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**1. Mandatory Apps and Work Status Update**

**a. What are the mandatory mobile apps that my workers need to download to resume work?**

Total four mobile applications need to be downloaded and activated by the workers before they can resume working.

Government mandatory apps to install: SGWorkPass, FWMOMCare, TraceTogether.

Westlite app for workers to install: MyMA app (only applicable for Westlite residents)

The actual movement in and out of the dormitory when your workers return to work requires them to toggle between the three government apps, which is very time consuming and will slow down the process causing human traffic jam in the dormitory during exit and entry every day. Therefore Westlite has developed MyMA App to help workers manage all three Gov apps, so that workers only need to use one app to perform the mandatory checks when exiting or entering the dormitory.

**b. My workers are using iPhone and China-brand phones, and they cannot log in to MyMA.**

MyMA app is supported by Android at the moment. We are working on it to be available on iOS but that will require some time. However, if your worker is using an iPhone, he will still be able to head out to work without issues as they can scan in and out of the dormitory as well as SG work pass. Process for iPhone users requires a little more effort, but we will help teach your workers.

Step 1: Your worker using the iPhone will have to download the 3 government mobile applications individually (TraceTogether, SGWorkPass, FWMOM Care) in his unit first.

Step 2: Just before he reaches the security access point dedicated to his unit, he would use his iPhone camera function or a QR Code reader to scan the MyMA QR codes placed near the security access point dedicated to them.

Step 3: At the access point, your worker will show to the Security his handphone screen from scanning the MyMA QR Code as well as SGWorkPass green status before he leaves the dormitory.

Transport and timing information can be retrieved once the worker successfully scans upon exit. He can also view it from his peers who are using Android phones.

Scanning of MyMA QR Code at the exit and return access points allows MyMA to capture their movement in and out of the dormitory. If your workers are using China-brand phones, we also

provide options for phones that are compatible with these apps at cost price. Please let us know if you wish to order by emailing us. For technical assistance, please contact our [Westlite Tech Team](#).

**c. Are employers using the same MyMA App as workers?**

No, employers' version of MyMA will be a web-based [Westlite Employers' Portal](#), which can be accessed via desktop, laptop or mobile browser. It is not a mobile app. The URL Westlite Employers' Portal is <https://uat.myma.app/push>.

**d. Where can I get the login credentials for Westlite Employers' Portal?**

Login credentials have been sent to your registered email address (the email address you have provided to us upon finalising the tenancy agreement). Please check your Junk and Spam box in case the email has been diverted there. If you are still unable to locate the credentials, please send an email to your [dormitory management](#) with your Company Name indicated. You may refer to the respective contact details listed at the [end of the document](#).

**e. I cannot login to the Westlite Employers' Portal with the credentials. What can I do?**

Please clear your browser history or try to login from another browser, i.e. Google Chrome or Mozilla Firefox. If you are still experiencing problems, please contact the respective [Tech Team](#) for help.

**f. Can there be multiple users for access to Westlite Employers' Portal?**

Whilst it is possible for us to provide multiple credentials and accounts for each company, we do not wish to do so because of PDPA sensitivity. Hence only 1 login credential was sent to your company's authorised /registered email address with us. We encourage employers to share your same login credentials with your other authorised personnel in your company, thus in such way you have control over the account. However, at any point of time, only 1 user could access the account.

**g. We have workers in different Westlite dormitories, and the Westlite Employers' Portal does not reflect all of them. Why is this so?**

Every Westlite dormitory will have their database portal, therefore you can only view your workers who are staying in Westlite Toh Guan when you use Westlite Toh Guan's login. Please use the assigned login sent to you to view the different Westlite dormitory's occupancy list.

**h. What are the information need to be updated on the apps and portal, and who updates it?**

Nominal roll is updated and submitted by dorm operator to MOM for clearance to resume work. The information contains the name, FIN numbers, work permit, latest address, employer's name (company), and health status of the residents. These information gets updated in Westlite Employer portal as well by dorm operator. From the updated Westlite Employer portal, that's where employers view the latest address and update the same onto OFWAS, thereby having both OFWAS and dormitory operator's nominal roll record in sync at all times.

From MOM's perspective, your worker scans the FWMOMCare QR Code in their room, and that tallies with OFWAS record as well as nominal roll furnished by dorm operator. This ensures workers are physically staying where all records are showing the same, a checklist before the worker could head out for work.

Should you still encounter incorrect information, please contact the [dormitory management](#).

