

# User Guide: New Application of Factory Registration and Factory Notification

## Introduction

This guide provides step-by-step instructions on how to notify or register your workplace as a factory on the GoBusiness portal.

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# Frequently Asked Questions

## 1. Why do I need to register or notify my Workplace as a Factory?

Under the Workplace Safety and Health (WSH) Act, certain types of workplaces are defined as factories. Examples of factories include manufacturing plants, car-servicing workshops, shipyards and petrochemical refineries. Please refer to MOM website (<http://www.mom.gov.sg/workplace-safety-and-health/factory-notification-and-registration>) for more information.

If your workplace is defined as a factory under the WSH Act, depending on the work activities carried out in the premise, you may be required to notify or register the premises as a factory with MOM.

## 2. How do I register or notify MOM for my factory premise?

You can register or notify your workplace as a factory via the GoBusiness online portal at <https://www.gobusiness.gov.sg>.

Please note the following points:

- Only personnel authorised by the company should perform transactions on behalf of the company.
- You can log in using CorpPass.
- You are required to have a valid Registration for Companies/Business and furnish a valid Unique Entity Number (UEN).
- Processing fees may apply depending on the assessment of your factory premise; payment is online via VISA or eNETs. After submission of your transaction, you will be notified of the status of your application via email.
- Please note that the approval of factory registration or notification under the WSH (Registration of Factories) Regulations does not construe compliance to licensing requirements by other agencies on the factory premise. Companies are advised to check with the other relevant agencies for details.

## 3. Where can I obtain help for my factory registration transaction?

- a) For technical matters, please contact

### **Gobusiness Helpdesk**

Email: [AskGoBiz@crimsonlogic.com.sg](mailto:AskGoBiz@crimsonlogic.com.sg)

Call: (+65) 6336 3373

### Operating Hours

- Monday - Friday: 8:00am - 6.00pm
- Saturdays: 8.00am - 1:00pm
- Closed on Sundays and public holidays

- b) If you have specific queries such as licensing policies, status of the licence approval and clarifications on the licence requirements, please contact

### **MOM Contact Centre (MOM CC)**

Submit enquiries online at <http://www.mom.gov.sg/contact-us>

MOM CC Contact Number:

