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EA Alert: Employment Agencies' (EAs) role in promoting good employment relationships between FDWs and their employers

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EAs are important intermediaries to promote good and harmonious employment relationships between FDWs and their employers, and will usually be the first touch point where prospective employers meet their FDWs. Please remind your prospective FDW employers on the common do's and don'ts of good employment practices (see below). A smooth start to the FDW-employer relationship can go a long way to foster trust and understanding, and minimise misunderstandings.

Good Employment Practices: The Dos and Don'ts

 Dos	 Don'ts
 <p><u>Allow communication with family and friends</u></p> <ul style="list-style-type: none">• An employer is strongly encouraged to allow FDW to keep in touch with her family and friends. Being able to communicate with her loved ones will give her emotional support and help her feel closer to home.• You may set house rules on the usage of hand phone or house phone, such as to avoid the talking on the house phone or hand phones while performing any chores that require her full attention, e.g. cooking and attending to elderly/infants. However, do communicate these rules to her so she knows your expectations.	 <p><u>Do not keep FDW's salary even if she consents for you to do so</u> <i>(To avoid salary disputes in future)</i></p> <ul style="list-style-type: none">• An employer should not keep the FDW's salaries, and/or make this arrangement as a condition for her employment. Decline your FDW if she asks you to keep her salary on her behalf. This also helps avoid any salary disputes in future.• If your FDW wishes to keep her salary safely, she may open her own bank account. She must keep her own bank book and ATM card.• The bank account should be in your FDW's name only. You are not to open a joint bank account with the FDW.



Provide the means for FDW to seek help and/or escape in times of emergency

- An employer should ensure that FDW has access to the house keys and the house phone or hand phone, to seek help during emergencies.
- You must ensure that your FDW is able to escape in times of emergency.
- A good precautionary measure is to educate your FDW on how to seek help in times of emergency (eg, emergency hotlines, contact of nearest clinic)



Do not withhold FDW's passport or Work Permit (WP) Card

- An employer must not retain the FDW's passport without her prior consent, or make it a condition for her employment.
- If your FDW requests that you keep her passport, you must return it to her upon request. You should not withhold someone else's passport.
- Your FDW should keep her FDW's WP Card. The FDW is expected to carry her original WP Card at all times for inspection or on demand by any public officer.



Allow weekly rest days

- An employer is strongly encouraged to allow FDW to have her weekly rest days. Rest days allow FDWs to get her mental and physical rest from work, and help her recharge.
- If you require your FDW's help on her rest day, or if FDW does not want a rest day, you are required to compensate her with a day's salary, or give a replacement rest day within the same month.

2 MOM will continue to share such useful and important information with all EAs through this channel. Please keep your EA email address updated. For further clarification, you may call us at 6438 5122 or email us at MOM_FMMD@mom.gov.sg.

3 Thank you.

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