

**From:** MOM WPD Advisory (MOM) <WPD\_Advisory@mom.gov.sg>  
**Sent:** Tuesday, 4 August 2020 11:06 PM  
**To:** sc8@unitedchannel.net  
**Cc:** alicetan.kj@gmail.com  
**Subject:** [E0001] SUSILAWATI(GXXXX242T) is allowed to enter Singapore between 12 Aug 2020 and 14 Aug 2020

Dear Sir/Madam

Your application for SUSILAWATI(GXXXX242T)'s entry into Singapore on 13 Aug 2020 has been approved. This approval allows the foreign domestic worker ("**FDW**") to enter Singapore between 12 Aug 2020 and 14 Aug 2020. You must submit a new application if he/she is unable to arrive on the approved arrival dates. He/She cannot commence journey until he/she has received our approval to enter Singapore.

2. Please inform the FDW to show a print-out of this letter to the airline staff upon check-in before boarding the plane and at the Singapore Immigration & Checkpoints Authority's (ICA) checkpoint upon arrival in Singapore. Otherwise, he/she will not be allowed to enter Singapore and his/her pass may be revoked immediately. You must also ensure that the pass holder's work pass/in-principle approval is valid at the time of entry. Otherwise, he/she will not be allowed to enter Singapore.

3. You are required to pay for the 14-day Stay-Home Notice ("**SHN**") at a dedicated facility (\$1,500, including GST) and COVID-19 test (up to \$200, including GST) for the FDW. You will receive an email after the FDW's arrival in Singapore from '[no-reply@pay.gov.sg](mailto:no-reply@pay.gov.sg)' containing a link and instructions for making payment using a credit card. You will need to make payment by 20 Aug 2020.

4. You must inform the FDW before his/her arrival that he/she will need to take a COVID-19 test before the end of the SHN period. Transportation will be arranged to send him/her directly from the immigration checkpoint to a dedicated SHN facility. The FDW will have his/her own room, toilet and be provided all meals, so that he/she can avoid physical contact with other individuals. During the SHN, **he/she will not be allowed to leave the dedicated facility**. The FDW shall not have visitors, and he/she shall minimise contact with others during the SHN period.

5. If the FDW left Singapore from 27 Mar 2020 despite the prevailing travel advisories, you will have to bear the full costs of his/her COVID-19 treatment at unsubsidised rates if he/she is admitted for suspected COVID-19 and develops symptoms within 14 days of returning to Singapore.

6. We will contact the FDW at the mobile number provided in the entry approval application. If his/her number has changed, please update it immediately.

7. Once the FDW arrives in Singapore, he/she will be served an SHN notice at the checkpoint. You must ensure the following:

- a. Explain and make sure that the FDW understands what he/she should do during the SHN period (see additional work pass conditions for imposition of SHN to be complied with by FDWs, as at **Annex A**).
- b. Ensure that a print-out of **Annex A** is given to the FDW and retained by him/her.

- c. Ensure that the FDW complies with the mandatory SHN period upon arrival in Singapore.
  - d. Ensure that the mobile phone prepared pursuant to paragraph 1 of **Annex B** is given to the FDW.
  - e. Inform the FDW to download the Homer mobile app and WhatsApp on his/her mobile phone to enable monitoring and video calls, respectively.
  - f. Ensure the FDW acts on the SMS sent by the authorities, which will be sent within 1 to 3 days of his/her arrival, asking him/her to download the Homer mobile app with the mobile number provided in the entry approval application. Ensure that the FDW has a thermometer to take and report his/her temperature 3 times a day using the Homer app.
  - g. Ensure the FDW undergoes the COVID-19 tests as scheduled by the authorities. He/she will be notified of the date/time/location of the scheduled appointment via an SMS notification. Note that the 14-day SHN period may be extended until the pass holder is notified of his/her test results. If the FDW does not receive any SMS or calls with regard to the swab test appointment by the 7<sup>th</sup> day, he/she should send his/her details (i.e. Name, FIN, Mobile No. and Date of Arrival in SG) to 87253680 by WhatsApp to make an appointment.
  - h. Arrange to send the FDW from his/her SHN place of residence to the designated COVID-19 testing facility for the scheduled appointment, and return immediately after the test, using designated taxi (see **Annex C**). He/she should identify himself/herself as a person subject to an SHN when making the booking and when boarding the vehicle. When travelling in the taxi, the FDW should sit alone in the back seat, with windows down and the air-conditioning turned off. Public transport should be avoided. Failure to go for the test as scheduled may result in an extension of the SHN period. His/her pass may also be revoked.
  - i. Arrange for non-emergency medical needs (such as rescheduling follow-up visits for chronic conditions, refilling of prescription, etc.) so that the FDW need not leave the facility during the SHN.
8. You have a joint duty with the FDW to ensure that he/she completes the mandatory 14-day SHN and behaves responsibly during the SHN. If you are unable to discharge your duties, you should not arrange for the FDW to enter Singapore during this time.
9. The Government of Singapore will not hesitate to take enforcement measures against employment agencies or FDWs who give false information or do not comply with the requirements in this letter, including commencing criminal proceedings, revoking work passes, withdrawing work pass privileges, issuing demerit points under the Demerit Points system for employment agencies, and revoking or suspending employment agencies' licences.
10. Pursuant to section 7(3) of the Employment Agencies Act ("**EAA**"), the additional conditions at **Annex B** are imposed on you, as the licensee of the employment agency which has applied to MOM for entry approval for an FDW.
11. All terms used in the additional conditions are to be complied by the licensee of the employment agency and the attached new conditions to be complied by the FDW shall have the same meaning as defined in the EAA and the Employment of Foreign Manpower Act ("**EFMA**") and their respective subsidiary legislation.