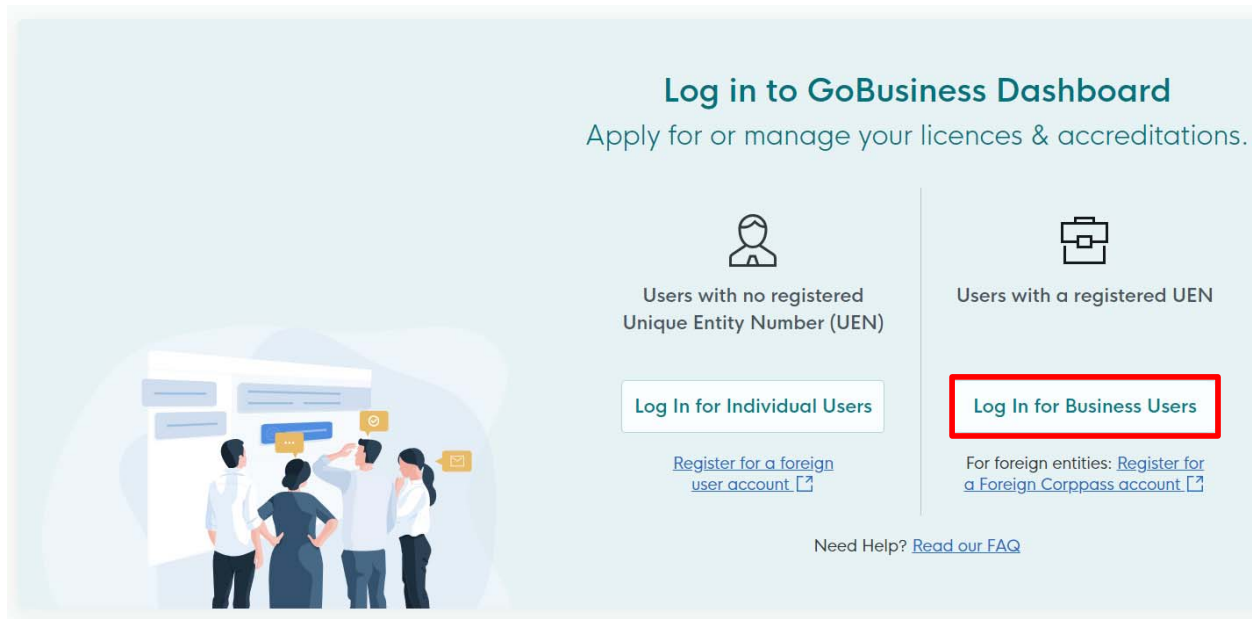
(+65) 64385122


### Operating hours

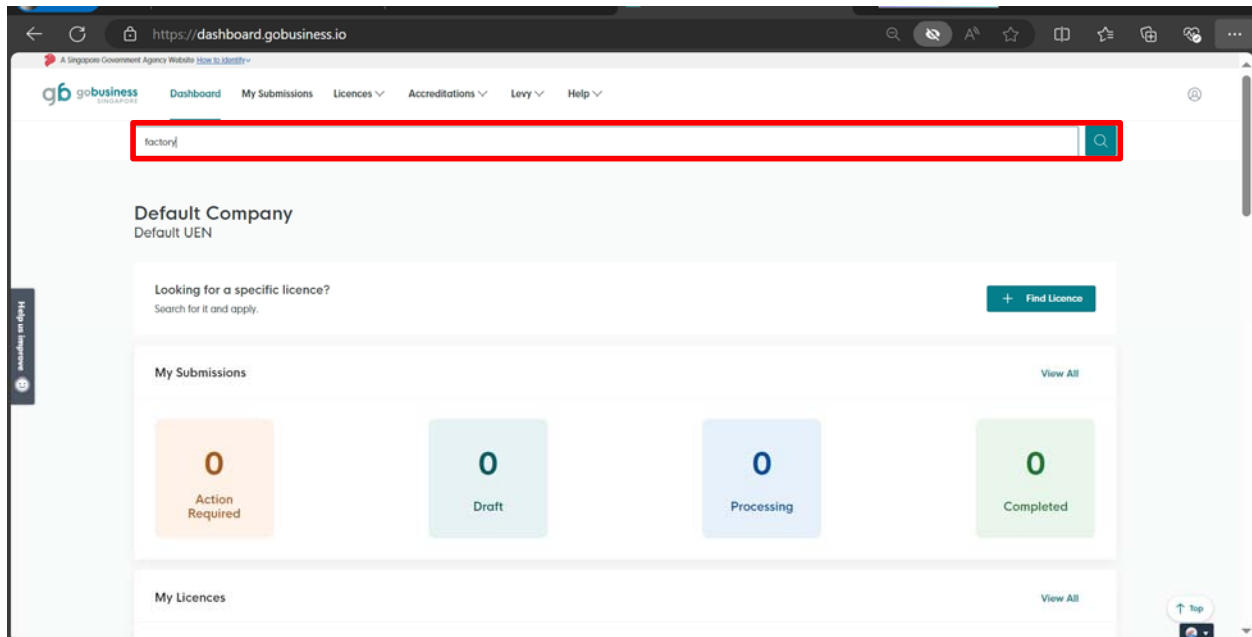
- Monday to Friday, 08:30AM to 05:30PM
- Saturday, 08:30AM to 01:00PM except public holidays

## Submitting New Application

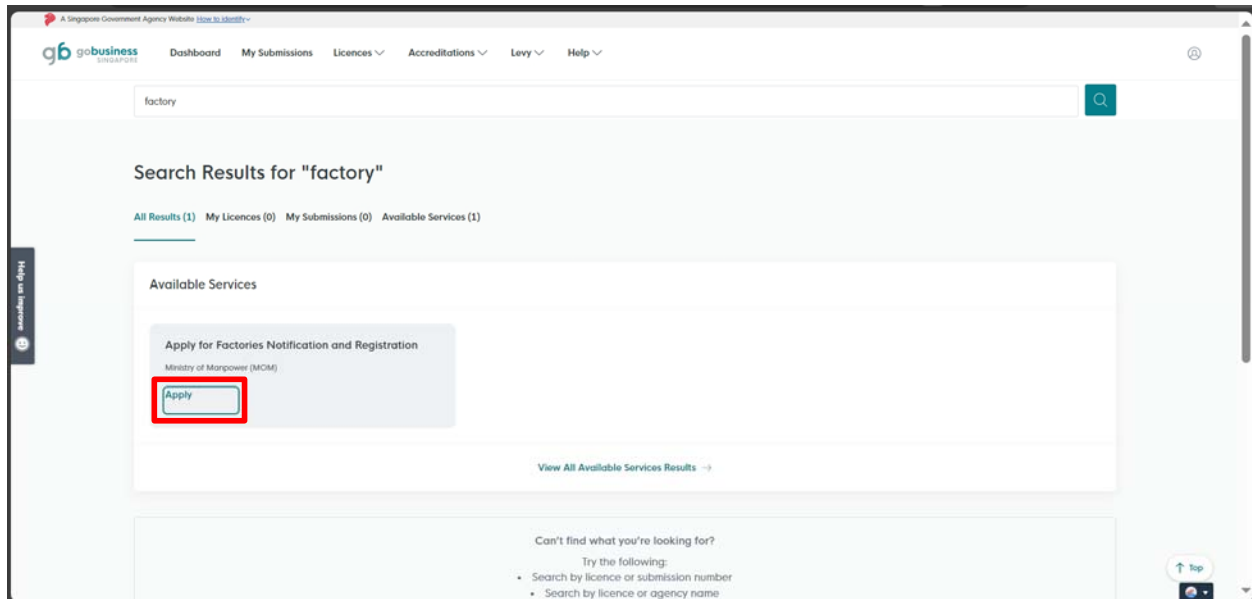
Step 1) Visit GoBusiness website at ([https://www.gobusiness.gov.sg/browse-all-licences/ministry-of-manpower-\(mom\)/factory-notification-and-registration](https://www.gobusiness.gov.sg/browse-all-licences/ministry-of-manpower-(mom)/factory-notification-and-registration) ). Select 'Log In for Business Users' using a valid CorpPass account.



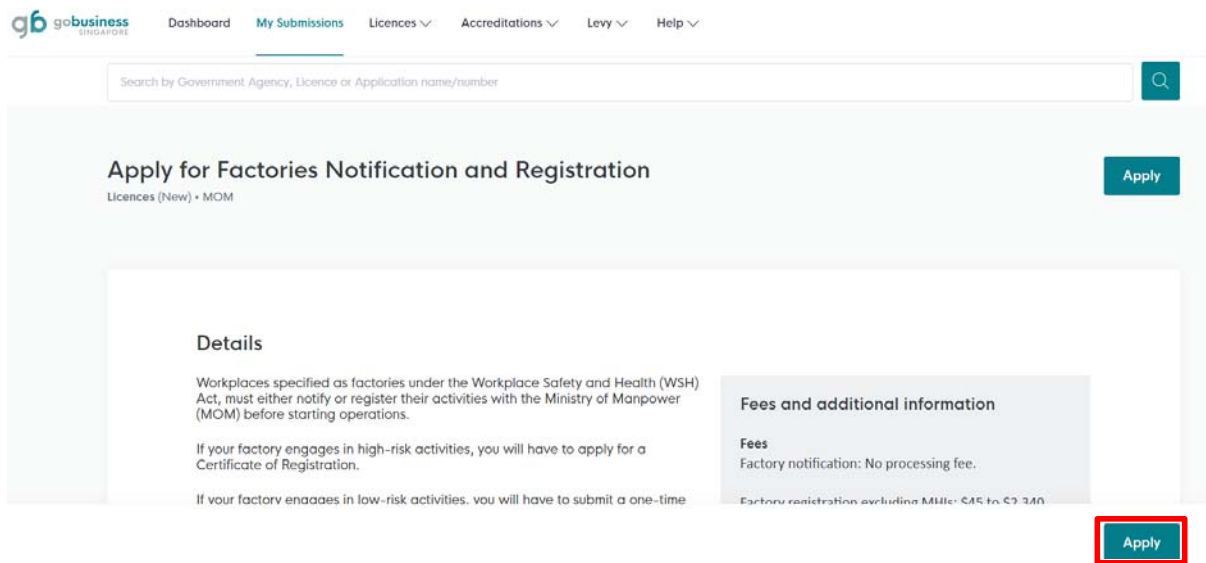
Step 2) Go to search field on the top menu bar, key 'factory' and click  to search.



