



MINISTRY OF  
MANPOWER

# Get it right, work it right!

A Foreign Worker's Guide to Living and Working in Singapore



## About the Characters

HI I'M LEE! I'VE  
WORKED IN SINGAPORE  
FOR 3 GREAT YEARS AND  
REALLY ENJOY MY TIME  
HERE!

HI! I'M MANI, I'VE  
BEEN WORKING HARD IN  
SINGAPORE FOR ALMOST  
A YEAR NOW.



**Mani, Sam and Lee** are foreign workers and good friends, working at the same construction site. They enjoy chatting during break time and hanging out on their off days.


Mani from India has been working in Singapore for one year, while his good friend Lee from China has been working in Singapore for three years. They have settled well working and living in Singapore and are aware of their employment rights and obligations. This has made their work experience a smooth journey as they know when to approach MOM and their employer when their rights are violated.

Sam is from Bangladesh and the latest addition to their construction crew. As he has only been in Singapore for a few months, Sam relies on Mani and Lee to give him helpful tips

and advice on how to have a good work stint in Singapore.

**Mr. Choo** is the Singaporean supervisor for this diverse and interesting crew of workers - always ready to lend a listening ear and set things right when his men come to him for help.

Together, these 3 friends will navigate their work journey in Singapore, learning more about their rights as employees – and having a memorable time working in this safe and clean country!



I'M SAM. I'VE ONLY BEEN IN SINGAPORE A FEW MONTHS, BUT I LOVE THIS SAFE AND CLEAN COUNTRY AND ITS PEOPLE.

AND I'M MR. CHOO, THE SUPERVISOR FOR THIS CREW!

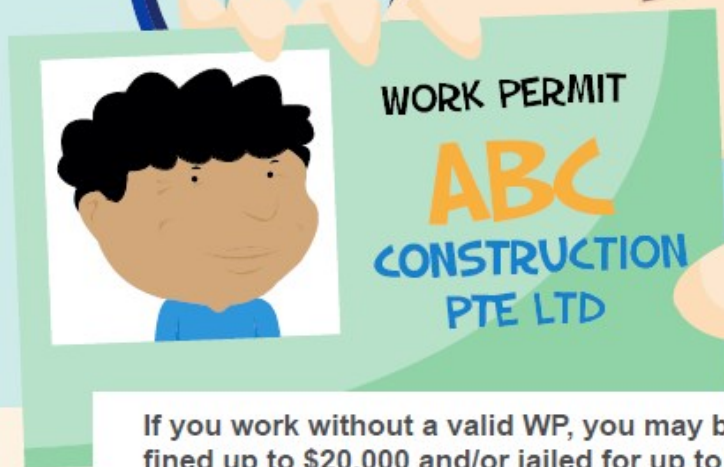
## Illegal Employment



YOU MUST HAVE A VALID WORK PASS (WP)  
TO WORK IN YOUR JOB.



**ABC**  
CONSTRUCTION PTE LTD



If you work without a valid WP, you may be  
fined up to \$20,000 and/or jailed for up to 2 years.

## Moonlighting & Self-Employment



YOU MUST NOT BE SELF-EMPLOYED,  
PARTICIPATE IN ANY BUSINESS OR HOLD  
A SECOND JOB TO EARN EXTRA MONEY.



If found moonlighting or self-employed, you  
may be fined up to \$20,000 and/or jailed for up to 2 years.

## Conducting Employment Agency Activities Without a Licence from MOM





# IT IS ILLEGAL TO CONDUCT ANY TYPE OF EMPLOYMENT AGENCY ACTIVITIES WITHOUT A LICENCE FROM MOM.

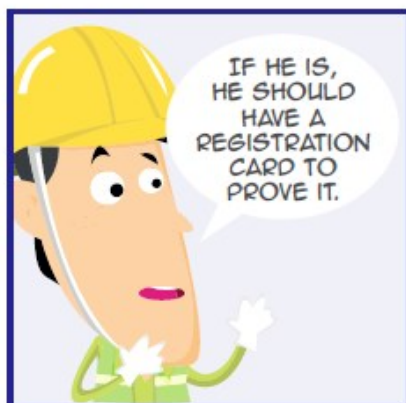
## You should NOT:

- Collect personal documents or job application forms from anyone in order to help them find jobs.
- Submit work pass applications on behalf of any employer or job applicant.
- Help to match job applicants with an employer.



