

**JOB FLEXIBILITY FOR PRODUCTIVITY (JFP) INITIATIVE FOR HOSPITALITY
INDUSTRY**

FOR IMPLEMENTATION: 1 OCT 2012

Frequently Asked Questions (FAQs)

FOR EMPLOYERS	
Q1	What is the Job Flexibility for Productivity (JFP) initiative?
A1	The Job Flexibility for Productivity (JFP) initiative is a pilot programme designed to enable hotels and hostels to offer their employees, both local workers and foreign Work Permit Holders (WPHs), opportunities to work across different job functions within the same hotel or hostel. It should help boost productivity, and translate to higher wages for workers performing multiple roles.
Q2	Is the JFP initiative applicable to all companies in the Services sector? Are there plans to expand the JFP initiative to other industries? If so, is there a proposed time line and to which industries?
A2	The JFP initiative is a pilot programme which is only applicable to hotels/hostels licensed by the Hotel Licensing Board. During this pilot, we will be collecting data which will be used to assess if it has improved the productivity of hotels/hostels and reduced their reliance on foreign workers, before considering any future plans for other industries.
Q3	When does the JFP initiative come into effect, and how long is it valid for? Under what circumstances will the JFP concession be withdrawn?
A3	Starting from 1 October 2012, hotels and hostels interested in the initiative can apply to the Singapore Tourism Board (STB). Once the application is approved, the participating hotel or hostel can deploy its employees to a maximum of two other job functions within the same establishment for two years from the time of approval. Should hotels/hostels fail to comply with any of the Terms and Conditions, or have any infringement records, the MOM and the STB reserve the right to withdraw hotels/hostels from the JFP at any point of time.
Q4	What benefits are there in participating in the JFP initiative?
A4	Hotels and hostels will get to deploy their current workers to perform additional occupations. The intent is to provide hotels/hostels with more flexibility to deploy their workers, to perform different occupations when necessary. For example, during a down-time in F&B, a F&B staff can be deployed to support Front Desk functions, especially if it is the peak hours for Front Desk. This then reduces the need for the hotel/hostel to hire an additional foreign worker to for Front Desk. Hotels/hostels can thus deploy their current workforce more efficiently to reduce their reliance on foreign workers, and in the longer term, improve productivity and raise wages for workers.
Q5	Is it compulsory for all hotels/hostels to participate in the JFP initiative?

A5	No, but all licensed hotels/hostels are encouraged to.
Q6	Who is eligible to participate in the JFP initiative? As a licensed hotel or hostel, am I automatically eligible? How can I apply?
A6	<p>If your hotel/hostel is:</p> <ul style="list-style-type: none"> • licensed by the Hotel Licensing Board (HLB); • free from infringement records; • agreeable to comply with terms and conditions of the JFP initiative <p>you can apply to STB, by submitting the JFP Application Form to STB (via Ms Nina Salim at nina_salim@stb.gov.sg).</p> <p>Hotels/hostels which have been assessed to be suitable for the JFP initiative will then receive an endorsement letter.</p>
Q7	Why is the JFP initiative applicable to Work Permit holders (WPHs), but not S Pass or Employment Pass (EP) holders?
A7	The JFP initiative is more relevant for WPHs as their jobs are more suitable for multi tasking to increase their skill sets and raise productivity. For EP and S Pass holders, the JFP is less relevant as they are employed based on their managerial skills, knowledge and other relevant expertise. Hence, they should not be deployed to low skilled jobs.
Q8	Do my employees have to undergo training or certification before they can be deployed to additional occupations?
A8	<p>You must ensure that workers are trained to take up the additional occupations. This means that the worker should be equipped with the necessary skills and knowledge for the tasks that they have to perform under the additional occupations.</p> <p>To this end, your hotel/hostel should have a structured training programme in place, to support the training needs of the JFP. You can send your JFP employees to Workforce Development Agency (WDA)'s Workforce Skills Qualifications (WSQ) training courses and certification, or arrange to conduct in-house training for your employees, which can include on-the-job learning.</p>
Q9	What is the maximum number of additional occupations that I can deploy my employees to under the JFP initiative?
A9	You can deploy your JFP workers to a maximum of two additional occupations within any one day.
Q10	Can I deploy my employees outside of their normal working hours i.e. during their overtime hours, under the JFP initiative?
A10	In deploying your employees, your hotel/hostel must comply with the Employment Act. Participating employees should not be asked to work more than the maximum number of working hours stipulated in the Employment Act, i.e., 12 hours per day and 72 overtime hours per month.