Step 3) Search result will show **'Apply for Factories Notification and Registration'** under **'Available Services'**. Click **'Apply'** to proceed.



Step 4) Click **'Apply'** to start application process.



Step 5) Complete the required fields under **General Information**. Click **'Application Details'** to proceed.

A Singapore Government Agency Website [100.0.0.0/24](#)

gb **gobusiness**

1 General Info

2 Application Details

3 Review Form

4 Declaration

### You are applying for Factory Notification and Registration (MOM)

All fields are mandatory unless stated as optional. Please note that processing time may be delayed if incomplete or inaccurate information is submitted.

Estimated 20 minutes to complete

**STEP 1**

#### General Information

Review and fill the following details for application.

##### Profile

I am applying

As an applicant

On behalf of applicant

##### Applicant Detail

Salutation  
Select

Name

ID Type  
NRIC

ID No.

Email

Contact Number  
+65

##### Company Detail

Company Name

UEN

Entity Type  
Local Company

##### Registered Address

Address Type  
 Singapore Address  Foreign Address

Postal Code

Block/House No.

Street Name


Floor/Level (Optional)

Unit (Optional)

Building Name

Save Draft

**Application Details** →



Step 6) Select the appropriate **Industry Category** applicable to your workplace premise concerned, based on the work activities to be carried out in your premise as keyed in the 'Nature of Work' field.

Application Details

Review Form

Declaration

STEP 2

### Application Details for Factory Notification and Registration (MOM)

Fill in the following details.

#### Assessment

**Industry Category**

Select

- Semiconductor Wafer Fabrication Plant
- Major Hazard Installation
- Metalworking Factory with 100 or more persons employed
- Metalworking Factory with less than 100 persons employed
- Other - Factory Notification

Step 7) For **Occupier** information, fill in required contact numbers and email address. The Occupier contact details will serve as centralised point of contact for notifications related to all factory and workplace records under the company.

#### Occupier Information

Company Name

UEN

Registered Address

Address Type

Singapore Address  Foreign Address

Postal Code

Retrieve Address

Block/House No. (Optional)

Street Name (Optional)

Floor/Level (Optional)

Unit (Optional)

Building Name (Optional)

Reset Address

Contact Method

Telephone No

Mobile No

Telephone No

+65 E.g. 8123 4567

Mobile No

+65 E.g. 8123 4567

Notify via SMS (Optional)

Yes

Email

Type of Establishment

Select

Step 8) Under **Workplace Information**, the Workplace Name can be your company name.  
For **Nature of Work** \* field, please key in the brief description of the work activity carried out at the Workplace Address.

### Workplace Information

Workplace Name 0/100

Total No of Workers 0/22

**Nature of Work** 0/1000

Please refer to the permitted/ approved usage as stated in the following documents:

- i. URA planning Permission/ Grant of Written permission
- ii. Tenancy / Lease Agreement
- iii. Temporary Occupation Permit/ Certificate of Statutory Completion / Certification of Fitness for Private premises.
- iv. Singapore Food Agency approval details

Or the nature of work as stated in the contractual Documents issued by the development (for Construction project) Eg. Letter of Award or Purchase order.

Contact Method

Telephone No

Mobile No

Remark (Optional) 0/1000

Step 9) Under **Workplace Address**, please key in valid postal code to retrieve your address details. If your workplace premise has no postal code, please fill up the fields in [Workplace Mukim / T.S No. and Lot No. Details](#). You may refer to the mukim details stated in your contractual document, letter of award or approved building plans. (e.g. 7 ABC Way, MK01, LOT12345W or 51 Red Avenue, TS21, LOT1234M).

### Workplace Address

Address

Postal Code



I do not have a postal code

Block/House No.

Street Name

Floor/Level (Optional)  Unit (Optional)  Building Name (Optional)

Eg: 01, B1, 01M      Eg: #05-01, unit 01

I have more than 1 floor / unit numbers (Optional)

Yes

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### Workplace Mukim Streetname

Mukim Street Name (Optional)

If Address has no postal code, please fill in the Mukim/ T.S. Lot No (the nearest) street name below

0/200

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### Workplace Mukim/ T.S.No and Lot No. Details

Mukim/ T.S Type (Optional)

Mukim/ T.S No (Optional)

Mukim/ T.S Lot No (Optional)

0/6

Mukim/ T.S Type	Mukim/ T.S No	Mukim/ T.S Lot No	Actions
No data available in table			

Step 10) Under **Combustible Dust Notification**, you need to indicate if your workplace has combustible dust listed in the Fourth Schedule of Workplace Safety and Health (General Provisions) Regulations.

If you select 'Yes' to the statement "My factory has combustible dust":

- Choose the relevant combustible dust type (s)
- Enter the estimated quantity for each selected dust type
- Upload the completed Combustible Dust form

Your submitted combustible dust notification details will be captured in the letter appended to your factory registration certificate or factory notification letter, if approved.

**NOTE:** For combustible dust quantities of 1,000 tonnes and above, GoBusiness can only allow a maximum quantity of 999,999 kg to be submitted. Please provide the actual quantity of combustible dust in your combustible dust form. The letter appended to your factory registration or notification will reflect the maximum quantity of 999,999 kg submitted in GoBusiness.

If you select 'No', you may proceed with rest of application.

