C1820102065	Factory Notification and Registration	New	Email	Ministry of Manpower	17/05/2018 16:12:03
Licence Application Status Update Notification (to Applicant)	C1820101730	Factory Notification and Registration	New	Email	Ministry of Manpower	23/04/2018 16:00:16

Making Payment

Step 1) Click 'Payments' in top menu bar to view of applications with payment.

Step 2) Click the checkbox to select your application and click 'Make Payment'.

Payment Advice Number	Application Type	Application Number	Agency	Licence Name	Amount (SGD)	Payment Due Date	Payment Date	Payment Status
<input checked="" type="checkbox"/> PA1710260409	New	C1720093508	Ministry of Manpower	Factory Notification and Registration	\$4,551.00			Unpaid

Step 3) You will be directed to the [Make Payment](#) panel to view payment details of your transaction. Click 'Proceed with Payments' to proceed. Payment is available via MasterCard, PayPal or VISA.

Description	Fee Type	Fee	GST	Sub Total
PA1710260409 MOM - Factory Notification and Registration C1720093508	Licence Fee	\$4551.00	Not applicable	\$4551.00
Grand Total				\$4,551.00

PROCEED WITH PAYMENT

Step 4) You will be directed to Acknowledgement page for your transaction.

Apply for New Licence

Submitted successfully: 1 application(s)
You will be notified of the approval of your application via SMS/Email.

Ministry of Manpower
Factory Notification and Registration

Application Number	C1720093508	Payment Advice Number	PA1710260409
Application Status	Approved with Payment	Payment Status	STAGE1 : N.A STAGE2 : PAID
Submission Number	B1720222307	Payment Amount(SGD)	\$4551.00
Submission Date	17 Aug 2017 15:58:01	Estimated Processing Time	7 working days
Submission Name	B1720222307		

View your [Applications and Status](#)

NOTE

Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.

Please note that the "Submission Name" is for your personal reference only.

You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

[VIEW RECEIPT](#) [PRINT](#) [CLOSE](#)

Downloading Certificate after Approval

Step 1) Click 'Applications' tab in top menu bar to return to list of applications submitted. Upon approval, the status of the transaction under the 'Applications' panel will be changed to **Approved with Payment**.

Step 2) Click the specific application number (e.g. C18XXXXXXX) of your transaction to view the application details.

HOME MY PORTFOLIO LICENCE APPLICATION LICENSED ENTITIES

Dashboard Applications Licences Payments Requests for Action Managed Returns Correspondences

Applications

Applications Drafts

Agency Name, Licence Name, Application Number **SEARCH** Advanced Search

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
C1820102065	Factory Notification and Registration	Approved with Payment	B1820238412	17 May 2018 16:11:55	Action

Step 3) In the **Application Details** panel, you can download the pdf copy of the approval certificate by clicking 'DOWNLOAD LICENCE' button.

The screenshot shows a web application interface with a navigation bar at the top containing 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. Below the navigation bar is a menu with icons for 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Applications' menu item is selected.

The main content area is titled 'Application Details' and contains the following information:

Ministry of Manpower
Factory Notification and Registration

Application Number	C1820102065	Submission Date	17 May 2018
Application Type	New	Company	SNUBBYTAIL LIMITED LIABILITY PARTNERSHIP
Application Status	[REDACTED]	Created Date	17 May 2018
Applicant	[REDACTED]	Submission Name	B1820238412
Filer	[REDACTED]	Remarks	--
Business Operating Address	125 BEDOK NORTH ROAD, S(460125)		

Below the application details, there is a row of buttons: 'BACK', 'DUPLICATE', 'WITHDRAW', 'VIEW APPLICATION FORM', and 'DOWNLOAD LICENCE'. The 'DOWNLOAD LICENCE' button is highlighted with a red border.

Below the buttons, there are four expandable sections: 'History', 'Submitted Documents', 'Correspondences', and 'Payments', each with a plus sign icon to its right.

