

SAGE 2018 Review (MOM - Employment Category)

Employment Standards Enforcement
Labour Relations & Workplaces Division
3 December 2018



MINISTRY OF
MANPOWER

A Great Workforce A Great Workplace

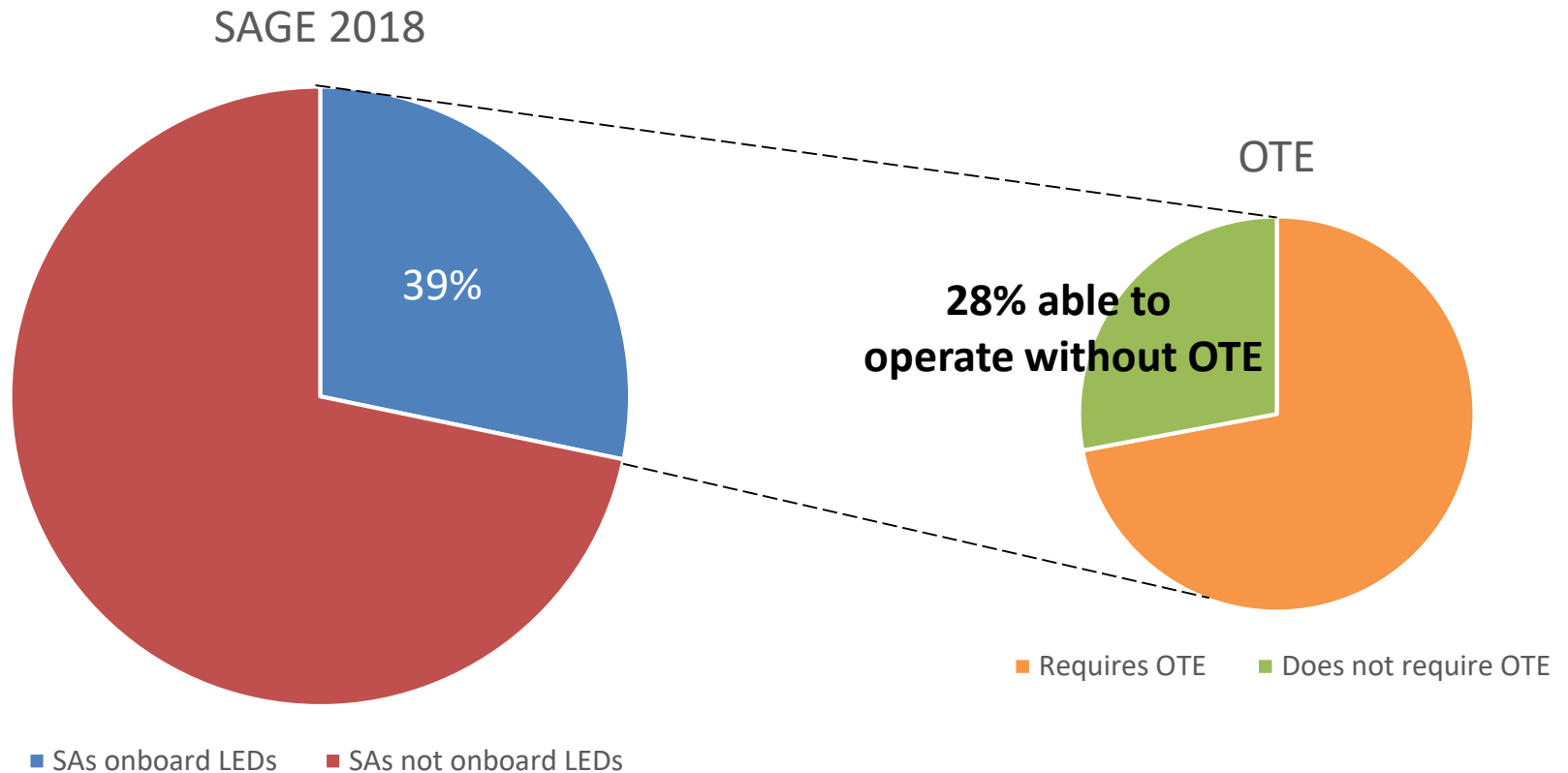
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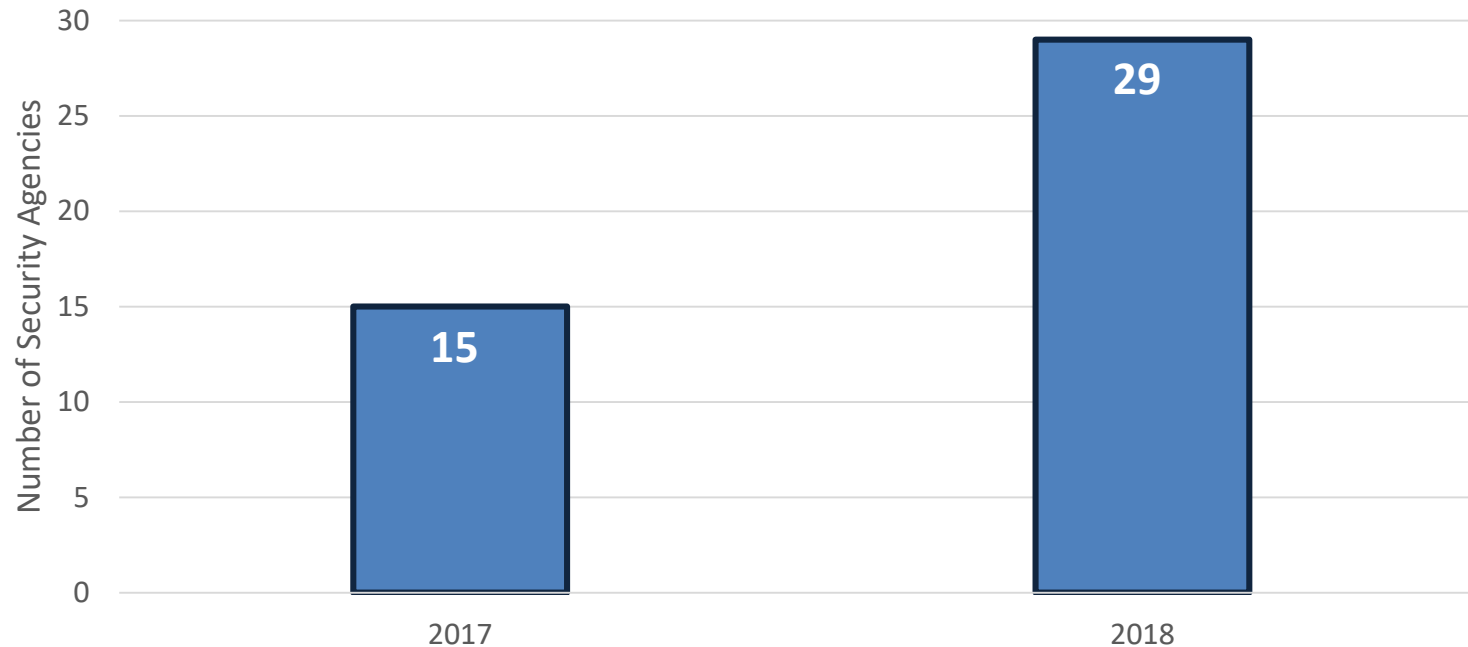
Outline of Presentation