### Combustible Dust Notification

My factory has combustible dust

YES  NO

### Combustible Dust details

**Combustible Dust Type**  
Please choose all types of combustible dust relevant to your workplace and declare the total quantity of combustible dust by types. For example, if there are 5 different combustible chemical dusts/powders, please declare the total amount for the 5 chemical combustible dusts/powders under "Chemical Dust" in the table.

Chemical Dust  
 Metal Dust  
 Organic Dust  
 Plastic Dust

**Quantity (KG)**  
Key in estimated quantities for each respective category (Kilograms)

0/6

**!** A minimum of 3 entry is required for Combustible Dust details.

Combustible Dust Type	Quantity (KG)	Actions
No data available in table		

Step 11) For Alerts to Workplace Occupiers on Accidents or Unsafe Practices, you need to submit at least one subscriber email address and mobile number and click 'Add' to submit. Your subscriber will receive email notifications for workplace incidents or unsafe practices reported at your factory.

### Alerts to Workplace Occupiers on Accidents or Unsafe Practices

Name

0/200

Email

Mobile No

Alerts to Workplace Occupiers on accidents or unsafe practices.  
MOM is providing a free service to workplace occupiers and/or their safety professionals to create awareness of workplace safety and health (WSH) and raise standards at workplaces. After you subscribe to this free service, you will be alerted via email on the following events so that immediate actions can be taken to resolve any WSH lapses at your workplace if necessary

- Feedback on an unsafe condition or good work practice at your workplace is reported through the mobile application (snapSAFE) or
- Incident report of an accident or injury that has occurred at your workplace is submitted by any subcontractor or third party via iReport

Upon successful subscription to this online service, the workplace subscriber will receive an acknowledgment email, together with an installation and user guide.

Subscription to Alerts to Workplace Occupiers on accidents or unsafe practices, please enter at least one set of information if you intend to subscribe to this online service. Either Mobile Number or Email, and Name must be filled. (Max up to 5 emails)


**Add**

**A minimum of 1 entry is required for Alerts to Workplace Occupiers on Accidents or Unsafe Practices.**

Name	Email	Mobile No	Actions
No data available in table			


Step 12) Upload the necessary supporting documents where applicable and click **Review Form** to proceed.

### Supporting Documents

**Process Hazard Analysis (Optional)** 


Only 1 file at 7 MB or less.  
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (\_), and hyphens (-) are allowed.  
Only applicable for renewable registration.  
is. For:  
I. Bulk Storage (of Toxic or Flammable Liquid) Terminal;  
II. Petrochemical Plant or Oil Refinery;  
or  
III. Synthetic Polymer or Chemical Plant

Drop a file here or click to upload

**Major Hazard Installation (MHI) Assessment form (Optional)** 


Only 1 file at 7 MB or less.  
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (\_), and hyphens (-) are allowed.  
MHI assessment form is only applicable for registration of MHI. Is Any premises processing, manufacturing or bulk storage of one or more dangerous substances specified in the First Schedule of WSH (MHI) Regulations and meets the conditions specified under the Second Schedule of WSH (MHI) Regulations.

Drop a file here or click to upload

**Combustible Dust Form** 

Only 1 file at 7 MB or less.  
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (\_), and hyphens (-) are allowed.  
excel or pdf format

Drop a file here or click to upload

**Other Supporting Documents (Optional)** 

Only 1 file at 7 MB or less.  
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (\_), and hyphens (-) are allowed.

Drop a file here or click to upload

[← General Information](#) [Save Draft](#) [Review Form →](#)

Step 13) In the **Review Form** page, you can review and review your application details. Please scroll to bottom of page to read the **Declaration** details. You need to check the check box before you can click 'Submit' to proceed with your application.

**STEP 4**

### Declaration

Please scroll to read and acknowledge the following clauses.

I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.

I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

**Factory Notification and Registration (MOM)**

1. I hereby declare that risk management as required by the Workplace Safety and Health (Risk Management) Regulation has been implemented.

2. [Declaration below is for factory registration applicants only, and is not applicable to factory notification applicants even if the checkbox is ticked]

I understand that it shall be the duty of the occupier to implement a Safety and Health Management System (SHMS) for the following workplaces as specified under the Workplace Safety and Health (Safety and Health Management System and Auditing) Regulations 2009:

- Construction worksites
- Shipyards
- Factories engaged in manufacturing of fabricated metal products, machinery or equipment with at least 100 employed persons.
- Factories engaged in manufacturing of fluorine, chlorine, hydrogen fluoride, carbon monoxide or synthetic polymers.

I hereby declare that all of the above is true.

[← Review Form](#) [Submit →](#)