**You may be fined up to \$80,000 and/or jailed for up to 2 years.**

## Engaging an Unlicensed Employment Agency



**IT IS ILLEGAL TO USE THE  
SERVICES OF AN UNLICENSED  
EMPLOYMENT AGENCY.**

**CHECK IF YOUR EMPLOYMENT AGENT  
IS REGISTERED WITH MOM.**

Always check if your employment agency is licensed with MOM – ask to see your employment agent's registration card and check against the MOM EA directory at [www.mom.gov.sg/eadirectory](http://www.mom.gov.sg/eadirectory).



**If you use an employment agency that is  
unlicensed, you may be fined \$5,000.**

## Employment Agency Fees – Fee Cap and Refund

AFTER PAYING 3 MONTHS OF MY SALARY AS AGENCY FEES, NOW I'VE NO MONEY TO SEND BACK HOME...



OH NO! YOU ONLY NEED TO PAY ONE MONTH'S SALARY FOR EACH YEAR OF YOUR CONTRACT OR WORK PERMIT...



...AND THE FEE MUST BE CAPPED AT 2 MONTHS OF YOUR SALARY!



AND IF YOUR CONTRACT IS TERMINATED WITHIN 6 MONTHS, THE EMPLOYMENT AGENCY SHOULD REFUND YOU AT LEAST 50% OF THE FEES.



DID THEY ISSUE YOU AN ITEMISED RECEIPT FOR ALL THE FEES THAT YOU PAID?



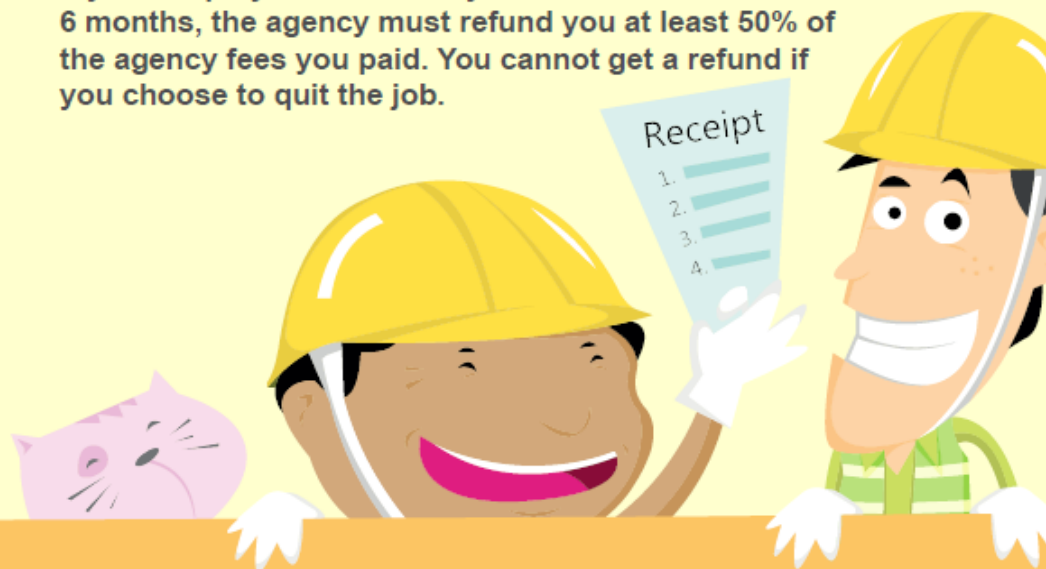
GOOD! LET'S GO TO MOM FOR HELP TO CLAIM THE EXTRA FEES THAT YOU HAVE PAID.