1. SAs on-board the Lean Enterprise Development Scheme (LEDs)
2. Breaches of the Employment Legislations (EA, CPF Act, EFMA, WSHA and WICA)
3. Observations from SAGE 2018
 - a. Best Practices
 - b. Unsatisfactory Submissions

1. SAs on-board the Lean Enterprise Development Scheme (LEDs)

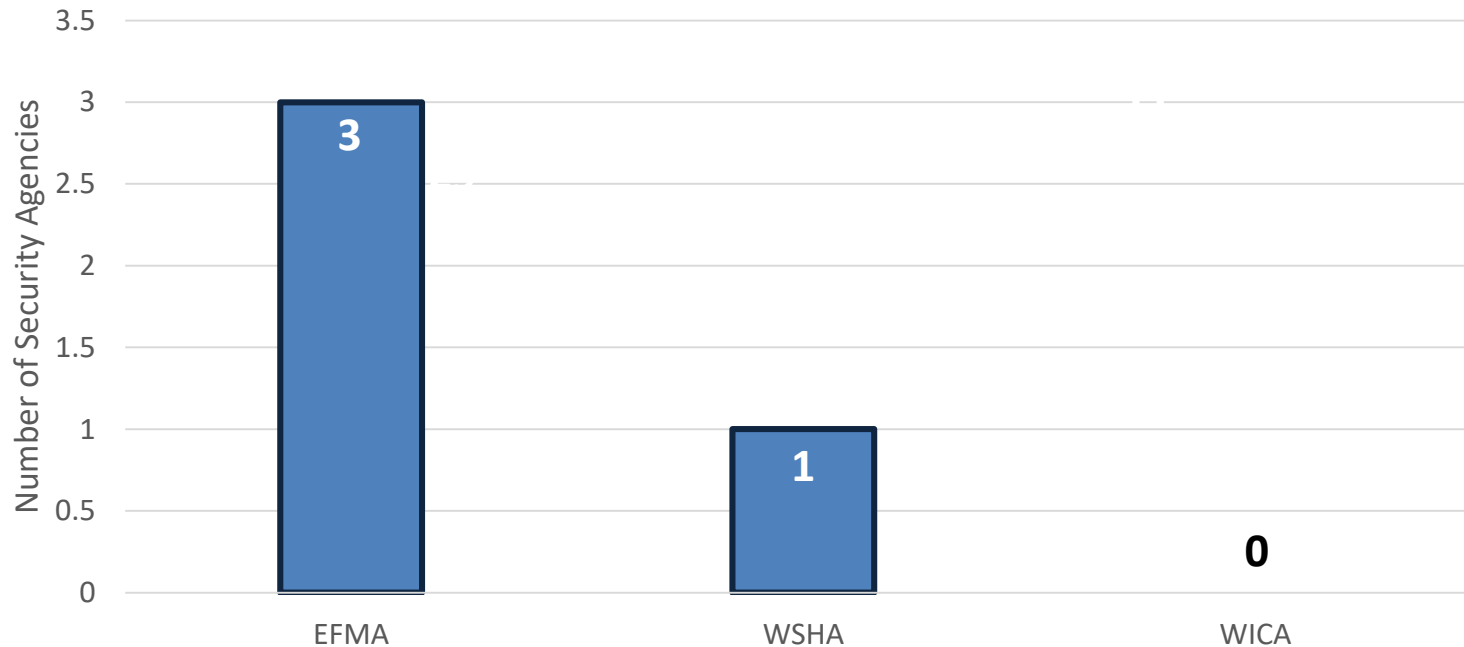


2. Breaches of the Employment Legislations (EA and CPF Act)



- Compared to the last grading cycle, there was an increase of 14 security agencies found to have breached the Employment Act and/or CPF Act.