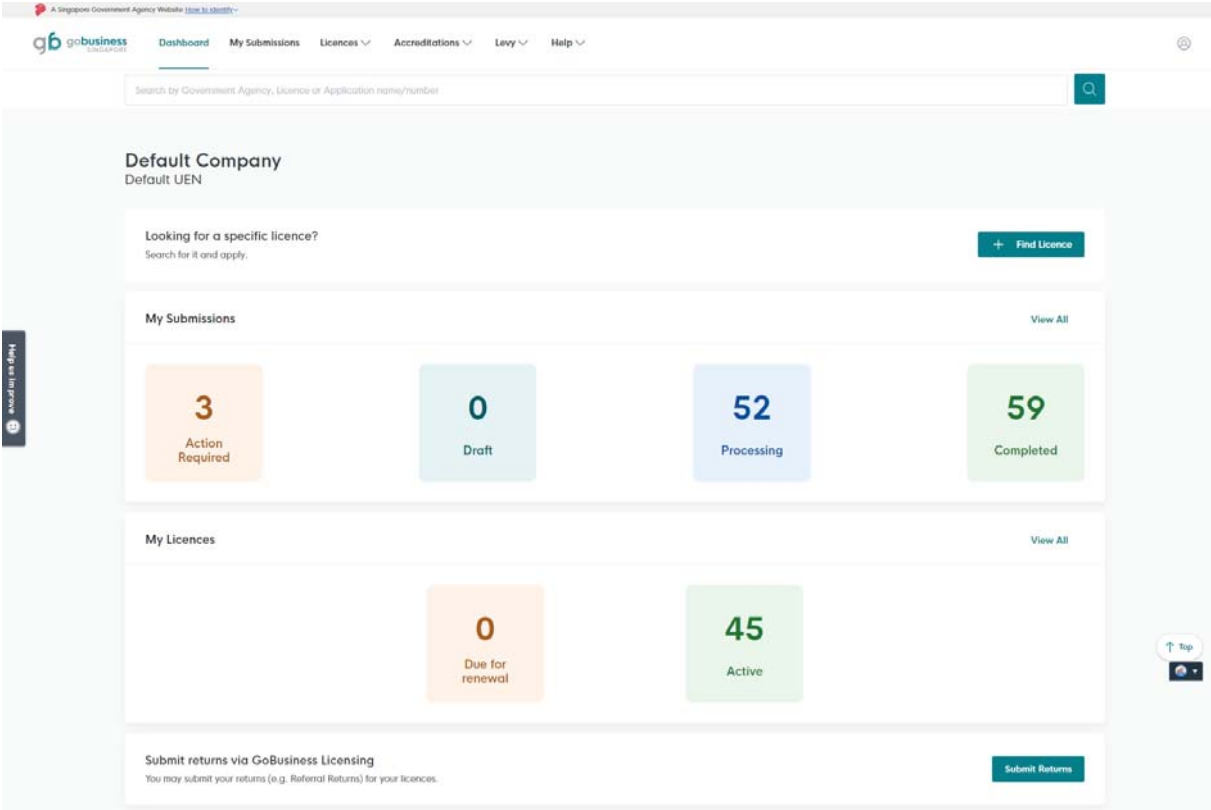
Please take note the **Application ID** starting with 'FC' followed by 9 digits for future enquiries (e.g. FC24XXXXXX). If payment is required for factory registration, you will be notified via email to make payment. Processing time is up to 7 working days, if all necessary information has been furnished for the application.

### Application Status

APPLICATION	APPLICATION ID	EST. PROCESSING TIME	STATUS
Factory Notification and Registration	FC244773040	Factory Registration and Notification: 7 working days. Renewable Factory Registration excluding MHIs: 1 month. MHI registration: 6 months.	Submitted

# Dashboard Overview

The Dashboard gives an overview of your company's transactions and licences by all government agencies (not limited to MOM factory registration and notification).



## To view Application after Submission

Step 1) To view your submitted applications, click 'My Submissions', your submitted application(s) will be listed. For the retrieved application record, you may click 'Select Action' and 'View Form' to display your submitted application.

gobusiness SINGAPORE Dashboard **My Submissions** Licences Accreditations Levy Help

Search by Government Agency, Licence or Application name/number

### My Submissions

Last updated at 10:22am [Sync](#)

Unable to retrieve your applications. Click on the Sync button above to try again, or [contact us](#) if the issue persists.

All Submissions (809) Action Required (164) Draft (4) Processing (201) Completed (440)

**New** To download your payment invoice or licence file for your applications:  
1. Click within the "Select Action" menu  
2. Select Download Invoice or Download Licence Files if they are available

Factory Notification and Registration Licence (New) - MOM	Submitted	Application: FC244773040	Updated: 23 Oct 2024, 10:16am	Select Action
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Under 'Select Action' tab, you are also allowed the option to duplicate a previous application (See below). Upon selecting 'Duplicate' option, a draft of your previous application will be created in 'Draft' section.

### My Submissions

Last updated at 10:22am [Sync](#)

Unable to retrieve your applications. Click on the Sync button above to try again, or [contact us](#) if the issue persists.

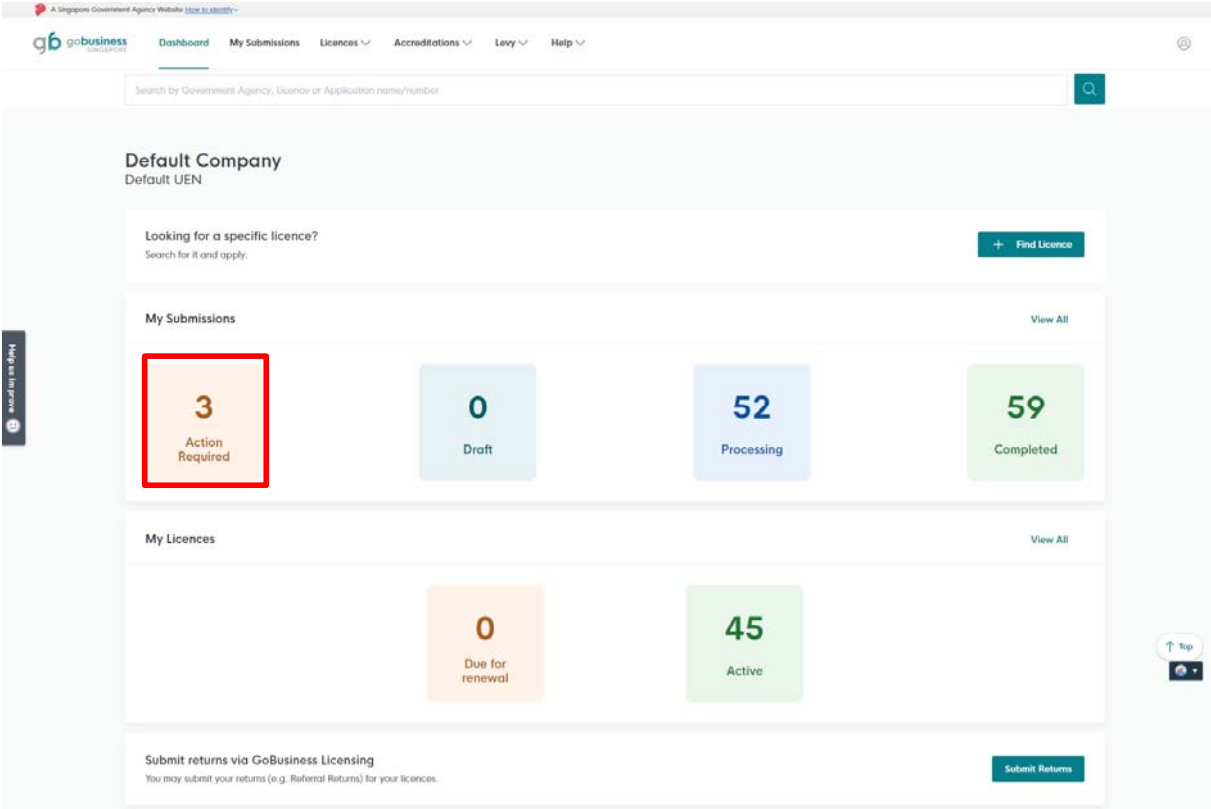
All Submissions (809) Action Required (164) **Draft (4)** Processing (201) Completed (440)