Q11	If I deploy my employees during their overtime hours, am I required to pay the overtime rate? If yes, should I adhere to the overtime rate of the primary or secondary job?
A11	Employers are expected to pay their workers who participate in the JFP fairly. Workers should be duly remunerated for their additional work done, taking up of additional responsibilities, expansion of job scope; and/or for the skills gained in the process of the JFP. Specifically, under the Employment Act, an employee's overtime rate should be no less than 1.5 times his/her hourly basic rate of pay for the primary job.
Q12	Is there a maximum number of hours that an employee can be deployed to different job functions?
A12	Under the Employment Act, workers are not allowed to work more than 12 hours per day and 72 overtime hours per month.
Q13	Under the Terms and Conditions, there is a list of restricted job functions which we are not allowed to deploy our WPHs and local employees to. However, can we deploy our WPHs who are in these restricted job functions e.g. Security Guards to other jobs?
A13	Your hotel/hostel is allowed to deploy your WPHs in the restricted job functions to non-restricted jobs, but not vice versa. For job functions which are regulated/licensed by another government authority, any deployment of these licensed WPHs must be in accordance with the license requirements and regulations.
Q14	Why is the hotel industry the only industry that is allowed to deploy their WPHs across job functions?
A14	The JFP initiative was one of the measures put forth to the National Productivity and Continuing Education Council (NPCEC) under the Hotel Productivity Roadmap. MOM is starting with this pilot and will closely monitor the outcomes.
Q15	Is there a limit to the number of employees that can be deployed under JFP?
A15	Upon obtaining approval, companies can deploy any number of WPHs and locals they employ.
Q16	Do I have to change the occupation on the Work Permit Card for WPHs who are under the JFP?
A16	No, there is no need to change the occupation on the Work Permit card.
Q17	Should I have further questions about the JFP, who can I approach?
A17	You can direct your questions to Ms Nina Salim at nina_salim@stb.gov.sg or Ms Hiang Yue Woon at hiang_yue_woon@stb.gov.sg .

FOR EMPLOYEES	
Q1	What is the Job Flexibility for Productivity (JFP) initiative?
A1	The JFP initiative is a pilot that allows hotels/hostels licensed by the Hotel Licensing Board (HLB) to offer you, their employee, opportunities to work across different job functions within the same hotel or hostel.
Q2	When does the JFP initiative come into effect, and how long is it valid for?
A2	The JFP initiative will come into effect once the hotel/hostel that you work in receives the approval from STB, and will be valid for two years thereafter.
Q3	How will I benefit from participating in the JFP initiative?
A3	Under the JFP initiative, you should be able to receive more opportunities to perform additional occupations. This will allow you to develop new skills, upgrade existing ones, and be duly remunerated in the process.
Q4	Is it compulsory to participate in the JFP initiative?
A4	No. The hotel/hostel must seek your consent, and inform you of how they intend to pay you for any new roles or occupations that you will perform. It is up to you to participate in the JFP initiative, and you shall not be penalised if you decline the offer. You must give your written consent if you agree to participate in the JFP initiative. Please keep a copy of the written consent as proof that you have indeed consented to participate and benefit from the initiative.
Q5	After participating in the JFP initiative, can I withdraw from it?
A5	You will need to provide your employer with two weeks' written notice before withdrawing from the initiative.
Q6	Do the JFP guidelines replace the terms of my employment contract?
A6	No, the JFP guidelines do not replace the terms of your employment contract. Any pre-agreed arrangements, such as total working hours, leave entitlement and terms of employment will still apply.
Q7	What is the maximum number of jobs my employer can deploy me to?
A7	You can only be deployed to a maximum of two additional occupations within any one day, and within the business entity as specified in your employment contract or Work Permit card.
Q8	Can my employer deploy me to other jobs during my overtime hours?
A8	Yes, your employer can deploy you to other jobs during your overtime hours, but must in the process, comply with provisions in the Employment Act. For example, your employer is not allowed to make you work more than the maximum number of working

	hours stipulated in the Employment Act, i.e. 12 hours per day and 72 overtime hours per month.
Q9	Will I still get the same salary if I am deployed to do multiple jobs?
A9	Employers are expected to pay their workers who participate in the JFP fairly. You should be remunerated more for the additional work done, taking up of additional responsibilities, expansion of job scope; and/or for the skills gained in the process of the JFP. Otherwise, you have the right to decline participation in the JFP.
Q10	If I am deployed to other jobs during my overtime hours, should I expect the usual overtime pay?
A10	Employers are expected to pay their workers who participate in the JFP fairly. You should be remunerated more for the additional work done, taking up of additional responsibilities, expansion of job scope; and/or for the skills gained in the process of the JFP. In particular, under the Employment Act, the overtime rate you are entitled to should be no less than 1.5 times your hourly basic rate of pay for your primary job.
Q11	Do I need to undergo training to be deployed to another job?
A11	As your employer is required to ensure that you are equipped with the necessary skills and knowledge for you to perform the secondary job(s), it is likely that you may be asked to undergo additional training.
Q12	Who can I approach if I have any feedback or complaints about my Employer?
A12	If you assess that your employer has compromised your rights under the Employment Act, e.g. excessive overtime, non-payment of salaries, you can approach the Ministry to assess your situation further. You can inform us about the infringement by writing in to mom_lrwd@mom.gov.sg , or seek advice from the MOM contact centre at 6438 5122.