2. Breaches of the Employment Legislations (EFMA, WSHA and WICA)



- Incidence of breaches to three other MOM employment legislations – EFMA, WSHA and WICA

3. Observations from SAGE 2018

Best Practices:

- a) Reduction in the number of working days per week, from 5.5/6 days to 5 days
- b) Longer official breaks of 1.5 to 2 hours given
- c) Offering shorter shifts of 6 to 8 hours
- d) Use of Technology

Best Practices (i) Reduction in the number of working days per week, from 5.5/6 days to 5 days

<u>Job Position:</u> Security Officer	<u>Duties:</u> Guard and Patrol Duties
<u>Contract Terms:</u> NA	<u>Commencement Date:</u> 1 November 2012
<u>Probation Period:</u> NA	<u>Site /Location:</u>
<u>Basic Salary:</u>	
<u>Work Days:</u> 6 days per week	

Key Employment Terms

Issued on: 01 / 06 /2018

Section A | Details of Employment

Job Title, Main Duties and Responsibilities
Security Officer

Full-Time Employment Part-Time Employment
 Duration of Employment
 N/A
 Place of Work

Section B | Working Hours and Rest Days

Details of Working Hours
 WORK HOURS: 8.00am - 8.00pm (Tues-Sat)
 MEAL BREAK: 1 Hour
 NO. OF WORKING HOURS/DAY: 8 Hours (Tues-Sat)
 * OT will be paid for more than 44 hours per week

Number of Working Days Per Week
 5 days per week
 Rest Day Per Week
 2 days per week (Sunday & Monday)

From 1st Jun 18

Best Practices (ii) Longer official breaks of 1.5 to 2 hours given

Day	Date In	Time In	Date Out	Time Out	Duration of Break (hour)	Entitlements	Remarks
Tue	1-May-18	9:00	1-May-18	21:00	30 mins (11:00 - 11:30) 1 hour (14:30 - 15:30) 30 mins (19:00 - 19:30)	PH	Labour Day
Wed	2-May-18	~	~	~	~	RD	
Thu	3-May-18	9:00	3-May-18	21:00	30 mins (11:00 - 11:30) 1 hour (14:30 - 15:30) 30 mins (19:00 - 19:30)		
Fri	4-May-18	9:00					
Sat	5-May-18	9:00					
Sun	6-May-18	9:00					
Mon	7-May-18	9:00					
Tue	8-May-18	9:00					
Wed	9-May-18	~					
Thu	10-May-18	9:00					
Fri	11-May-18	9:00					
Sat	12-May-18	9:00					
Sun	13-May-18	9:00					
Mon	14-May-18	9:00					
Tue	15-May-18	9:00					
Wed	16-May-18	~					
Thu	17-May-18	9:00					

Section A Details of Employment	
Company Name	Job Title, Main Duties and Responsibilities Security Officer
Employee Name	Refer to Annex A for Main Duties and Responsibilities
Employee NRIC/FIN	Full-time Employment
Employment Start Date	Duration of Employment
	Place of Work
Section B Working Hours and Rest Days	
Details of Working Hours	Number of Working Days Per Week 6 days per week
<ul style="list-style-type: none"> Mon – Sun: 8am to 8pm 1 hour meal/rest break & two 30 mins tea/rest breaks Total working hours: 8 hrs & 2 hrs (OT) 	Rest Day Per Week On non-working days of the week
Section C Salary	
Salary Period 1 st to 31 st Monthly	Date(s) of Salary Payment 7 th of every calendar month
Overtime Payment Period	Date(s) of Overtime Payment 7 th of every calendar month
Hourly / Daily / Weekly / Fortnightly / Monthly	Basic Salary
	Overtime Rate of Pay 1.5 x hourly basic rate

