

## **HOW COMPLAINTS OF WORKPLACE DISCRIMINATION AND DISCRIMINATORY HIRING PRACTICES ARE DEALT WITH**

The Tripartite Alliance for Fair Employment Practices (TAFEP) was set up in 2006 to promote the adoption of fair, responsible and merit-based employment practices among employers, employees and the general public. TAFEP refers to the Tripartite Guidelines on Fair Employment Practices ([www.tafep.sg](http://www.tafep.sg)) in promoting fair, responsible, inclusive and merit-based employment practices. Employers are expected to observe the Guidelines and put in place fair employment practices.

### **What happens when there is workplace discrimination**

2. Individuals who encounter workplace discrimination (due to age, race, gender, religion, family status or disability) can contact TAFEP for advice and assistance. They can call 6838 0969.
3. In order for TAFEP to assist an individual who has come forward with a complaint, the individual must identify himself, provide his contact details and specific details of the discriminatory practices he has encountered, such as the names and designations of parties involved. As allegations of discrimination can be complex and sensitive, TAFEP will need the full cooperation of the complainant to ensure that all necessary facts are gathered and that information collected is accurate and complete. This is necessary so that TAFEP can assess the case appropriately. This also ensures that there is accountability, fairness and transparency in handling the complaint, towards the complainant as well as the company and/or individuals alleged to be discriminatory. TAFEP will seek the consent of the complainant to contact the employer in question and preserve the confidentiality of the complainant.
4. In cases where discrimination is not clear-cut, TAFEP will require the assistance of the complainant to provide more information and details. It is therefore crucial for the complainant to identify himself and provide his contact details. Those who choose to remain anonymous or uncontactable may find that TAFEP is unable to assist them without any additional information.
5. If the complainant is agreeable to TAFEP contacting the employer, TAFEP will contact the employer to gather the facts of what has happened. TAFEP will also work with the employer to review its employment practices, and recommend steps the employer can take to improve. So far, most employers have heeded TAFEP's advice.
6. In instances where the employer is found to have infringed the Tripartite Guidelines on Fair Employment Practices, or is recalcitrant, unresponsive, or persistently fails to improve on their employment practices, TAFEP will refer the case to MOM for investigation. Once MOM steps in, employers may have their work pass privileges curtailed. They may not be able to hire new foreign workers or renew the work passes of their existing foreign workers.

## **What happens when there is a discriminatory job advertisement**

7. Individuals who come across discriminatory job advertisements can submit the information via TAFEP's [website](#).

8. Job advertisements should state clearly the selection criteria based on qualifications, skills, knowledge and experience. They should not specify age, race, language (unless there is a valid reason), gender, marital status or religion.

9. If it is not immediately apparent that the advertisement is discriminatory, TAFEP will contact the advertiser or the agency responsible to find out more about the advertisement and the nature of the position being advertised. Where appropriate, TAFEP will then advise the advertiser or agency to make amendments to the advertisement for greater clarity. If the advertiser is unresponsive, TAFEP will refer the case to MOM for investigation.

10. Where the job advertisement is clearly discriminatory, TAFEP will refer the case to MOM. MOM will commence investigations and also require the advertiser or the agency responsible for publishing the advertisement to either (i) remove the advertisement immediately, or (ii) to amend the advertisement by removing the discriminatory phrase(s). Employers may also have their work pass privileges curtailed, and not be able to hire new foreign workers or renew the work passes of their existing foreign workers.