

EA Alert Dated: 02 February 2018

EA Alert: Adopt Responsible Practices Towards Your Clients

Dear Key Appointment Holders and Employment Agencies Personnel,

Employment agencies (EAs) are important intermediaries to promote good and harmonious employment relationships between foreign domestic workers (FDWs) and their employers. We thank you for providing EA services professionally and adopting responsible practices when dealing with your clients to ensure a successful employment relationship.

2 We would like to provide you the attached guidelines on responsible practices that EAs should adopt when dealing with your clients<sup>[1]</sup>. Some most common Dos and Don'ts are below. The full set of guidelines is in the Annex. This information is also made available on the MOM website.

**Most Common Dos and Don'ts**

**As an EA placing FDWs, you should:**

- Explain the provisions of any form or document given to your clients and provide sufficient time for them to read through and clarify before signing.
- Fill in the form fully *before* a signature is sought.
- Educate your clients, both employers and FDWs (before the FDW is deployed) that:
  - a. The FDW must keep her own Work Permit (WP) Card.
  - b. The employer must not keep the FDW's salary or money on her behalf. The FDW must keep her own salary or money.
  - c. The FDW's mobile phone is her personal property and she has a right to keep it, and to use it during rest hours.

**As an EA placing FDWs, you should NOT:**

- Mislead or provide inaccurate information to your clients.
- Declare inaccurate contact details in the work permit applications.
- Facilitate downward revision of salaries or number of rest days without good reasons.
- Advise employers to make FDWs work without rest days.
- Advise employers to keep the FDW's passport.

3 It is important for you to go through the materials so that your EA and your staff adopt the correct practices.

Jeannette Har  
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Foreign Manpower Management Division  
For Commissioner of Employment Agencies

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<sup>[1]</sup> "clients" refers to both employers and FDWs who have engaged the EA's services.