Best Practices (iii) Offering shorter shifts of 6 to 8 hours

Key Employment Terms

Issued on: 01/01/2018

All fields are mandatory, unless they are not applicable

All information accurate as of issuance date

Section A Details of Employment	
Company Name	Job Title, Main Duties and Responsibilities
Employee Name	<input checked="" type="checkbox"/> Full-Time Employment <input type="checkbox"/> Part-Time Employment
Employee NRIC/FIN	Duration of Employment <i>In company employment since 01/05/2014</i>
Employment Start Date 01/05/2014	Place of Work -
Section B Working Hours and Rest Days	
<i>Details of Working Hours</i> Shift 1 - 1030 to 1630 hrs Shift 2 - 1630 to 2300 hrs Shift 2 on Friday & Saturday - 1630 to 2359 hrs Break - 60 minutes per shift (assigned by BM) Estimated working hours per week - 40 hours	Number of Working Days Per Week <i>5-6 days per week</i> Rest Day Per Week <i>1-2 day/s per week as per roster</i>
Section C Salary	
Salary Period <input type="checkbox"/> Hourly <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input checked="" type="checkbox"/> Monthly	Date(s) of Salary Payment <i>21st of every calender month (advance)</i> <i>6th of every calender month (main)</i> Date(s) of Overtime Payment <i>as per the above dates</i>
Overtime Payment Period <input type="checkbox"/> Hourly <input type="checkbox"/> Daily <input type="checkbox"/> Weekly	Basic Salary (Per Period)

Best Practices (iv) Use of Technology

APPLICATION FOR INCENTIVES UNDER THE CAPABILITY DEVELOPMENT GRANT (CDG) - PROCESS REDESIGN, ENHANCING BUSINESS PROCESSES FOR PRODUCTIVITY

1. We refer to your application received on [redacted] and subsequent information provided (hereinafter called "the Application"), for incentives under the Capability Development Grant.
2. We are pleased to inform you that SPRING Singapore (hereinafter called "SPRING") has agreed to provide a grant not exceeding [redacted] (hereinafter called "the Company") for its project (hereinafter called the "Development Project") on PROCESS REDESIGN, ENHANCING BUSINESS PROCESSES FOR PRODUCTIVITY under the Capability Development Grant.
3. This Capability Development Grant shall be subject to the following conditions and the conditions set out in Annex 1 herein.

Project Implementation

- 3.1 The Company shall implement the Development Project in accordance to the Application received or [redacted] and any subsequent revisions approved by SPRING. Any changes to the scope of the Development Project shall require the prior written approval of SPRING.
- 3.2 No part of the Development Project must have commenced before the application receipt date by SPRING as stated in Paragraph 1. This will include the purchase of any project-related item, which may or may not have qualified for SPRING's grant support, and the entering of contract with the supplier or service provider engaged for the project and the restrictions are not exclusive to the above.
- 3.3 The Development Project shall meet the project schedule, milestones and deliverables as shown in Annex 2.
- 3.4 The Company shall carry out the entire Development Project in Singapore unless otherwise stated.

Best Practices (iv) Use of Technology

S/N	Item Description	Qty	Unit Cost (SGD\$)	Total Cost (SGD\$)
1.	Solution Design & Development for: a) Estate Visitor Management App b) Estate Incident Management App c) Estate Facilities Management App Guard Attendance Management App with Human Resource Integration	1	Inclusive	Inclusive

3. Observations from SAGE 2018

Unsatisfactory Submissions

- a) Different SAs submitted identical sets of documents
- b) Timesheets and pay slips submitted were for different payment cycles
- c) Inconsistent information provided

Unsatisfactory Submissions (i) Different SAs submitted identical sets of documents

1. Introduction

Welcome to SA 1

Staff Handbook

Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us. The Handbook and corresponding policy documents form part of your contract of employment with SA 2 :

The document gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

I hope you find this a useful guide during your employment with us. However if you are unable to find the answer to your question here, please feel free to contact your Operations Manager who will certainly be able to find an answer for you.

