

EA Alert Dated: 26 November 2014

EA Alert: Ensuring Timely Pick-up of FDWs from Changi Airport

It has been brought to our attention that there were instances where Foreign Domestic Workers (FDWs) were made to wait for prolonged periods before they were picked up from the Changi Airport after arrival, in some instances more than 2 hours. They were not provided food even though their wait extended over meal times.

2. EAs are reminded to exercise duty of care towards the well-being of the FDWs. EAs should ensure that the FDWs are picked up within a reasonable time period. If you are only able to fetch them after meal times, please ensure that adequate food or meal vouchers are provided to the FDWs. EAs remain responsible even when the FDWs are under the care of appointed representatives such as agents or runners who are hired to manage the administrative processes and logistics in the entry and placement of the FDWs. EAs found to have compromised the interests of FDWs may be issued with demerit points.

3. MOM will continue to share important EA-related information with all EAs through this channel. Please keep your EA email address updated. For further clarification, you may call 6438 5122 or email [MOM\\_FMMD@mom.gov.sg](mailto:MOM_FMMD@mom.gov.sg). Thank you.

Yours sincerely

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