



REQUIREMENTS FOR ONSITE EXTENDED WORKFORCE MANAGEMENT

1. GENERAL

- 1.1. The Supplier shall comply with this document and shall ensure that all sub-contractors or sub-consultants engaged by him comply with all the provisions of this document.
- 1.2. The Company will conduct a mandatory site walk to allow the Supplier to have a better understanding of the tasks involved, where applicable.
- 1.3. A formal handover process shall be carried out between the outgoing and incoming Suppliers upon commencement of the new contract, in accordance with procedures agreed with the Company. The handover process should include the following, where applicable:
 - a) Outgoing Supplier responsibilities:
 - i. Conduct a full handover to the incoming supplier before their final day of service operations
 - ii. Perform a final inspection of all of the Company's inventory, equipment and tools utilized during the contract period
 - iii. Complete and close all outstanding maintenance or repair activities
 - iv. Return all Company drawings and proprietary documents
 - v. Clearance of lockers, office and storage areas assigned for use
 - vi. Return of Contractor Pass issued by the Company
 - vii. Notify the Company's Security team on inactivation of all contractor passes
 - b) Incoming Supplier responsibilities:
 - i. Submit detailed mobilization plans
 - ii. Provide transition or handover plans, including coordination with the outgoing Supplier
 - iii. Submit organization chart and escalation contact list
 - iv. Arrange for orientation and on-the-job training for assigned personnel
 - v. Undergo briefing on the contractor/subcontractor pass application process
 - vi. Attend briefing on performance requirements and expectations under the contract and/or purchase order
 - vii. Conduct an inventory verification of equipment and tools to be utilized
- 1.4. The Company shall provide an orientation briefing to the incoming Supplier's personnel upon commencement of the new contract and/or purchase order. This briefing will cover essential site information, including designated contact persons, emergency response resources such as the nearest Automated External Defibrillator (AED) and first aid points, and other relevant safety and operational guidelines.



2. OUTSOURCED WORKFORCE MANAGEMENT

- 2.1. The Supplier undertakes that it shall be in full compliance with all applicable Singapore employment, labour and immigration laws, bye-laws, guidelines (including guidelines issued by the Ministry of Manpower of Singapore), policies and regulations applying to the Supplier and its employees deployed to the Company for the execution of the tender scope.
- 2.2. The Company reserves the right to conduct audit or compliance checks on the Supplier and its approved sub-contractors (where applicable) to verify adherence to all applicable Singapore employment, labour and immigration laws, bye-laws, guidelines (including guidelines issued by the Ministry of Manpower of Singapore), policies and regulations applying to the Supplier and its employees deployed to the Company for the execution of the tender scope.

3. EMPLOYMENT CONTRACT FOR THE OUTSOURCED WORKFORCE

- 3.1. The Supplier shall issue a written employment contract to all employees specifying their basic employment terms, which shall include the [key employment terms](#) (as stipulated under the Employment Act 1968), and ensure that these terms comply with applicable employment laws including the Employment Act 1968 and any subsequent amendments thereto, and any regulations and/ or subsidiary legislation pursuant thereto in force for the time being, and shall duly pay and afford to all employees all their legal rights.
- 3.2. The Company reserves the right to conduct periodic audit or compliance checks on the Supplier to ensure compliance with clause 3.1. In the event of non-compliance with clause 3.1, the Company may: (a) not renew existing the contract, purchase order or arrangement with the Supplier; (b) terminate the existing contract, purchase order or arrangement with the Supplier; or (c) not engage the Supplier in the future.

4. CODE OF CONDUCT

- 4.1. The Supplier's employees deployed onsite to the Company (the "**Extended Workforce**") are to conduct themselves in a courteous, exemplary and professional manner while at the Company, be it whether they are on duty or otherwise.
- 4.2. The Supplier is requested to exercise firm control over the conduct of the Extended Workforce deployed to the Company and shall immediately remove from the Company's premises and stop deploying any employees who have breached clause 4.3(a) below.
- 4.3. In particular, the Supplier shall ensure that the Extended Workforce complies with the following rules and regulations:
 - a) Do **NOT**:
 - i. Possess or use prohibited drugs,



- ii. Use or be under the influence of alcohol or narcotics, whilst on duty or prior to reporting for duty;
 - iii. Sleep or gamble whilst on duty;
 - iv. Solicit funds or conduct sales in their personal capacity while at the Company's premises;
 - v. Be involved in disorderly conduct, possess, distribute, post, or reproduce obscene or lewd materials or literature of any kind;
 - vi. Act in an immoral or indecent manner;
 - vii. Use abusive or profane language, or otherwise act in an unprofessional manner.;
 - viii. Disparage, defame or otherwise impair the reputation of the Company;
 - ix. Bring or allow unauthorized visitors to access the Company's premises;
 - x. Smoke at unauthorized locations within the Company's premises;
 - xi. Leave their duty post unattended, while on duty;
 - xii. Be absent from duty without prior notification;
 - xiii. Solicit tips from guests, whether directly or indirectly; and
 - xiv. Solicit or accept any entertainment activities, gifts or sponsorships or donations from guests, whether directly or indirectly
- b) Do:
- i. Treat others with dignity and respect;
 - ii. Use Company's property for authorized business purposes only, and in accordance with the authorized manner;
 - iii. Be punctual for duty;
 - iv. Be well-groomed and neatly attired in accordance with the Company's rules and regulations;
 - v. Keep their workspace and rest areas clean and tidy at all times;
 - vi. Carry out their duties in a professional manner
 - vii. Comply with all instructions, standard operating procedures, Company's rules and regulations and applicable laws; and
 - viii. Observe good safety practices

5. CODE OF ETHICS AND BUSINESS CONDUCT

5.1. The Company's [Code of Ethics & Business Conduct](#) shall apply to the Extended Workforce. The Supplier shall ensure that the Extended Workforce strictly adheres to the Company's Code of Ethics & Business Conduct.