<b>Information</b>	<b>Platform</b>	<b>Person to Update</b>
FIN Number	MyMA App	Resident/Worker (one-time during registration)
	Westlite Employers' Portal	Dorm Operator
	Nominal Roll	Dorm Operator
	Nominal Roll	Dorm operator
Current Address	OFWAS	Employer
	FWMOMCare	Resident/Worker
	Westlite Employers' portal	Dorm operator
	Nominal Roll	Dorm operator
Health Status Have to achieve COVID-Safe "C-Safe"= "Healthy" before employers could be allowed to enable Work-Safe "W-Safe" to "Yes".	Westlite Employers' Portal	Dorm Operator via FAST
Worksite Information	Westlite Employers' Portal	Employer
Pick-Up/Drop-Off Timing	Westlite Employers' Portal	Employer
Dedicated Transport Number	Westlite Employers' Portal	Employer

**i. Can I view the latest address of all my workers in the Westlite Employers' Portal?**

Westlite Employers' Portal will reflect profiles of workers who are currently staying in Westlite dormitories. If your workers are staying outside Westlite, their profiles will not be in the portal. The nominal roll that is submitted to MOM will reflect the latest and updated address of where your worker is residing. This address in the nominal roll will correspond to that in the portal.

**j. How do I delete or amend information of workers who are terminated or inaccurate?**

[Please send an email to the dormitory management](#) and we will make necessary changes.

**k. Is the information in Westlite Employers' Portal linked to the other government apps? When we tried to apply for approval from the government agencies, their systems do not have the record.**

Westlite Employers' Portal is NOT linked to government apps. The Westlite Employers' Portal is a web-based application meant for employers. MyMA app is used by the workers to help them manage the 3 mandatory government apps – FWMOMCare, SGWorkPass and TraceTogether for ease of heading out to work.

It is required of Employers to apply for sectoral approval (i.e. Construction companies via BCA, or Oil & Gas via EDB) to get your workers an approved status to work. Have that done and approved, before you head into our Westlite Employers' Portal to view the latest address of your workers and key in transport logistic details such as pick-up/drop-off timings.

As dormitory operator, we will submit nominal roll to MOM, and details of nominal rolls will also be reflected in Westlite Employers portal.

**I. My workers and I have updated all the necessary information, and dormitory management has confirmed that they have the latest information updated too. But my workers' status is still not approved and some of them not shown in the portal. Why?**

If workers SGWorkPass status is still red, please tap on the red band to see the reason for it, as it could be attributable to various reasons. If the reason is due to the place of stay not being cleared, our dorm management will have to assist you in the investigation.

A few possible reasons if it is due to place of stay not being cleared:

- 1) Workers are not physically staying where they should be;
- 2) Dormitory management has indeed updated records inaccurately.
- 3) Glitches in MOM's app in which dorm management will have to consult MOM

A point to note: If workers had not keyed in their FIN number correctly in MyMA app during registration, the MyMA status in Westlite Employers Portal will not be reflective nor updated.

In this regard, we will be allowing workers to edit their FIN information in the MyMA app system, and our operations team will be onsite to help them with the keying of information. For any issues on FIN records, or where FIN information is wrongly reflected in the portal, employers can feedback to us or update the data in the portal for us to verify before we update our database.

**m. How to check AccessCode status and what can I do if my workers' status is always red despite confirming?**

- **To Check AccessCode Status**, and why it turned red: [Safe@Work](#)

Please login using your Business Corp Pass (business used to register for your workers' working permit)

- 1) Select "Check AccessCode".
- 2) Download the excel list of your workers
- 3) Excel will provide information on your workers' AccessCode status and reasons why it is red.

- For **assistance on Safe@Work** portal, or guide to set up Safe@Work, please refer to: [User Guide \(https://www.mom.gov.sg/-/media/mom/documents/safety-health/user-guides/safe-work/user-guide-safe-work.pdf\)](https://www.mom.gov.sg/-/media/mom/documents/safety-health/user-guides/safe-work/user-guide-safe-work.pdf)
- To understand the **different reasons on why AccessCode is red** and what you can do to address it (e.g. "Missed swab", "No approval to start work", "Place of Stay", "SHN due to contact tracing" etc): [MOM's FAQ on SGWorkPass \(https://www.mom.gov.sg/covid-19/frequently-asked-questions/sgworkpass\)](https://www.mom.gov.sg/covid-19/frequently-asked-questions/sgworkpass)

You may go through the following checklist to ensure that all steps have been completed for workers whose AccessCode is still red.

1. Contact the dormitory operator which your workers used to stay in to **remove the workers' details from their nominal roll** and update it via Dorm Watch app.
2. **Update/Ensure** your workers' **latest residential address** is recorded correctly in **OFWAS/EPOL** and MyMA.
3. Contact the **dormitory management** which your workers are residing in, to include the workers in the nominal roll and update it via Dorm Watch app. Please **ensure that there is no missing/wrong workers' information in the nominal submission**. E.g. wrong FIN/UEN number or FIN number is not under the employment of the UEN submitted.
4. Ensure that QR-code address and dormitory record matches. If QR-code address and dormitory records do not match, it means that (i) your workers have failed to scan the QR-code in this room using FWMOMCare app, or (ii) the dormitory operators' record is not updated. Please contact the **dormitory management** to rectify the issue.