Yours sincerely

Controller of Work Passes

**Annex A - For the Foreign Domestic Worker on Stay-Home Notice at a Dedicated Facility**

**CONDITIONS FOR A FOREIGN EMPLOYEE WHO IS A DOMESTIC WORKER ("FDW") PLACED ON STAY-HOME NOTICE ("SHN")**

Pursuant to section 7(4A) of the Employment of Foreign Manpower Act ("EFMA"), the following additional conditions are imposed on you, a foreign employee who is a domestic worker issued with a Work Permit or In-Principle Approval for Work Permit.

2. The Government of Singapore will not hesitate to take enforcement measures against the employers or FDWs who give false information or do not comply with the requirements in this letter, including commencing criminal proceedings, revocation of work passes and withdrawal of work pass privileges.
3. All terms used in the additional conditions to be complied by the FDW below shall have the same meaning as defined in the EFMA and its subsidiary legislation.

**ADDITIONAL CONDITIONS OF WORK PASS FOR THE IMPOSITION OF STAY-HOME NOTICE TO BE COMPLIED WITH BY A FOREIGN EMPLOYEE WHO IS A DOMESTIC WORKER ISSUED WITH WORK PERMIT OR IN-PRINCIPLE APPROVAL FOR WORK PERMIT**

1. The FDW shall comply with the SHN period which will commence with immediate effect from the time it is issued to the FDW on arrival and will be effective from that day until:
  - a) 14 days subsequent thereafter, and will end at 12 noon on the 15<sup>th</sup> day; or
  - b) until the results of the COVID-19 test are notified to the FDW, whereupon the SHN period will end immediately,whichever is later.
2. The FDW shall proceed from the airport (or other place of disembarkation) directly to his/her dedicated SHN facility to serve his/her SHN.
3. The FDW shall not leave the dedicated SHN facility during the SHN period unless permitted to do so by the Controller.
4. The FDW shall ensure that he/she has a mobile phone with internet connectivity (e.g. via WIFI or sufficient mobile data) with him/her at all times during the SHN period. He/she shall download WhatsApp on the mobile phone and shall respond within 1 hour when contacted by MOM via phone calls, WhatsApp video calls or Short Message Service (SMS).
5. The FDW shall download the Homer mobile app on his/her mobile phone, once he/she has received MOM's SMS sent within 1 to 3 days of his arrival, to report his/her location and health status thrice daily to MOM (refer to [user guide](#)). The FDW must have a thermometer to take and report his/her temperature.

6. The FDW shall not have visitors at the dedicated SHN facility, and he/she shall minimise contact with others during the SHN period.
7. The FDW shall maintain a record of persons he/she comes into close contact with, during the SHN period.
8. The FDW shall act responsibly in line with any advisories (as amended from time to time) issued by the Government of Singapore during the SHN period.
9. The FDW shall undergo COVID-19 test(s) as required by the Government of Singapore. The date, time and venue of the COVID-19 test will be made known to the FDW at least one day prior to the COVID-19 test. The FDW shall travel from the SHN place of residence to the designated testing facility on the scheduled date and arrive punctually, and return to the SHN place of residence immediately after the test, using designated taxi. Public transport is to be avoided. Failure to take the test as scheduled may result in an extension of the SHN period. The FDW's work pass may also be revoked.