5.2. The Supplier shall address any breach of the Company's Code of Ethics & Business Conduct by the Extended Workforce and inform the Company of the corrective actions taken. Notwithstanding the above, the Company may, at its discretion, request the removal or reassignment of the affected employee.

6. WORKPLACE HEALTH & SAFETY

6.1. The Supplier shall undertake at all times that it shall:



- i. Comply with and require all its employees to comply with and obey all applicable laws and regulations concerning safety at work including the provisions of the Workplace Safety and Health Act 2006 and any subsequent amendments thereto, and any regulations and/ or subsidiary legislation pursuant thereto in force for the time being;
 - ii. Comply with and require all the Extended Workforce to comply with and strictly observe the Company's [Supplier Code of Conduct and the Additional PO Terms and Conditions on Work, Health and Safety](#);
 - iii. It shall have full regard for the safety of the Extended Workforce and keep the Company's premises (so far as the same is under the Supplier's control) and any works undertaken on the Company's premises in an orderly state appropriate to the avoidance of danger to all persons;
 - iv. Implement and maintain at all times all necessary processes and controls to ensure the safety and health of its employees and the Extended Workforce and to ensure that such persons comply at all times with such processes and controls; and
 - v. Require all of the Extended Workforce to have sufficient experience, training and competency to carry out the work to be performed, and if required, their employees shall have obtained all necessary licenses, permits or certificates.
- 6.2. The Company reserves the right to conduct regular monitoring of the Supplier's Workplace Safety & Health performance. The Company may request, and the Supplier shall provide, documents showing the Supplier's compliance with the Workplace Safety & Health Act 2006 during the course of the contract and/or purchase order. This includes but is not limited to proof of the necessary licenses, permits or certificates required to perform the work, and documents showing that the Supplier has conducted a risk assessment for the work to be performed (if required), and informed its employees of any risk involved in the work and the safe work measures and procedures implemented to mitigate such risk.

7. UNIFORM GUIDELINES

- 7.1. Where uniforms are required, the Supplier shall ensure that the uniforms issued to the Extended Workforce are fit for purpose.
- 7.2. The Supplier shall provide sufficient sets of uniforms such that all of the Extended Workforce may report to duty at the Company in a clean uniform. In addition, the Supplier shall provide all of the Extended Workforce with appropriate and necessary Personal Protective Equipment (PPE), as required for their duties.
- 7.3. The Supplier shall ensure that the Extended Workforce is issued with a uniform, always maintain a neat and well-groomed appearance in accordance with the Company's standards.



7.4. The Supplier shall ensure that the Extended Workforce refrain from any activities or behaviour that may reflect negatively on the Company and shall ensure that the Company's image, reputation and exceptional service standards are maintained.

8. WELFARE OF THE OUTSOURCED WORKFORCE

8.1. The Supplier shall ensure that all its employees are provided with a safe, respectful and conducive work environment, including access to adequate toilet breaks, and lunch and dinner breaks.

8.2. The Company shall provide the following essential workplace amenities for the Extended Workforce:

- i. Access to washroom facilities;
- ii. Rest area for the Extended Workforce, equipped with tables and chairs. The Supplier shall ensure that their Extended Workforce maintain the cleanliness of the rest area(s) provided to them;
- iii. Access to the staff cafeteria for staff meals, where they may obtain a meal (at their own cost) via their valid temporary contractor pass; and
- iv. Access to the clinic located at the Company's premises (at their own cost) and first aid kits.

8.3. The Supplier shall ensure that the Extended Workforce are aware of the mental well-being support services available to them, which includes the 24-hour SOS (Samaritans of Singapore) hotline at 1767, or the 24-hour WhatsApp support service at 9151 1767. SOS staff are trained professionals who provide confidential emotional support, a listening ear, guidance on self-care practices, and access to mental well-being resources at any time.

9. CONTINUOUS IMPROVEMENT OF OUTSOURCED WORKFORCE

9.1. The Supplier shall submit a training plan indicating the training (e.g. WSQ courses, on-the-job/in-house training, training by equipment suppliers) that would be provided to the Extended Workforce. Where applicable, for roles covered under [Singapore's Progressive Wage Model](#) (PWM), the training plan shall include all PWM-mandated training requirements. The Supplier shall also submit the details of the training and certificates obtained by the Extended Workforce when requested.

10. UNDERTAKING FOR EMPLOYMENT OF FOREIGN MANPOWER

10.1. The Supplier undertakes to the Company that it has not and shall not:

- i. Employ any Foreign Employee (as defined in the Employment of Foreign Manpower Act 1990 and any subsequent amendments thereto, and any regulations and/ or subsidiary legislation pursuant thereto in force for the time being) unless the Supplier or his sub-contractors or sub-consultants have obtained in respect of the Foreign Employees valid work passes required by the Employment of Foreign Manpower Act 1990. The Supplier shall ensure that the said employment of the Foreign Employees is in accordance with the conditions of the work passes.



- ii. Harbour or employ (and ensure that all of his sub-contractors or sub-consultants do not harbour or employ) any person who has acted in contravention of the provisions of the Immigration Act 1959 and any subsequent amendments thereto, and any regulations and/ or subsidiary legislation pursuant thereto in force for the time.
- iii. Contravene any of the provisions of the Employment of Foreign Manpower Act 1990 or the Immigration Act 1959 and any subsequent amendments thereto, and any regulations and/ or subsidiary legislation pursuant thereto in force for the time.