If you have completed all the steps above, your workers' status should refresh in 1-2 days' time. If it is still red, please email [MOM\\_DormExit\\_Ops@mom.gov.sg](mailto:MOM_DormExit_Ops@mom.gov.sg) and [BCA\\_SafeWorkForce@bca.gov.sg](mailto:BCA_SafeWorkForce@bca.gov.sg) for construction industry with the following documents for further investigation:

- Updated OFWAS/EPOL record
- MOM approval & Clearance email for dormitory clearance
- Latest copy of Worker Feedback Form v2  
(please request it from [MOM\\_DormExit\\_Ops@mom.gov.sg](mailto:MOM_DormExit_Ops@mom.gov.sg))

You may download the AccessCode details of your workers from [Safe@Work eService](#) and update the information in the Worker Feedback Form v2.

**n. I do not have the updated addresses of my workers.**

You may view the latest address details of your workers from our [Westlite Employers' Portal](#).

**o. My workers are staying in TLQ or hotels now. Do I need to update the address as dormitory address or the TLQ/Hotel address?**

For OFWAS updates, please key in the actual address your workers are staying now.

For Westlite Employers' Portal, you will only see the workers who are physically staying in Westlite dormitories now. If your workers are staying external facilities, you will not see their profiles there.

**p. Who can we contact for suspected glitches in MOM's app?**

If you suspect that the red status for your workers are due to glitches in the MOM app, please send in your request to [MOM\\_DormExit\\_Ops@mom.gov.sg](mailto:MOM_DormExit_Ops@mom.gov.sg). You may also send in your request to our [dormitory management](#) and we will help expedite your request via onsite FAST/ACE team.

**q. We do not have a BCA reference number as we are not in the construction sector. Can my workers still go out to work?**

BCA reference number will only be applicable for projects relevant to construction. Please enter "NIL" if it does not apply to your workers.

**r. What to do if the glitches on SGWorkPass caused status to still reflect "Not Available"?**

If all the necessary steps are done and the status is still reflecting “Not Available”, please tap on the Red section to view the reason. If the reason is due to “Place of Stay”, please email to our [dormitory management](#) as it might be due to the glitch in MOM’s app. We will escalate it to our onsite FAST team to make necessary changes. You may also concurrently email MOM to raise this issue.

MOM’s SGWorkPass status will be refreshed daily at around 2am. Prior to that, they will need time to verify the information that our dormitory submitted to them, i.e. cross-check with MOH and other agencies, before they can approve the manual override of status.

If you have raised the issue with us and still do not see changes the next day, please raise the matter to us again so that we can follow up with MOM on the necessary overrides to happen soonest possible.

For ASPRI members in the PCM industry, ASPRI has established a dedicated channel with MOM to help members troubleshoot their SGWorkPass app issues. Please contact ASPRI [admin@aspri.com.sg](mailto:admin@aspri.com.sg) or call them at 6560 5051 for assistance.

**s. If the MOM app has glitches, is it possible for Westlite to provide a memo to document this to allow our workers to resume work?**

All residents will only be allowed to return to work when the SGWorkPass reflects green status. Currently, all exits and entries will strictly be based on app status.

In cases of incorrect red status, MOM will need to acknowledge the discrepancy and amend it on their backend portal before the dorm can release workers back to work. All the glitches on SGWorkPass system are being worked on, unfortunately during this time, this is a required step to ensure verification of the health status of workers hence we are unable to bypass this process.

**t. Is there an export function for the current location of our workers from Westlite Employers’ Portal?**

Yes, you can export these details in CSV format from Westlite Employers’ Portal. You can update the information in the CSV file and upload it to Westlite Employers’ Portal. This will be useful if you have multiple teams updating details for workers as only one login per company is allowed.

You can also export all the details that you have saved in the portal into CSV for record purpose.

**2. Dedicated Transport Arrangements and Walking/Cycling to Work**

**a. What kind of transports are allowed for pick-up and drop-off?**

All pick-up and drop-off transports need to be dedicated transport. Public transport that will be ferrying other members of the public will not be allowed. For taxis/Grab, it will only be allowed if they are pre-paid and pre-arranged, and you need to inform us on pick-up & drop-off timing and vehicle number via Westlite Employers’ Portal ideally the day before the pick-up.

**b. How often do I need to update the transport timing and dedicated transport information in Westlite Employers’ Portal?**

You will only need to enter the pick-up and drop-off, and mode of transport information into the system once. Once the transport details are done, W-Safe status will change to “Yes”.

However, if there are changes to the transport details (i.e. change of transport) or change in pick-up and drop-off timing, please update in the system as soon as possible. Security will check the vehicle numbers during pick up to ensure safety, as well as vehicles, are picking up the right workers

to the right site, therefore they must have the numbers. Otherwise, Security will stop workers from leaving the dormitory if the information does not match.