**New** To download your payment invoice or licence file for your applications:  
1. Click within the "Select Action" menu  
2. Select Download Invoice or Download Licence Files if they are available

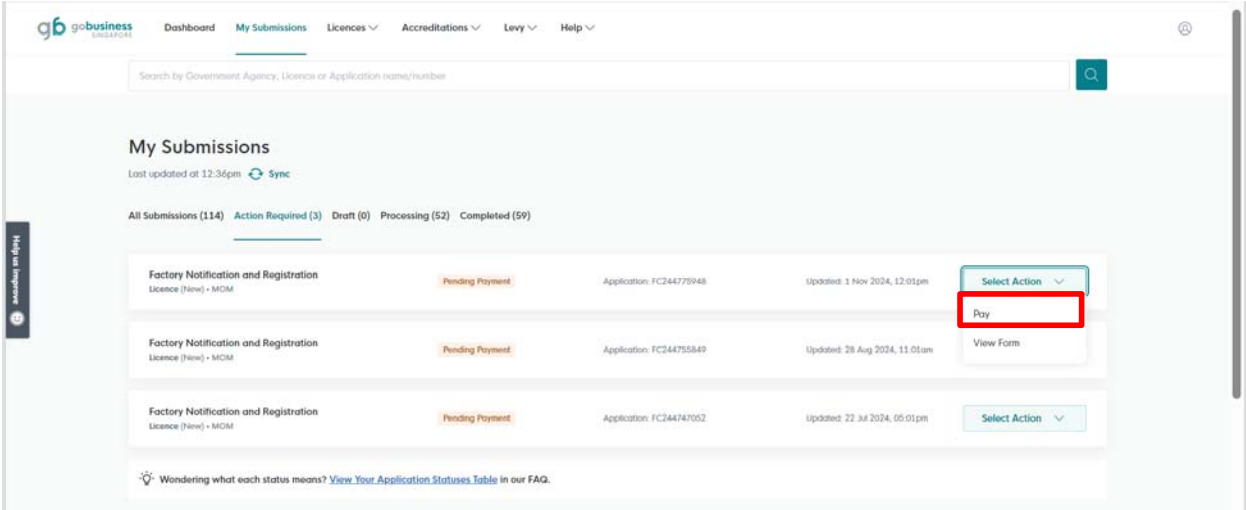
Factory Notification and Registration Licence (New) - MOM	Submitted	Application: FC244773040	Updated: 23 Oct 2024, 10:16am	Select Action View Form
Factory Notification and Registration Licence (New) - MOM	Draft	Application: FC244772997	Updated: 23 Oct 2024, 09:36am	Duplicate

# Making Payment

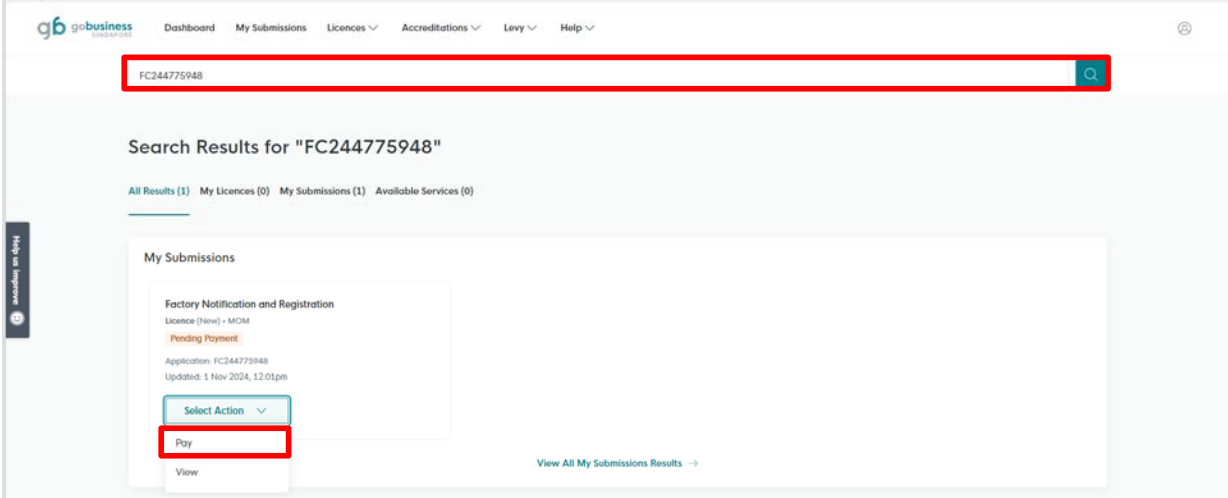
Step 1) Click 'Action required' panel on Dashboard. Your application(s) that require payment will be listed.



