

Stakeholder engagements on Provision of Rest Areas for Outsourced Workers

MOM, NTUC and SNEF have engaged a wide range of stakeholders representing the views of property owners, service buyers, service providers and low-wage outsourced workers to develop the Tripartite Advisory on Provision of Rest Areas for Outsourced Workers. The key findings are summarised below.

1. There is a need to set expectations on a proper and reasonable rest area.

Most companies have provided outsourced workers with access to rest areas. However, these rest areas were in varying conditions. While some were adequate, others were uncondusive (e.g. poor ventilation, unhygienic, lack of shelter).

2. Both service buyers and service providers have key roles in outsourced workers' rest area provision.

Service buyers are responsible for providing rest areas since they usually have control over the work premises of outsourced workers. However, service providers also have a role in proactively engaging service buyers on this issue.

3. Service buyers' practical constraints should be considered in the provision of rest areas.

To address space constraints, some service buyers have extended access to existing rest areas (e.g. staff pantry) for outsourced workers. Outsourced workers also gave feedback that they minimally required the means to safekeep belongings and access to drinking water, if it is not practicable for service buyers to provide rest areas.

4. Outsourced workers' right to designated rest areas should be communicated to them and other stakeholders.

Outsourced workers' use of makeshift rest areas were sometimes due to a lack of formal communication by service buyers on their designated rest areas (dedicated or shared). Some outsourced workers received complaints when using shared or public rest areas, as they were misunderstood to be skiving. Thus, service buyers should also inform other users (e.g. using signs) of outsourced workers' access to rest areas.

5. Property owners should be engaged as key stakeholders.

As an upstream measure, property owners should incorporate rest areas in the planning and design of new properties or those undergoing renovation. Property owners should also consider common rest areas in properties with multiple tenants, for efficient use of space.