**c. We have multiple workers staying in your dormitory, and they are working at different sites. Do I need to update the location and timing for workers one by one, or can I do it as one batch? Do I need to update daily?**

If your workers are working across different sites, different transport needs to be arranged as each worksite needs one dedicated transport for your workers. You can select the checkboxes of the workers who are working in the same location and update their information in one batch, instead of updating one by one.

If details change daily, please update it as soon as you finalise the arrangements. It is mandated by the government authorities that all workers who are resuming work to have pick-up & drop-off timing, as well as transport details matched to be released for work. If information is not matched, workers will not be allowed to leave the dormitory.

**d. Do I need to key in the full address of the worksite?**

Yes, please update the full address for the worksite in the Westlite Employers' Portal.

Moving forward, we will also be cohorting workers by worksite therefore worksite information will be crucial. Workers will be able to stay on the same floor or unit based on either project or company. In the case of new positive COVID-19 cases in the dormitory after workers resume work, we do not need to quarantine the entire dormitory, but just the affected cohort only.

**e. Does Westlite provide transport services?**

No, we do not have transport services.

**f. I only have one worker staying in Westlite. Can I ask him to take a taxi to work?**

All pick-up and drop-off transports need to be dedicated transport. Public transport that will be ferrying other members of the public will not be allowed. For taxis/Grab, it will only be allowed if they are pre-paid and pre-arranged, and you need to inform us on pick-up and drop-off timing via Westlite Employers' Portal. No flag down of taxi is allowed.

**g. How many workers can bus/lorry/van/car take?**

Please refer to the guidelines by [MOM](#) or [LTA](#) for requirements.

**h. Our worksite has allocated timing for our workers to enter. What should I do?**

There are about 100 pax (per timing slot) with 5 mins' (for Toh Guan), 10 mins' (for Mandai, Papan and Woodlands) and 15 mins' interval to choose from, subject to the size of holding areas. This works on a first come first serve basis. Once that preferred timing is filled, you would not be able to choose that slot and have to opt for the next closest timing which is either earlier or later, subject to availability. However, if your work is time-sensitive and have issues not being able to get close to your preferred timing, please contact the dormitory manager and we will do our best to accommodate on-ground logistics.

**i. Besides timing arrangement, is there a traffic control map so our drivers know where to pick up our workers? Is there also a safety route for workers to adhere to?**

Yes, a route plan has been prepared and was presented during the employer briefing. A copy of the slides will be sent to all companies. There will also be a dedicated walking route for residents exiting for work. Please refer to the [slides](#) for more information.

**j. Is it possible to arrange for two different vehicles for pick-up and drop-off, i.e. morning pick-up by car and evening drop-off by van?**

Yes, you may. But these transports need to be dedicated. As it is necessary to provide dedicated transport for workers, i.e. transporting workers directly to and from ONE worksite only. Therefore we will need vehicle numbers, and these vehicles can only be transporting workers to and from ONE worksite without making multiple stops.

**k. Can we arrange for one lorry to drop-off my workers across multiple sites if they OT?**

Workers who have to work Overtime or night shift will still need to have dedicated transport provided. Please let us know their pick up and drop off time. However, transport can only pick up and drop off for one site, no multiple sites allowed.

**l. Can we park our vehicles in the dormitory or can my bus wait for pick-up timing in the dormitory?**

Unfortunately, due to the management of COVID-19, we are experiencing a shortage of space as various requirements have taken up space. Dormitories which are not cleared also cannot allow vehicles into the premise for parking purpose. You may park it at nearby carpark.

Transports like a bus can wait at the nearby roadside for temporary waiting, and drive to assigned dormitory pick up point at their allocated timing to pick up workers.

**m. What if my transport arrives after the allocated timeslot?**

Your transport will need to queue up again for the next available timeslot. Your workers will also be sent back to their rooms if there are insufficient holding areas. We will arrange for your workers to exit their rooms when your transport's turn is near. Therefore you are encouraged to arrive on time to prevent disruptions to picking up of your workers.

**n. Can our drivers who are staying in the dormitory walk out to collect the vehicles?**

As long as the distance is within 1km, it is possible. Otherwise, a dedicated transport needs to be arranged. Please indicate that the worker is a driver in the Westlite Employers' Portal so our Security will be aware and allow the worker to exit.

**o. I have multiple groups of workers in different holding areas, but they are all taking the same transport at the same time. How will this be possible?**

While they have different exit points, the holding areas are quite near each other therefore during pick up, we are still able to facilities different groups at different holding points to board the same vehicle from the same pick-up point.

**p. Can my workers walk or cycle to work?**



Yes, as long as the distance between the dormitory and worksite is within 1km. Those who walk or cycle are reminded to keep not more than 5 persons per grouping. Dedicated vehicular transportation is needed for worksites that are more than 1km away from the dormitory. This is a condition for work resumption as advised by FAST to ensure that workers travel between dormitory and worksite within a reasonable walking distance and timing.