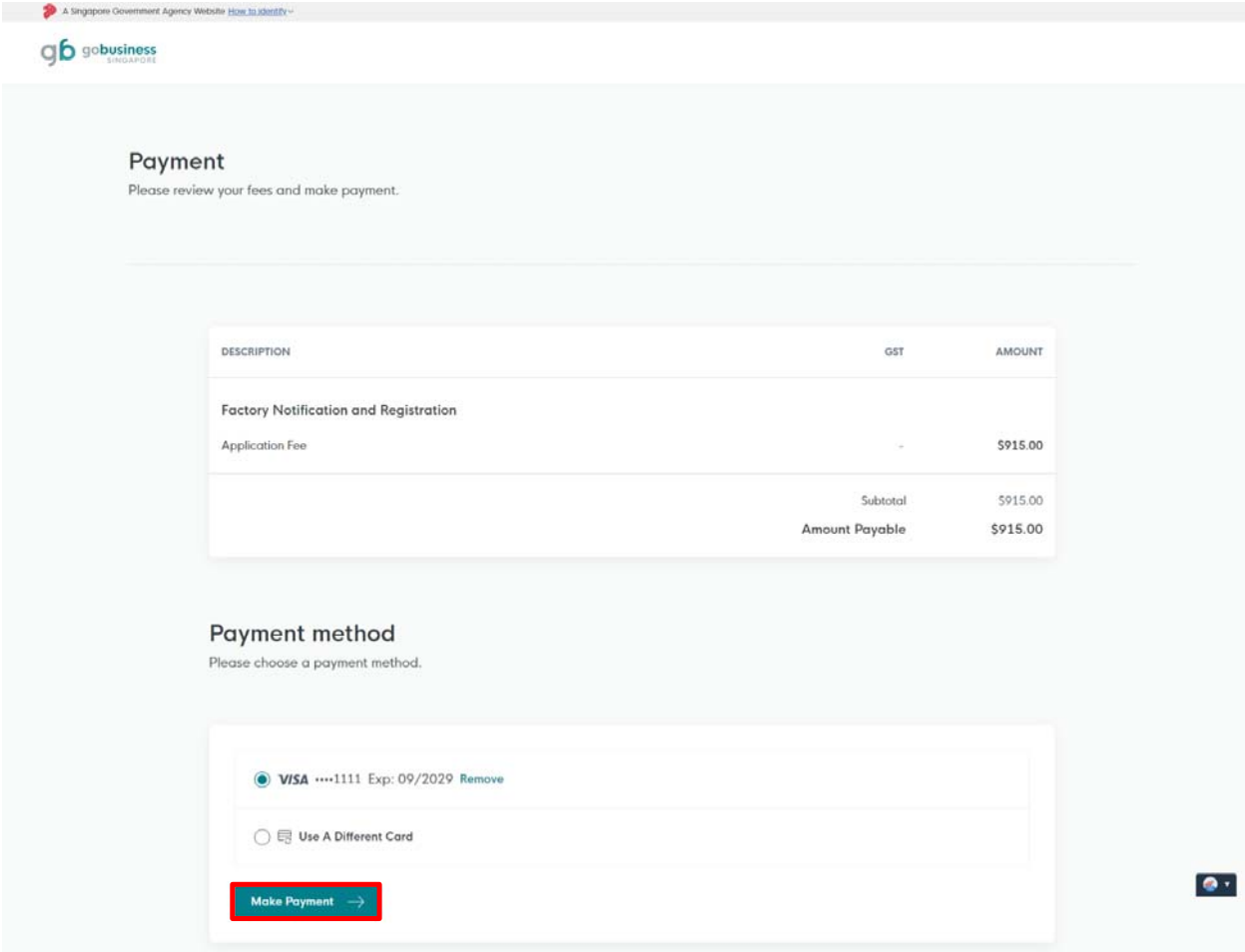
Step 2) Click 'Select Action' and 'Pay' to make payment for your submitted application.



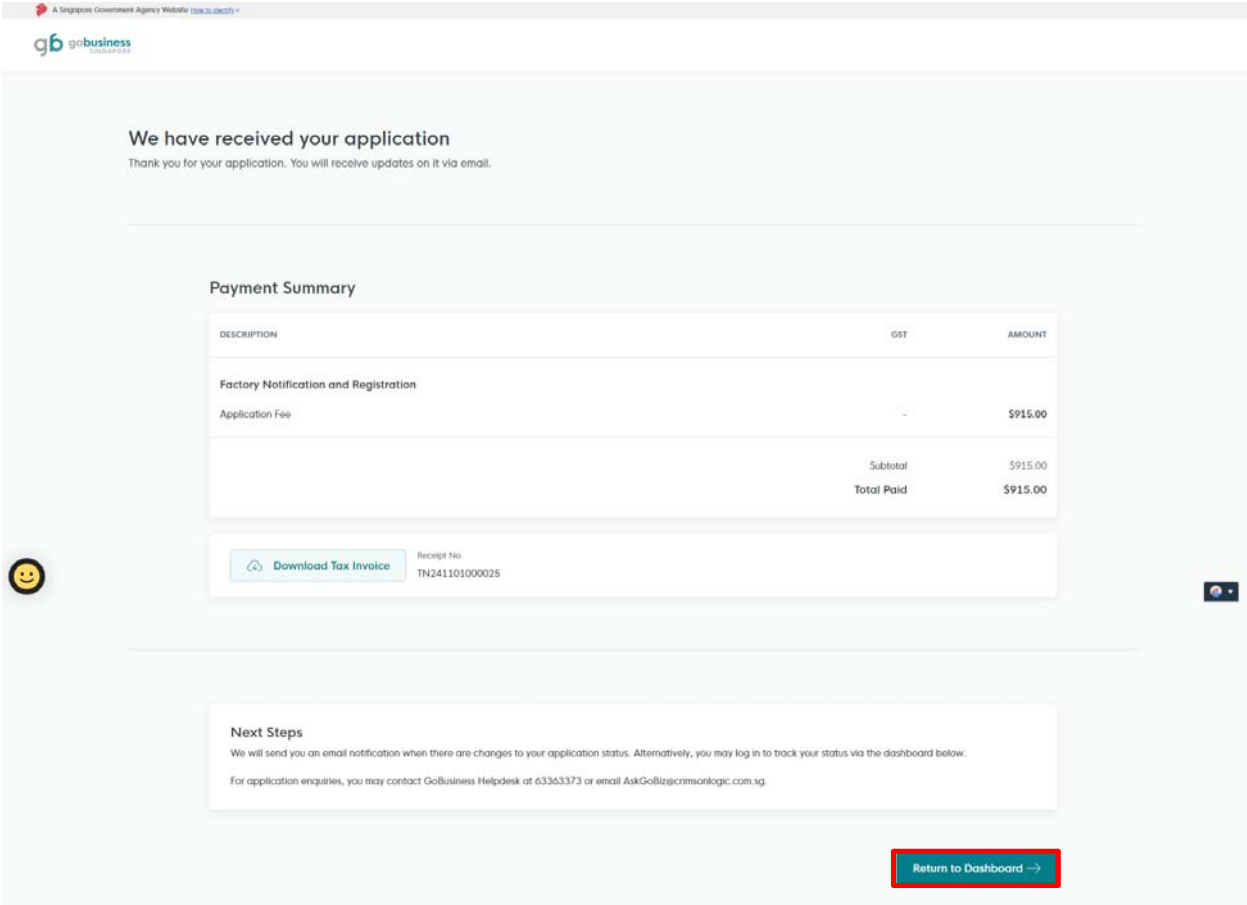
Alternatively, you may also search for your Application Number (e.g. FC24XXXXXX for new application) in the search bar on top menu. For the retrieved application record, click 'Select Action and 'Pay' to pay fee for your application.