1. Introduction

Welcome to SA 2

Staff Handbook

Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us. The Handbook and corresponding policy documents form part of your contract of employment with SA 2 :

The document gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

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Unsatisfactory Submissions (i) Different SAs submitted identical sets of documents

Payslip - May 2018

Date	05-06-2018
Salary Period	01 May 2018 - 31 May 2018

Business Reg No & GST No : SA 3, "C" Grade Agency

Name of Employer			Date of Payment	
			05/06/2018	
Name of Employee			Mode of Payment	
			Cash	
Item	Amount	Prorated	Overtime Details	Pay
Basic Pay			Overtime Payment Period(s)	01 May 2018 - 31 May 2018
Working Days - (26 Days)			Total Overtime Pay	\$ 0.00 (D)
Total Allowances (Breakdown shown below)			Item	Amount
Transport Allowance			Public Holiday worked	\$ 0
Meal Allowance			Total Item Pay	\$ 0.00 (E)
PH Allowance			Leave Item	Amount
Total Deductions (Breakdown shown below)			Total Leave Item Pay	\$ 0.00 (F)
Advance			Item	Amount
Employee CPF Contribution			Other Additional Payments (Breakdown shown below)	
CDAC			Bonus	
Leave Status	Total (Prorated)	Taken	Gross Pay (A+B+D+E+F)	
Annual Leave			Net Pay (A+B-C+D+E+F+G)	
Medical Leave			Employer CPF Contribution	
			SDL	
			Employer FWL Contribution	

Pay slip of SA 1

Business Reg. No. stated belongs to SA 3

Payslip - May 2018

Business Reg No : SA 2 "C" Grade Agency

Date	05-06-2018
Salary Period	01 May 2018 - 31 May 2018

Name of Employer			Date of Payment	
			05/06/2018	
Name of Employee			Mode of Payment	
			Bank/GIRO	
Item	Amount	Prorated	Overtime Details	Pay
Basic Pay			Overtime Payment Period(s)	
Total Allowances (Breakdown shown below)			Overtime Hours worked -	
Performance Incentive			Total Overtime Pay	
Meal Allowance			Item	
Total Deductions (Breakdown shown below)			Public Holiday worked -	
Advance			Total Item Pay	
Employee CPF Contribution			Leave Item	
MBMF			Total Leave Item Pay	
Leave Status	Total (Prorated)	Taken	Item	Amount
Annual Leave			Other Additional Payments (Breakdown shown below)	
Medical Leave			Bonus	
			Gross Pay (A+B+D+E+F)	
			Net Pay (A+B-C+D+E+F+G)	
			Employer CPF Contribution	
			SDL	
			Employer FWL Contribution	

Pay slip of SA 2

Unsatisfactory Submissions (ii) Timesheets and pay slips submitted were for different payment cycles

DESCRIPTION	HOURS / DAYS	RATE	EARNINGS	HOURS/DAYS	DEDUCTIONS
BASIC WAGES				EMPLOYEE CPF	
ROT Pay					
ACTIVATION ALLOWANCE					
SITE ALLOWANCE					
TOTAL EARNINGS	SGD			TOTAL DEDUCTIONS	SGD
PH: Public Holiday; RD: Rest Day; ROT: Regular OT Overtime Period: 1 to 30 April 2018			Salary Info Current Month Earning NETT PAY GROSS WAGE CPF WAGE EMPLOYER CPF EMPLOYEE CPF		
PAYSLIP FOR	: 16/MAY/2018 TO 31/MAY/2018				
PAYMENT DATE	: 31/MAY/2018				