If your workers are walking or cycling to work, please update the mode of transportation, timing as well as worksite address accordingly in the Westlite Employers' Portal.

**q. My workers will be walking/cycling to work. Do I still need to fill up the time slot in Westlite Employers' Portal?**

Yes, this is to allow us to allocate a time slot for your workers to exit the dormitory as part of Safe Management requirement stipulated by the authorities.

**3. Cohorting Requirements and Process**

**a. What are the cohorting requirements stipulated by the authorities?**

As announced in [BCA's circular](#) (dated 7<sup>th</sup> August 2020), BCA, EDB and ESG have worked together to review and align the cohorting requirements for the Construction, Marine, and Process Sectors. In addition, BCA has reviewed the cohorting requirements for the construction sector following feedback from the industry as dormitories are expected to be cleared of COVID-19 infection by the Inter-Agency Task Force (ITF) in mid-August.

Employers and Dormitory Operators are expected to cohort these workers in compliance with the requirements by 30 Sep 2020, failing which the workers' AccessCode status will be turned red.

Please refer to the following table for the cohorting requirements:

Worker Type	Current FEDA-licensed dormitories Cohorting Requirement	Revised FEDA-licensed dormitories Cohorting Requirement
<b>Construction Sector</b> <b>Site-Based Workers (Full Time)</b>	Workers working at the same project site to be housed at the same floor or block.	Workers working at the same project site to be housed in the same room, and in adjacent rooms if the workers are occupying more than one room. Otherwise, workers employed by the same firm to be housed in the same room, and in adjacent rooms if the workers are occupying more than one room. Limited to 1 employer for each room.
<b>Construction Sector</b> <b>Site-Based Workers (Short Term <sup>[1]</sup>)</b>	Workers employed by the same firm to be housed in the same room. Limited to 1 employer for each room.	Workers employed by the same firm to be housed in the same room, and in adjacent rooms if the workers are occupying more than one room. Limited to a maximum of 2 employers housed within each room <sup>[2]</sup> .
<b>Construction Sector</b>	Workers employed by the same firm to be housed in	Workers employed by the same firm to be housed in the same room, and in adjacent

<b>Non Site-Based Workers</b>	the same room. Limited to 1 employer for each room.	rooms if the workers are occupying more than one room. Limited to a maximum of 2 employers housed within each room [2].
<b>Process and Marine Sectors</b>	Workers belonging to the same team (i.e. by discrete projects, shifts or trades) to be housed in the same room.  Otherwise, workers employed by the same firm to be housed in the same room. Limited to 1 employer for each room.	Workers belonging to the same team (i.e. by discrete projects, shifts or trade) to be housed in the same room.  Otherwise, workers employed by the same firm to be housed in the same room. Limited to a maximum of 2 employers housed within each room [3].

[1] Workers who work for less than 6 weeks at the project site within a 3-month window

[2] Employers who do not employ enough part-time construction site-based workers or non-construction site-based workers and are unable to occupy a room fully may opt to share the room with workers from another employer with the similar worker type (i.e. part-time construction site-based, non-construction site-based)

[3] Employers who do not employ enough workers to occupy a full room can opt to share a room with another employer who has workers of the same type (Marine/Process account workers).

**b. What are the employers supposed to do for the cohorting?**

Employers and Dormitory Operators must play a proactive role and work together for the exercise to be completed in a smooth and timely manner. Importantly, employers need to provide full support to facilitate Dormitory Operators’ movement of their workers by:

- i. Communicating to workers that they must cooperate with the FEDA-licensed dormitory operators throughout the exercise (including packing up their belongings and clearing up their existing rooms prior to the shift).
- ii. Providing workers’ information or project details promptly;
- iii. Appointing a Point-of-Contact (POC) to liaise and coordinate with BCA/EDB and the FEDA-licensed dormitories operators on the cohorting operations.

**c. What is the process for cohorting?**

Employers may refer to the table below for necessary actions between employers and Westlite management in addition To BCA’s Step-by-Step Guide on Worker Cohorting.

Stages	Actions (by BCA)	Actions between Employers and Westlite
Preparation for shift  (from now till 31 <sup>st</sup> August 2020)	[Dormitory Operator] <ul style="list-style-type: none"> <li>- Work with employers and BCA/EDB to plan cohorting schedule by floor and/or block and room allocation.</li> <li>- Inform employers and workers on the cohorting schedule and room allocation details.</li> <li>- Assist the workers to prepare for the shift, FEDA-licensed dormitories operators to provide the necessary resources and/or materials (e.g. trollies,</li> </ul>	Westlite management will be sending all employers an email regarding cohorting of workers, and to understand employers’ preference for cohorting.