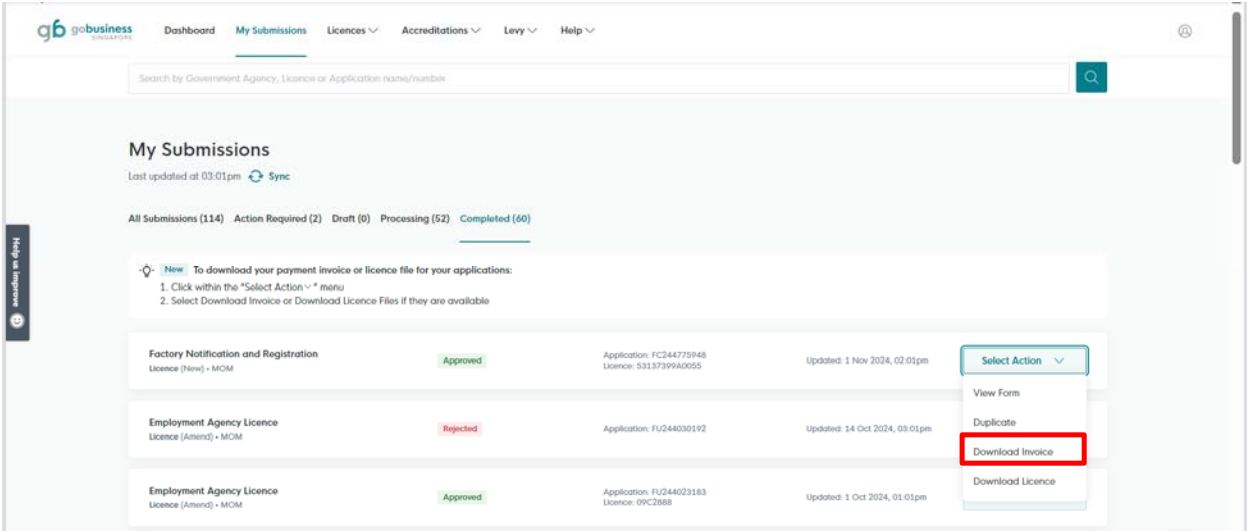
Step 3) You will be directed to the 'Payment' page to view payment details of your transaction. Click 'Make Payment' to proceed. Payment is available via MasterCard, PayPal or VISA.



Step 4) You will be directed to **Payment Summary** for your transaction upon successful payment. Click 'Return to Dashboard' to return to main Dashboard.



Your application will finally be listed in **My Submissions** (See Completed), you may click 'Download invoice' to save a pdf copy of payment invoice.



# Downloading Certificate after Approval

Step 1) Your completed application(s) will be listed under **My Submissions** (See Completed). You can download the pdf copy of the approval certificate or letter by clicking 'Download Licence'.

**My Submissions**  
Last updated at 11:00am [Sync](#)

All Submissions (812) Action Required (164) Draft (7) Processing (201) Completed (440)

**New** To download your payment invoice or licence file for your applications:  
1. Click within the "Select Action" menu  
2. Select Download Invoice or Download Licence Files if they are available

Application Name	Status	Application ID	Updated	Action
Factory Notification and Registration Licence (New) - MOM	Approved	Application: FC244754320 Licence: [redacted]	Updated: 29 Aug 2024, 10:01am	Select Action
Factory Notification and Registration Licence (Renew) - MOM	Approved	Application: FR244014747 Licence: [redacted]	Updated: 26 Aug 2024, 12:01pm	Select Action
Factory Notification and Registration Licence (Amend) - MOM	Lapsed	Application: U1720022369	Updated: 9 May 2024, 01:10am	Select Action

The 'Download Licence' option in the dropdown menu for the 'Lapsed' application is highlighted with a red box.

Alternatively, you can also go to **'My Licences'**, all your active licences will be listed (not limited to MOM factory registration and notification). Search for your factory licence and click 'Download' to download the pdf copy of the approval certificate or letter

**My Licences**  
Last updated at 03:57pm [Sync](#)

All Licences (32) Due for Renewal (9) Active Licences (22) Other Licences (1) | Submit Returns (1)

LICENCE NAME AND NUMBER	AGENCY	STATUS	ISSUE DATE	EXPIRY DATE	ACTION
Factory Notification and Registration Licence No. [redacted]	MOM	Active	20 Aug 2024	20 Aug 2029	Select Action
Factory Notification and Registration Licence No. [redacted]	MOM	Active	20 Aug 2024	20 Aug 2029	Select Action
Factory Notification and Registration Licence No. [redacted]	MOM	Active	26 Aug 2024	26 Aug 2029	Select Action

The 'Download' option in the dropdown menu for the first 'Active' licence is highlighted with a red box.

(Updated 26 Nov 2024- LIC THP)