

EA Alert Dated: 20 April 2017

EA Alert: Updates on Cluster Audit Operation in Bukit Timah

1 The Ministry of Manpower commenced the audits on employment agencies (EAs) in the Bukit Timah cluster on 14 Feb 2017 and completed them by 23 Feb 2017. We would like to share the results with you.

2 69 EAs were audited. When compared to the previous cluster audit conducted in May / June 2012, there was significant improvement in compliance with the Employment Agencies Act, rules and revised licence conditions. 7 EAs were however found with at least one infringement. The common areas of non-compliance were:

- a) Failure to ensure MOM-related fees are accurately represented and to obtain a signed written agreement from clients – EALC 8a/8b
- b) Failure to obtain FDW employer's signature on WPOL print-out of any (new and experienced) foreign domestic worker (FDW)'s employment history - EALC 13
- c) Failure to issue itemized receipt to FDWs for fees received, whether directly or indirectly - EAR 12(4)

3 All EAs are required to fully comply with the Employment Agencies Act, its subsidiary legislation and the licence conditions. Self-Assessment Compliance Checklists (<http://www.mom.gov.sg/~media/mom/documents/employment-agencies/basic-compliance-checklist-comprehensive-licences.pdf>) have been developed to assist you in your EA's regular self-assessment checks.

4 The following 62 EAs have passed our Bukit Timah cluster audits with no infringements found. Keep up the good work!

S/N	Name of EA	S/N	Name of EA	S/N	Name of EA	S/N	Name of EA
1	Hexus Employment Services	17	Greatlink Employment Agency LLP	33	SMDC Human Resource Pte. Ltd.	49	My Maids Station Pte. Ltd.
2	EP One Manpower Pte. Ltd.	18	Great Employment Agency	34	Maids Specialist Pte. Ltd.	50	May Myanmar Services Pte. Ltd.
3	Perfect Team Maid Agency Pte. Ltd.	19	United Channel Services Pte. Ltd.	35	Labour Express Employment Pte. Ltd.	51	Sun Employment Agency
4	Bright Manpower Employment Pte. Ltd.	20	CMS Maid Agency Pte. Ltd.	36	Rejoice Employment Services Pte. Ltd.	52	Family Maids
5	Aflah Employment Agency Pte. Limited	21	Sin Yuan Resources	37	AUK Management Services Pte. Ltd.	53	Royale Employment Services LLP
6	TM Global HR Consultancy	22	Maid Management Services Pte. Ltd.	38	Network Employment Agency	54	Budget Employment Agency

7	Innova Resource Pte. Ltd.	23	SMDC Human Resources Services	39	Crislo Employment Agency Pte. Ltd.	55	Maid Capital & Employment Agency Pte. Ltd.
8	Joy Employment Services	24	LV Consultancy & Services	40	OK Maid Pte. Ltd.	56	Homekeeper International Pte. Ltd.
9	Joy Forever Employment Services	25	Best Home Employment Agency Pte. Ltd.	41	Loyal Employment Agency	57	JStar Employment Agency
10	A.Pratama Employment Agency	26	A4 Employment Agency	42	Bestlink Employment Services	58	Dot.One Consultants
11	Ming Employment	27	Nanyang Employment Services	43	Best Human Resource	59	1 <sup>st</sup> Allbest Human Resource Pte. Ltd.
12	Jack Focus Employment Pte. Ltd.	28	Jack Focus Management Pte. Ltd.	44	ST Employment Pte. Ltd.	60	Far East Employment Services
13	Maidbook Employment Agency	29	Maid & Me Employment Agency	45	Ivy Resources	61	1 Assist Agency
14	Vcare Employment Services Pte. Ltd.	30	Acceptus Marketing	46	FOK Employment Services Pte. Ltd.	62	Absolute Employment Services
15	Master Employment Agency	31	Good News Employment Agency	47	Budget Employment Service Centre Pte. Ltd.		
16	Infobiz Employment & Services	32	The Branch Employment Agency Pte. Ltd.	48	JL Employment Services Pte. Ltd.		

5 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

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**\* 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.”***