	<p>boxes, cleaning supplier, etc.) for workers to pack and move their personal belonging as well as clean up their existing rooms.</p> <p>[Employers]</p> <ul style="list-style-type: none"> <li>- Work with FEDA-licensed dormitory operators and BCA/EDB to plan cohorting schedule by floor and/or block and room allocation.</li> <li>- Inform workers on the cohorting schedule and room allocation details to workers in advance to facilitate packing up.</li> <li>- Communicate to workers to cooperate with the FEDA-licensed dormitories operators on the cohorting operations, including the need to clear up and make good their existing rooms prior to shifting.</li> <li>- Assign a point-of-contact (POC) to liaise and coordinate with BCA/EDB and the FEDA-licensed dormitories operators on the cohorting operations. (Note: POC should be present on the day of shifting to manage their workers' queries and facilitate the operations accordingly.)</li> <li>- Update FEDA-licensed dormitories operators on the POC assigned.</li> </ul>	<p>Please reply to your respective dormitory management with your cohorting preference by 31 August 2020.</p> <p>If no replies are received, Westlite management will house workers in their original pre-COVID units that is assigned based on companies.</p>
Day of Shift (by 30 <sup>th</sup> September 2020)	<p>[Dormitory Operators]</p> <ul style="list-style-type: none"> <li>- Coordinate workers and execute cohorting plans (Supported by BCA/EDB and Forward Assurance and Support Teams (FAST))</li> </ul> <p>[Employers]</p> <ul style="list-style-type: none"> <li>- POC should also be present on the day of shifting to manage their workers' queries and facilitate the operations accordingly and be on stand-by to address issues that may arise during shifting of workers.</li> </ul>	<p>Westlite management will inform employers and employers' POC prior to the day of shift on (i) allocation of rooms and (ii) day of shift.</p>
Post-Shift	<p>[Dormitory Operators]</p> <ul style="list-style-type: none"> <li>- Conduct a physical check to ensure that all workers scheduled for the shift had been relocated to the allocated rooms accordingly before updating the nominal roll</li> <li>- Update the necessary records (e.g. workers' access cards, update nominal rolls)</li> <li>- Confirm the final room details with the respective employers.</li> </ul> <p>[Employers]</p> <ul style="list-style-type: none"> <li>- Update accommodation addresses and unit number of workers on the Ministry of Manpower (MOM)'s Online Foreign Worker Address Service (OFWAS).</li> </ul>	<p>Westlite will send a final rooming list to employers after the shift and update the record in the system (i.e. Westlite Employers Portal) after inspecting and verifying the physical occupancy.</p> <p>Employers will need to update OFWAS</p>

		with the updated details.
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Source: [BCA Website](#) – Circular “Cohorting Exercise for Construction, Process and Marine Sector Workers Residing within FEDA-Licensed Dormitories” dated 7<sup>th</sup> August 2020.

**d. If my company has special cohorting requirements that are neither by project or by company, what can I do?**

Please let us know your special cohorting requirements when you reply to our cohorting email before 31<sup>st</sup> August 2020. We will try our best to accommodate to the request after approval from FAST team, and will keep you updated on the allocation details.

**e. Who should I liaise with for cohorting issues?**

You may get in touch with our respective [dormitory management](#) for matters pertaining to cohorting. For sectoral requirements, you may contact your respective sectoral leads, i.e. Construction Sector – BCA, Process Industry – EDB, others – MTI.

**f. Can I shift my workers again after the cohorting exercise is completed?**

We strongly encourage employers to let workers remain in the cohorting exercise’s room allocation in order to best maintain the Cleared status of the dormitory. We also need employers’ help to encourage your workers to exercise care during this period and after the cohorting exercise. Please advise your workers to go and come back to the dormitory after returning from work, without detouring to other places like food court or supermarkets. On weekends, stay in the dormitory. Refrain from visiting the Recreation Centres or any communal areas like shopping malls. We will provide remittance services, and ordering of essentials and groceries through MyMA app.

**4. Workers’ Living Arrangement for Essentials**

**a. What is the official date for the dormitory to be declared as Clean? This is required by MOM to check the access code.**

As of 18<sup>th</sup> August 2020, all Westlite dormitories have been declared as COVID-cleared dormitories.

**b. What will the maximum occupancy be for Westlite dormitory after the lockdown has been lifted?**

Currently, we are still following the same maximum as per pre-COVID-19 as the new standards are not implemented by authority yet. However if a new regulatory comes about, we will work in compliance with the revised standard.

**c. Can my workers stay in office?**

Offices are not permitted accommodation for foreign workers. However, Employers seeking to convert your workplaces (factory or office space) to Temporary Living Quarters (TLQs) to house your foreign workers (including workers affected by Malaysia’s Movement Control Order) must make an application first. Employers may visit <https://www.mom.gov.sg/covid-19/apply-for-tlq> for TLQ options.