Day	Date In	Time In	Date Out	Time Out	Duration of Break (hour)	Entitlements	Remarks
Mon	1-May-18	7:00	1-May-18	19:00	2 hours		
Tue	2-May-18	7:00	2-May-18	19:00	2 hours	PH	Labour Day, PH OT.
Wed	3-May-18	7:00	3-May-18	19:00	2 hours		
Thu	4-May-18	7:00	4-May-18	19:00	2 hours		
Fri	5-May-18	7:00	5-May-18	19:00	2 hours		
Sat	6-May-18	7:00	6-May-18	19:00	2 hours		
Sun	7-May-18	7:00	7-May-18	19:00	2 hours		
Mon	8-May-18	-	8-May-18	-	-		
Tue	9-May-18	-	9-May-18	-	-	SL	
Wed	10-May-18	7:00	10-May-18	19:00	2 hours		
Thu	11-May-18	7:00	11-May-18	19:00	2 hours		
Fri	12-May-18	7:00	12-May-18	19:00	2 hours		
Sat	13-May-18	-	13-May-18	-	-		
Sun	14-May-18	7:00	14-May-18	19:00	2 hours	RD	
Mon	15-May-18	7:00	15-May-18	19:00	2 hours		
Tue	16-May-18	7:00	16-May-18	19:00	2 hours		
Wed	17-May-18	-	17-May-18	-	-		
Thu	18-May-18	-	18-May-18	-	-		On course.
Fri	19-May-18	7:00	19-May-18	19:00	2 hours		On course.
Sat	20-May-18	7:00	20-May-18	19:00	2 hours	RD	RD OT.
Sun	21-May-18	7:00	21-May-18	19:00	2 hours		
Mon	22-May-18	-	22-May-18	-	-		
Tue	23-May-18	7:00	23-May-18	19:00	2 hours		AL
Wed	24-May-18	7:00	24-May-18	19:00	2 hours		
Thu	25-May-18	7:00	25-May-18	19:00	2 hours		
Fri	26-May-18	7:00	26-May-18	19:00	2 hours		
Sat	27-May-18	-	27-May-18	-	-		
Sun	28-May-18	7:00	28-May-18	19:00	2 hours	RD	
Mon	29-May-18	7:00	29-May-18	19:00	2 hours		
Tue	30-May-18	7:00	30-May-18	19:00	2 hours		Vesak Day, PH OT.
Wed	31-May-18	7:00	31-May-18	19:00	2 hours		

Total Overtime Hours Performed : 16 hours (PH), 1 hours (OT 1.5), 20 hours (RD OT)

Salary Period : 1 June 2018 - 30 June 2018

Overtime Salary Period : 1 May 2018 - 31 May 2018

Unsatisfactory Submissions (iii) Inconsistent information

Form B shows 5.5 days

Security Officer (1) (Full-Time)

Name : _____

Designation : SO

No. of work : 5.0 days days per week

Date of employment : _____

Basic Salary : _____

Day	Date In	Time In	Date Out	Time Out	Duration of Break (hour)	Entitlements	Remarks
Tue	1-May-18	-	1-May-18	-		PH	Labour Day
Wed	2-May-18	10:00	2-May-18	18:00			
Thu	3-May-18	10:00	3-May-18	18:00			
Fri	4-May-18	10:00	4-May-18	18:00			
Sat	5-May-18	-	5-May-18	-		RD	
Sun	6-May-18	8:00	6-May-18	14:00			
Mon	7-May-18	10:00	7-May-18	18:00			
Tue	8-May-18	10:00	8-May-18	18:00			
Wed	9-May-18	10:00	9-May-18	18:00			
Thu	10-May-18	10:00	10-May-18	18:00			
Fri	11-May-18	10:00	11-May-18	18:00			
Sat	12-May-18	-	12-May-18	-		RD	
Sun	13-May-18	8:00	13-May-18	14:00			
Mon	14-May-18	10:00	14-May-18	18:00			
Tue	15-May-18	10:00	15-May-18	18:00			
Wed	16-May-18	10:00	16-May-18	18:00			
Thu	17-May-18	10:00	17-May-18	18:00			
Fri	18-May-18	10:00	18-May-18	18:00			
Sat	19-May-18	-	19-May-18	-		RD	

Form A

4.0 Overtime salary per hour will be the same as the basic salary for normal hours.

5. Working Days / Hours of Work / Overtime

5.1 Working days will be 6 days a week.

5.2 The normal working hours (8hrs) and overtime (4hrs) if necessary will be as follows:

i) First shift: / to / hrs

ii) Second shift: / to / hrs

iii) Third shift: / to / hrs

5.3 (1) ONE Rest day per week

Employment Contract states 6 days

Thank You!