

TRIPARTITE GUIDELINES ON ISSUANCE OF KEY EMPLOYMENT TERMS IN WRITING

Introduction

1. Providing employees a copy of their key employment terms in writing is a good employment practice which benefits both employers and employees. It assures employees about their regular income as well the main benefits they enjoy by working in the company. This will help develop trust between employers and their employees. At the same time, such documentation will facilitate the resolution of any employment-related disputes, should these arise.

2. This set of Guidelines seeks to guide employers, in particular small and medium enterprises (SMEs), in issuing key employment terms in writing and putting in place related good HR practices. Employers that need further assistance can approach the Singapore National Employers Federation (SNEF) or the Business Advisors at the SME Centres listed at paragraph 10.

Who should receive the key employment terms in writing?

3. All employees who have a continuous employment of at least 14 days should be provided with key employment terms in writing.

When should the key employment terms be given in writing?

4. Employers are encouraged to provide the key employment terms in writing to their employees before the commencement of work, as far as possible. If not, employers should provide the terms no later than 14 days after the start of employment. Employers are also encouraged to obtain employees' written acknowledgement to these key employment terms, where practicable.

5. Employers are encouraged to communicate any changes to the key employment terms to employees in advance, so that they understand and accept the changes. Thereafter, employers could provide the employee the updated employment terms in writing.

What are the key employment terms to be provided in writing?

6. Employers are advised to provide these items to employees in writing. Employers need not include items that are not relevant to the employee.

S/N	Items
1	Name of employer
2	Name of employee
3	Job title and main duties and responsibilities ¹
4	Date of commencing employment
5	(Only for employees on fixed-term contract) Duration of employment
6	Daily working hours, number of working days per week and rest day(s) ²
7	Salary period
8	Basic salary ³ per salary period
9	Fixed allowances per salary period
10	Fixed deductions per salary period
11	(Only if different from salary period) Overtime payment period
12	Overtime rate of pay
13	Other salary-related components (e.g. bonuses, incentives)
14	Leave entitlements (e.g. annual leave, outpatient sick leave, hospitalisation leave, maternity leave, childcare leave)
15	Other medical benefits (e.g. insurance, medical, dental benefits)
16	Probation period
17	Notice period for termination of employment initiated by either party

What forms can the written key employment terms take?

7. Employers could provide the written key employment terms in hard and/or soft copy⁴, as long as it contains the relevant information as outlined in paragraph 6. Terms which are common for certain groups of employees could also be provided in the company's employee handbook, website or other platforms, as long as employees can easily access and keep a copy of these terms. For Work Permit holders, some of these terms are included in the In-Principle Approval letter, as part of the Work Permit application process, which the employer must provide to the employee.

¹ Recognising that it is common for duties and responsibilities of employees to change, employers could choose to communicate such changes to the employees in writing only when there are substantial changes to their responsibilities and/or job titles.

² For employees on irregular work patterns, employers should work out a roster indicating the expected working hours, working days and rest days in a month, to be conveyed to the worker before the commencement of that month.

³ For hourly, daily or piece-rated workers, employers should also indicate the basic rate of pay (e.g. \$10 per hour) and the total number of hours or days worked or pieces produced as agreed, within each salary period.

⁴ Soft copy information should be printable, so that employees can keep a copy.

8. Employers are encouraged to provide the key employment terms in a language that the employees understand. If this is not possible, employers are encouraged to verbally communicate the key employment terms in a language that the employee understands. It is in the employer's interest to ensure that both parties reach a mutual understanding about the key employment terms, to prevent misunderstandings or disputes from arising.

Where to seek further assistance

9. Employers who need further assistance may approach SNEF at **(65) 6327 9297**. They may also approach the Business Advisors at any of the SME Centres below.

SME Centres	Address	Telephone	E-mail
SME Centre@ASME	167 Jalan Bukit Merah Tower 4 #03-13 Singapore 150167	(65) 6513 0388	enquiries@smecentre-asme.sg
SME Centre@SCCCI	47 Hill Street #09-00 Singapore 179365	(65) 6337 8381	enquiry@smecentre-sccci.sg
SME Centre@SICCI	SICCI Building 31 Stanley Street Singapore 068740	(65) 6508 0147	sme@smecentre-sicci.sg
SME Centre@SMCCI	15 Jalan Pinang Singapore 199147	(65) 6293 3822	gadvisory@smecentre-smcci.sg
SME Centre@SMF	2985 Jalan Bukit Merah Singapore 159457	(65) 6826 3020	query@smecentre-smf.sg
SME Centre@NorthEast	North East Community Development Council 300 Tampines Ave 5 NTUC Income Tampines Junction #06-01 Singapore 529653	(65) 6424 4000	northeast@smecentre-asme.sg
SME Centre@NorthWest	North West Community Development Council Woodlands Civic Centre 900 South Woodlands Drive #04-07 Singapore 730900	(65) 6839 4963	northwest@smecentre-smf.sg
SME Centre@Central	Central Singapore Community Development Council HDB Hub Bizthree	(65) 6397 7420	central@smecentre-sccci.sg

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	490 Lorong 6 Toa Payoh #07-11 Singapore 310490		
SME Centre@SouthEast	South East Community Development Council 10 Eunos Road 8 Singapore Post Centre #09-01B Singapore 408600	(65) 6243 8753	<u>southeast@smecentre- asme.sg</u>
SME Centre@SouthWest	South West Community Development Council The JTC Summit 8 Jurong Town Hall Road #03-11 Singapore 609434	(65) 6316 1616	<u>southwest@smecentre -smf.sg</u>