Workers seeking to move out of the dormitories to alternative housing or hoping to get back to the dormitories will be required to get approval from [MOM QOps](#) first

**d. When will the government-paid food catering stop? What can I do after that?**

Food catering provided by the government will cease 7 days after workers have resumed work or when the dormitory is officially announced as Clean Block/Dormitory by the MOM. Workers can have the following options for food arrangement:

- (i) Employers to provide food catering services via Westlite (options of 3 meals or 2 meals/day). Employers need to indicate it in Westlite Employers' Portal,
- (ii) Employers to provide own food catering, and Westlite team will help to coordinate the distribution of food from your appointed caterer,
- (iii) Cook own meals, and groceries can be ordered via MyMA app which will be arranged to be sent to their units or at a collection point for pick up.

**e. Can my workers cook?**

Yes, residents staying in the BRW are allowed to cook. However, residents who are staying within the strict isolation block(s) will not be allowed to cook as MOM is still providing catered food.

**f. Can my workers order groceries from outside supermarkets?**

No, this is not allowed. They can only order groceries from our supermarkets in the Westlite dormitory via MyMA app, and we will deliver the groceries to your workers. If your workers are concerned about the higher cost of products, [please let us know](#) the products in question and we will feedback to our supermarket team.

**g. Will you be providing any catered food for workers? How much per pax?**

Food catering provided by Government will cease 7 days after the dormitory or block has been degazetted or when workers resume work. We have provided an option for employers to opt for catered food after the government's food catering ceases, including choice of meals for the workers. Employers can indicate in the Westlite Employers' Portal if they wish for a dormitory to make food catering arrangements for workers. Please refer to the portal for charges on catering. Employers may also opt to self-cater or let workers cook.

**h. Will there be medical clinics set up in the dormitory? How can my workers see a doctor if they are sick?**

All medical posts have ceased operations. Workers who are not feeling well can see a doctor via the Telemedicine function on the FWMOMCare mobile app. Alternatively, they may report sick at the Security office, and arrangements will be made to transport them to the allocated regional medical centres outside of the dormitory for medical help. These regional medical centres operate from 9.30am to 9.30pm daily. The operating hours of these regional medical centres are as follows:

Regions	Night clinics	Contact numbers for appointments
South / West	Regional Medical Centre @ Space@Tuas Recreation Centre 14 Tuas Avenue 1, Singapore 639499	9:30am–9:30pm <b><u>8349 1374</u></b>

Regions	Night clinics	Contact numbers for appointments
North	Regional Medical Centre @ Cochrane Recreation Centre 100 Sembawang Drive, Singapore 756998	9:30am–5:30pm <b><u>8933 7756</u></b>  6:30pm–9:30pm <b><u>8544 4250</u></b>
East	Regional Medical Centre @ Kaki Bukit Recreation Centre 7 Kaki Bukit Avenue 3, Singapore 415814	9:30am–9:30pm <b><u>8933 7687</u></b>

**i. My workers need to exit the dormitory for official reasons or essential errands. What can we do?**

As per MOM’s advisory (<https://www.mom.gov.sg/covid-19/addendum-advisory-to-submit-essential-errands>), employers need to submit an essential errands request on MOM website ([www.mom.gov.sg/essential-errands-form](http://www.mom.gov.sg/essential-errands-form)) for foreign workers to perform the following activities:

- Collection of passports
- Court hearings
- Work pass related medical check ups
- Work pass related – capturing of eBiometrics
- Work pass related – submission of documents
- Settling in programme
- Endorsement of IPA
- Medical appointments
- Dental appointments
- Banking services – activation or deactivation of bank accounts
- Banking – completion and onboard processing of security checks for collection of ATM card.
- WSH Training for Worker/Operator and Supervisor-Level Courses
- Select WSQ Courses
- Select CUGE Courses
- Other WSQ Courses as outlined by MOM (see <https://www.mom.gov.sg/covid-19/addendum-advisory-to-submit-essential-errands> for full list of courses)

Workers will only be allowed to exit the dormitory when we verify that they have: 1) Access Code Green, 2) not on SHN or QO, and 3) a PDF copy of the submitted errands request form.

Further, employers and workers should take note of the documentation requirements when applying to exit the dormitory for errands:

Essential Errand/ Purpose	Documentation Required
For collection of passports	Screenshot of the appointment date and time to collect the passport.
For court hearings, investigations and related activities (Work Injury Compensation Act, Employment Claims Tribunal, State Court, High Court)	Subpoenas, or court issued slips indicating the next hearing date or official letters from relevant authorities.
For work pass related errands (listed in the advisory)	MOM, Work Pass Division appointment letter that indicate date and time, or screenshot of the appointment date and time or a copy of the notification letter if migrant worker needs to go for his pre-employment check-up in order to fulfil his work pass requirement.
For medical appointments (e.g. specialist appointments, access to investigation modalities unavailable at medical centres for migrant workers)	Referral letter from doctor at dorm, or screenshot of appointment card indicating date and time, or prescription letter from doctor if migrant worker requires medication that is not available at the migrant worker medical centres, or Work Injury Compensation Department letter requiring migrant worker to go for specialised treatment or to assess permanent injury.
For banking services (listed in the advisory)	If migrant worker needs to close their account before repatriation, they can provide their flight details. Screenshot of ATM and Jolly App activation errors or screenshot of SMS message indicating activation error due to unregistered phone number or email from DBS / POSB for workers to go to its branch at Kaki Bukit to rectify any error or complete banking request.
For WSH training for worker / operator and supervisor-level courses, WSQ and CUGE courses	WSH's confirmation letter for date of course and time and venue.

