

EA Alert Dated: 6 October 2015

EA Alert: Orchard Cluster Audit Operation Results

1. The Ministry of Manpower had on 17 Apr 2015 informed you that we would be carrying out audit inspections on employment agencies (EAs) in the Orchard Road cluster. The audit operations started on 5 May 2015, and we have since completed them. We would like to share the results with you.

2. 85 EAs were audited, and we noticed there was a general improvement in compliance with the Employment Agencies Act, rules and licence conditions compared with previous inspections. However, 47 EAs were still found with at least one infringement and were issued with demerit points. The main reason for this were breaches of **Employment Agencies Licence Conditions (EALCs) 8a and 8b**, which were put in place to ensure EAs reflect MOM-related fees accurately to clients. You are encouraged to refer to the attached EA alert to ensure that you understand and comply with these Licence Conditions.

3. Also worth noting are two other common infringements:
a) Failure to obtain FDW employer's signature on WPOL print-out of foreign domestic worker (FDW)'s employment history - EALC 13
b) Failure to issue itemized receipt to FDWs for fees received, whether directly or indirectly - EAR 12(4)

4. All EAs are required to fully comply with the Employment Agencies Act, its subsidiary legislation and the licensing conditions. A Self-Assessment Compliance Checklist (<http://www.mom.gov.sg/~media/mom/documents/employment-agencies/basic-compliance-checklist-comprehensive-licences.pdf>) has been developed to assist you in your checks.

5. Two EAs accumulated 12 demerit points from this audit and were placed on surveillance. Under the Demerit Points System (DPS), their WPOL/EPOL accounts will be suspended until the key appointment holders (KAHs) have re-sat and passed the Certificate of Employment Intermediaries (KAH) exam.

6. The following 38 EAs have passed our Orchard Road cluster audits with no infringements found, keep up the good work!

S/N	EA Name	S/N	EA Name
1	121 Personnel Services Pte. Ltd. (01C4854)	20	Leereen Management Services (96C3882)
2	21st Century Employment Pte. Ltd. (15C7472)	21	Made-To-Measure Employment Agency (03C4655)
3	3A'S Consultancy And Services (04C4978)	22	Maid-Power Pte Ltd (92C4657)
4	1st Allbest Human Resource Pte. Ltd. (11C3318)	23	Orchard Employment Agency (06C3272)
5	AA Overseas Employment Centre (05C3094)	24	Passion Maid & Employment Agency Pte. Ltd. (08C4308)

6	ADP CONSULTANTS (06C4806)	25	Sakura Employment Pte. Ltd. (12C5879)
7	Alpha Maids Agency (14C7140)	26	SG Manpower (04C5343)
8	ANA Employment Agency And Trading Services Pte. Ltd. (11C5485)	27	Sing Kong Employment Agency Singapore Pte. Ltd. (03C5262)
9	Averise Agency (96C4343)	28	SRC Recruitment LLP (11C2853)
10	Best Choice Employment Services (04C4489)	29	Summit Manpower Pte. Ltd. (13C6349)
11	By His Grace Employment Agencies Pte. Ltd. (09C5576)	30	Sunnyvale Resources (12C6182)
12	Faith Employment Services (89C3554)	31	Super Employment Agency (11C4128)
13	G & A Services (09C2816)	32	Super Employment Specialist (02C3886)
14	Hirestrategy Employment & Consultancy (05C3177)	33	The Branch Employment Agency (07C4279)
15	J And Lai Employment Agency (95C3913)	34	The Branch Employment Pte. Ltd. (11C5046)
16	JSM Manpower LLP (12C5053)	35	United Employment & Services Pte. Ltd. (04C3340)
17	JVKM Consultants Pte. Ltd. (07C5492)	36	VCare Employment Services Pte. Ltd. (06C5439)
18	Kababayan Far East Manpower & Services (92C3162)	37	VMC Services (98C4895)
19	Kensington Manpower Services Pte. Ltd. (06C5772)	38	Workhome Personnel (05C3858)

7. We would like to remind you to keep your email addresses updated with MOM so that you will be able to receive important EA-related information.

Yours sincerely

Brian Wong

Senior Assistant Director, Foreign Manpower Management Division, Ministry of Manpower
Assistant Commissioner for Employment Agencies

** EALC 8a states that "In the course of promoting his services, if the licensee or employment agency personnel wishes to inform any prospective applicant for foreign employee any fees or costs which are payable by the prospective applicant for foreign employee to comply with any legal or administrative requirements imposed by MOM in respect of the prospective application, such as but not limited to security bond, foreign employee insurance and safety courses, whether in itself or together with other fees payable by the prospective applicant for foreign employee, he shall ensure that he does not misrepresent such fees or costs, and shall provide the breakdown of each such fee or cost to the prospective applicant for foreign employee in writing."*

EALC 8b states that "Notwithstanding Licence Condition #8(a), when the services of the licensee have been engaged by any applicant for a foreign employee, the licensee shall sign a written agreement with the applicant for foreign employee, which shall state accurately and clearly the breakdown of each fee or cost payable by the applicant for foreign employee to comply with any legal or administrative requirements imposed by MOM in respect of the application."

EALC 13 states that "The licensee shall furnish the prospective applicant for FDW with the employment history of any FDW. The licensee shall obtain a print-out of the employment history from the Work Permit Online (WPOL) electronic application service of the Ministry of

Manpower and ensure that the most updated information is made available to the prospective applicant for FDW during the selection process. The licensee shall not in any way make any additions or alterations to the print-out and the information contained therein. The licensee shall retain a written acknowledgement, on the print-out, from the prospective applicant for FDW of the receipt of the information. The licensee shall not disclose the information to any other person except the prospective applicant for FDW.”

EAR 12(4) states that “The licensee shall, as soon as practicable after receiving any fee, whether directly or indirectly, from an applicant for employment, issue a written receipt for the fee accompanied by an itemised list of components of the fee to the applicant for employment.”