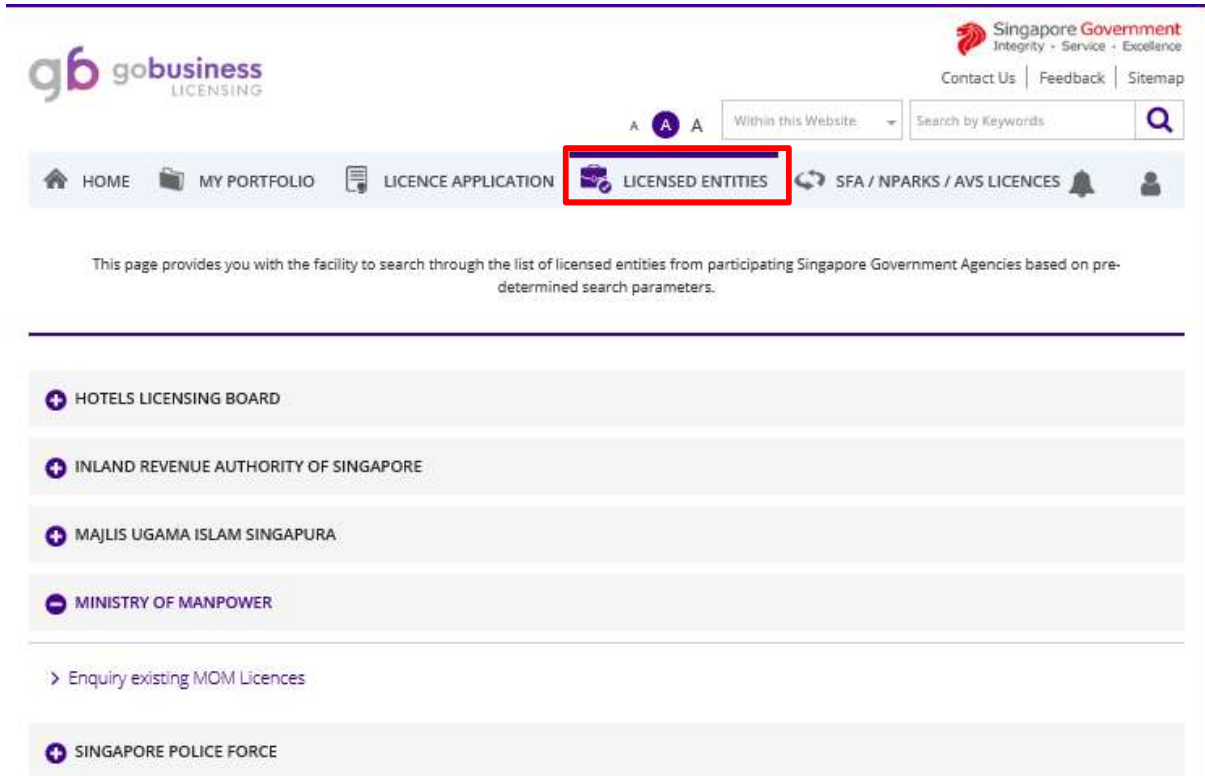
Enquire Existing Licence

You can also enquire for existing approved factory record after approval and download its respective factory registration certificate or factory notification confirmation letter.

Step 1) At the homepage, click 'Licenced Entities' on the top menu bar and select 'and then '

Step 2) Select 'Ministry of Manpower'

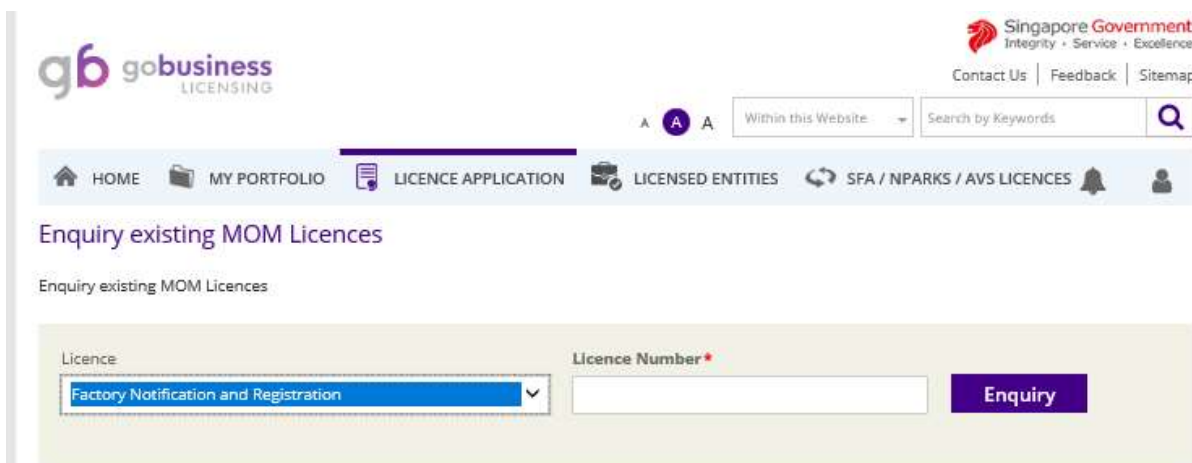
Step 3) Click 'Enquire existing MOM Licences'



The screenshot shows the gobusiness LICENSING website interface. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', 'LICENSED ENTITIES' (highlighted with a red box), and 'SFA / NPARKS / AVS LICENCES'. Below the navigation bar, there is a search bar and a list of licensed entities: HOTELS LICENSING BOARD, INLAND REVENUE AUTHORITY OF SINGAPORE, MAJLIS UGAMA ISLAM SINGAPURA, MINISTRY OF MANPOWER, and SINGAPORE POLICE FORCE. A link for 'Enquiry existing MOM Licences' is visible under the Ministry of Manpower section.

Step 4) Select 'Factory Notification and Registration'. Key in the workplace number in the field named, 'Licence number' and click 'Enquiry' button.

Note: The workplace number consist of the company UEN followed by 4 digits. (E.g. UEN is A00AB1234Z, workplace number is A00AB1234Z0001). If the workplace number is a valid record, you will be prompted to open or save the file for the certificate or letter.



The screenshot shows the 'Enquiry existing MOM Licences' form on the gobusiness LICENSING website. The form has a dropdown menu for 'Licence' with 'Factory Notification and Registration' selected. Next to it is a text input field for 'Licence Number *'. A purple 'Enquiry' button is located to the right of the input field.

(Updated 30 Oct 2019- LIC THP)