#### **Annex B - For the Licensee of the Employment Agency**

#### **ADDITIONAL LICENSING CONDITIONS FOR THE IMPOSITION OF STAY- HOME NOTICE ("SHN") TO BE COMPLIED WITH BY THE LICENSEE OF EMPLOYMENT AGENCY ("EA") WHICH HAS APPLIED FOR APPROVAL TO ENTER SINGAPORE FOR A FOREIGN EMPLOYEE WHO IS A DOMESTIC WORKER ("FDW") ISSUED WITH WORK PERMIT OR IN-PRINCIPLE APPROVAL FOR WORK PERMIT**

##### *Before the FDW leaves for Singapore*

1. The EA shall ensure that a mobile phone paired with a subscriber identification module ("SIM") card with a Singapore telephone number has been procured to allow the FDW to be contactable by the Ministry of Manpower ("MOM") when in Singapore. The mobile phone must have internet connectivity at all times (e.g. via WIFI or sufficient mobile data) and must have the WhatsApp Messenger installed. The EA shall declare the SIM card mobile number in the application to MOM to seek approval for the FDW to enter Singapore. If the number has changed, the EA shall update it immediately.

##### *After the FDW arrives in Singapore*

2. The FDW shall comply with the SHN period which will commence with immediate effect from the time it is issued to the FDW on arrival and will be effective from that day until:
  - a) 14 days subsequent thereafter, and will end at 12 noon on the 15<sup>th</sup> day; or
  - b) until the results of the COVID-19 test are notified to the FDW, whereupon the SHN will end immediately,

whichever is later.

3. The EA shall bear the full costs of the FDW's stay at a dedicated SHN facility during the SHN period; and shall bear the full costs of all COVID-19 tests for the FDW. The EA shall fully pay for these costs before the end of the SHN period.

4. The EA shall bear the full costs of the FDW's COVID-19 treatment at unsubsidised rates, if the FDW left Singapore from 27 Mar 2020 in disregard of the prevailing travel advisories, and is admitted for suspected COVID-19 and develops symptoms within 14 days of returning to Singapore.
5. The EA shall ensure that the FDW fully complies with the additional work pass conditions imposed on the FDW for the SHN period.
6. The EA shall explain and ensure that the FDW understands the additional work pass conditions that the FDW has to comply with, and the advisories that he/she has to observe.
7. The EA shall ensure that a physical copy of the additional work pass conditions is provided to and retained by the FDW.
8. The EA shall ensure that the mobile phone, which is prepared pursuant to paragraph 1 above, is given to the FDW and retained by him/her for the SHN period.
9. The EA shall ensure that the FDW downloads WhatsApp on his/her mobile phone and responds within 1 hour when contacted by MOM via phone call, WhatsApp or Short Message Service (SMS).
10. The EA shall ensure that the FDW downloads the Homer mobile app on his/her mobile phone, once the FDW has received the SMS sent by the Government within 1 to 3 days of his/her arrival, to report his/her location and health status thrice daily to MOM (refer to [user guide](#)). The FDW must have a thermometer to take and report his/her temperature.
11. The EA shall ensure that the FDW undergoes the required COVID-19 test(s) as scheduled. The pass holder will be notified of the date/time/location of the scheduled appointment via an SMS notification.
12. The EA shall arrange to send the FDW from his/her dedicated SHN facility to the designated COVID-19 testing facility for the scheduled appointment, and return immediately after the test, using designated taxi. Public transport should be avoided. Failure to go for the test as scheduled may result in an extension of the SHN period. The FDW's pass may also be revoked.
13. The EA shall ensure that he/she makes the necessary arrangements for the FDW's non-emergency medical needs (such as arranging a visit to a Public Health Preparedness Clinic (PHPC) or General Practitioner (GP) clinic nearest to the FDW's SHN place of residence, re-schedule follow-up visits for chronic conditions, refilling of prescription, etc).

*For Commissioner for Employment Agencies*

#### **Annex C - List of Transport Providers**

| <b>S/N</b> | <b>Transport Provider</b>                    | <b>Contact Number</b> |
|------------|----------------------------------------------|-----------------------|
| 1          | ComfortDelgro Taxi (Comfort & CityCab Taxis) | 6333 1133             |
| 2          | TransCab                                     | 6213 0997             |
| 3          | SMRT                                         | 6477 5971             |
| 4          | Prime                                        | 6776 7553             |
| 5          | Premier                                      | 6681 9462             |

|   |     |           |
|---|-----|-----------|
| 6 | HDT | 8507 9691 |
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\*Operating hours: 8am - 6pm