# YOU ONLY NEED TO PAY ONE MONTH'S SALARY FOR EACH YEAR OF YOUR CONTRACT OR WORK PASS (WP).

When you engage an employment agency in Singapore, remember:

- You should not pay more than 1 month's salary in fees, for each year of your WP or employment contract, whichever is shorter.
- You only have to pay a maximum of 2 month's salary as agency fees, even if your employment contract is valid for more than 2 years.
- The agency must issue you with a receipt that shows charges for all the services provided. You must show such receipts for MOM to help you.
- If your employer terminates your contract within 6 months, the agency must refund you at least 50% of the agency fees you paid. You cannot get a refund if you choose to quit the job.



If you have issues on your agency fees,  
you can report the matter to MOM by calling:

**Tel: 6438 5122**

or going to:

**Ministry of Manpower Services Centre**  
1500 Bendemeer Road Singapore 339946

## Say No to Kickbacks



# IT IS ILLEGAL FOR YOUR EMPLOYER TO DEMAND PAYMENT RELATED TO EMPLOYING YOU.

Your employer must bear the costs related to employing you  
- It is illegal for your employer to demand that you pay for:

- Securing a job
- Work Pass renewal
- Security bond
- Medical insurance
- Repatriation costs
- Compulsory training
- Medical fees
- Levy payment



If your employer makes you pay a fee or deducts it from your salary, you can report it to MOM by:

**Tel: 6438 5122**

or go to

**Ministry of Manpower Services Centre**  
1500 Bendemeer Road Singapore 339946

## Payment of Salary





# YOU SHOULD RECEIVE YOUR SALARY REGULARLY EVERY MONTH, WITHIN 7 DAYS AFTER THE SALARY PERIOD.

Your overtime salary must be paid within 14 days after the salary period.

Your employer cannot make salary deductions unless it is for:

- Absence from work.
- Cost of meals supplied by your employer.
- Accommodation, amenities and services.
- Recovery of advances, loans or adjustments for salary overpayment.



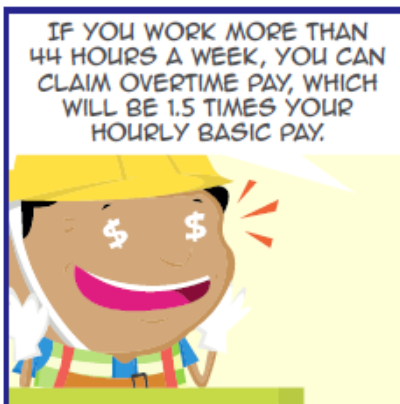
If you have any enquiries or need help, do call our hotline at:

**Tel: 6438 5122**

or go to

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## Hours of Work, Overtime and Rest Day



# YOUR WORKING HOURS SHOULD NOT BE MORE THAN 8 HOURS EACH DAY, OR MORE THAN 44 HOURS EACH WEEK.

If you work additional hours, your employer must pay you overtime pay which is 1.5 times your basic salary.

Follow these steps to calculate your overtime pay:

**STEP 1:**  
CALCULATE YOUR HOURLY BASIC RATE OF PAY:

HOURLY BASIC RATE OF PAY =

12 X MONTHLY BASIC PAY

-----  
52 X 44

**STEP 2:**  
CALCULATE YOUR OVERTIME PAY:

OVERTIME PAY = HOURLY BASIC  
RATE OF PAY X 1.5 X NUMBER OF  
HOURS OF OVERTIME WORKED



If you have any enquiries, do call our hotline at:

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## Why Risk Your Life?



## FOLLOW SAFETY RULES AND NEVER TAKE SHORTCUTS.

Use the right Personal Protective Equipment (PPE) and do not take shortcuts to finish work fast - safety comes first!



If you spot any unsafe work practices at the workplace,  
report to MOM by calling:

**Tel: 6317 1111**

or going to

**Ministry of Manpower Services Centre**  
1500 Bendemeer Road Singapore 339946

## A Clean and Safe Living Environment



## YOUR EMPLOYER IS REQUIRED TO ENSURE A CLEAN AND SAFE ACCOMMODATION WHILE YOU WORK IN SINGAPORE.

You must also play your part by following house rules and keeping your living space in good condition to ensure the safety of everyone.

Accommodation that is considered unacceptable includes:

- Illegal makeshift structures.
- Poor sanitation.



If you are housed in an unacceptable accommodation, call MOM at:

**Tel: 6438 5122**

or go to

**Ministry of Manpower Services Centre**  
1500 Bendemeer Road Singapore 339946

## Overcrowding





## YOUR ACCOMMODATION MUST NOT BE OVERCROWDED.

You may be housed in purpose-built dormitories, dormitories converted from factory premises and quarters in construction sites. You may also be housed in approved residential premises.

- Private homes such as condominiums, shophouses, terrace, semi-detached, and bungalow houses can house up to 8 occupants.



If you are housed in overcrowded accommodation,  
you can call MOM at:

**Tel: 6438 5122**

or go to

**Ministry of Manpower Services Centre**  
1500 Bendemeer Road Singapore 339946

## Resolving Employment & Workplace Disputes



# THERE ARE CHANNELS OF HELP AVAILABLE. DO NOT BREAK THE LAWS!

If you are unable to resolve employment issues with your employer, you should seek help as soon as possible.

If you face issues on your employment,

1. Talk to your employer about it
2. If your issues cannot be settled with your employer, you should seek immediate help from:

## **Ministry of Manpower (MOM)**

Tel: 6438 5122

1500 Bendemeer Road

Ministry of Manpower Services Centre

Singapore 339946

Opening hours: 8am – 5.30pm (Monday-Friday)

or advice from:

## **Migrant Workers Centre (MWC)**

Tel: 6536 2692

579 Serangoon Road,

Singapore 218193

Opening hours: 9am – 7pm (Tuesday-Friday)

11am – 3pm (Saturday-Sunday)

Closed (Monday & Public Holiday)



## Know Your Rights Quiz



SEE IF YOU CAN ANSWER THESE QUESTIONS CORRECTLY!

**TICK (✓) THE CORRECT ANSWER!**

1. You can check if an employment agent is registered by requesting to see the agent's registration card.

True

False

2. Foreign workers must receive their salary every month, within 7 days of the salary period.

True

False

GET ALL 5 ANSWERS RIGHT AND WIN A SPECIAL PRIZE!!



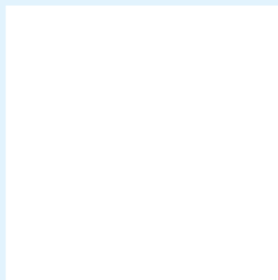
COLLECT 3 STAMPS FROM  
3 DIFFERENT ROADSHOWS  
TO WIN A PRIZE!



3. Employers are required to provide safe and clean housing for their foreign workers.

True

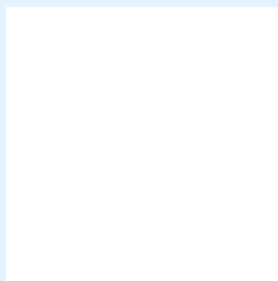
False



4. Employers can house up to 20 occupants in a private home.

True

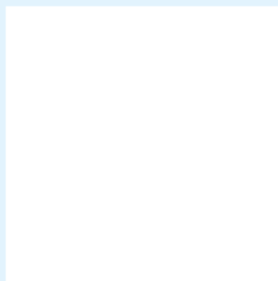
False



5. It is illegal for foreign workers to work second jobs or be self-employed to earn extra money.

True

False



Stick Stamp Here



## Useful Telephone Numbers

Ministry of Manpower	6438 5122
Police	999
Ambulance/Fire	995
Workplace Safety and Health Council (WSHC)	6317 1111
Migrant Workers Centre (MWC)	6536 2692
Samaritans of Singapore (SOS)	1800 221 4444



DO NOT BREAK THE LAW!

## High Commissions / Embassies



High Commission of the People's  
Republic of Bangladesh ..... 6255 0075



High Commission  
of India ..... 6238 2550



High Commission  
of Malaysia ..... 6235 0111



Embassy of the People's  
Republic of China ..... 6412 1900



Embassy of the Republic of the  
Union of Myanmar ..... 6735 1672



Royal Thai  
Embassy ..... 6737 2644

THERE ARE CHANNELS  
OF HELP AVAILABLE.