**j. My workers need to attend a safety course. Will they be allowed to?**

Only workers who are approved to resume work can exit the dormitory. For workers who still are not approved to resume to work, they will not be allowed to exit the dormitory, except for essential errands listed above.

Since 26 August 2020, MOM has expanded its definition of essential errands to include select WSH Training courses for workers/operators and supervisors, as well as select WSQ and CUGE courses. As per MOM's advisory (<https://www.mom.gov.sg/covid-19/addendum-advisory-to-submit-essential-errands>), employers are required to submit an essential errands request on MOM website ([www.mom.gov.sg/essential-errands-form](http://www.mom.gov.sg/essential-errands-form))

Similar to the resumption of work, for workers to attend the course, employers will need to arrange for dedicated transport for workers between our dormitories and the training locations. Please enter the information of institute in Westlite Employers' Portal including pick-up and drop-off time and dedicated transport details.

The full list of WSH Training for Worker/Operator and Supervisor-Level Courses, as well as WSQ Courses that are considered essential errands by MOM can be found at <https://www.mom.gov.sg/covid-19/addendum-advisory-to-submit-essential-errands>.

**k. Can my workers or out or work on Public Holidays and Sundays? Are there time restriction or maximum number of hours they can work?**

If it is for work, workers are allowed to go out to work if their status is Green. As long as your workers have Green status to resume work, they can work any including Sundays and Public Holidays. Please indicate their working hours and transport arrangements in Westlite Employers' Portal to allow our Security to release them to work.

However, all workers are not allowed to exit the dormitory for recreational purpose. For special reasons, [please contact MOM for permission](#). Please send us the approval from MOM and arrangement logistics 5-days in advanced via [Westlite Employers' Portal or email us](#) for necessary arrangements to release your workers.

We do not know how long your workers can work. You are advised to adhere to MOM's guideline on number of hours workers can work.

**l. My workers are already staying outside Westlite. Can I collect their belongings?**

Yes you may. Please arrange with [our dormitory management](#). We will get your workers staying in the same unit as the exited workers to pack up the belongings and bring it to the assigned collection point within the dormitory for pick up.

**m. What facilities and services within the purpose-built dormitory are accessible to residents? How do they access them?**

Depending on each dormitory, services such as barber shop and minimart, and communal facilities such as the gym and recreation room can be accessed by residents.

Occupancy control in the form of booking through the MyMA app will be implemented.

Residents will have to use the following steps:

1. Click on 'Booking' option on MyMA home page to enter events section
2. Click on 'View More' beside the service/ facility
3. The timeslots and availability of the service/ facility will be displayed. Residents can click on 'Book' to secure their timeslot.



## **5. Dormitory Cases, Swab & Serology Tests, & Quarantine Related**

### **a. Why are there new cases emerging even after dormitories are cleared?**

Dormitory residents who have never been infected are still susceptible to COVID-19. Since the dormitories are cleared the new cases have been detected through active surveillance testing such as Rostered Routine Testing (RRT), and through aggressive tracing and testing whenever a new case is detected. About 2% of these cases have positive serological (antibody) test, which indicate a past infection.

The conducting of RRT for dormitory residents every 14 days has helped to pick up new COVID-19 cases.

### **b. Should my workers be arranged for RRT, and how may I do so?**

From 1 August 2020, companies can now schedule swab tests for their workers on the Swab Registration System (SRS), developed by the Health Promotion Board (HPB). Please visit <https://file.go.gov.sg/srs-user-guide.pdf> for help on using this platform.

As of 6 September 2020, MOM has identified at least 13,000 workers who have yet to undergo RRT. The AccessCode for these workers will remain Red and they cannot return to work. Once the workers have undergone their RRT, their AccessCode will be restored to Green and they will be allowed to return to work. Employers must therefore enrol all their workers who are required to be tested under the RRT, to avoid disruption to their business operations

As of MOM's advisory on 4 November 2020, all COVID-19 recovered workers are exempt from RRT, due to scientific evidence of low re-infection risk as reviewed by MOM and MOH. Additionally, recovered workers identified as close contacts of new COVID-19 cases need not be quarantined if they have recovered within 180 days (previously 150 days).

### **c. If workers are not allowed to go to other places besides the dormitory and worksite, how can they go for swab tests?**

There are external swab test facilities available for the workers to undergo swab tests. Swab tests will be arranged by your sectors, so please get in touch with your respective sectors for the schedules.

The Government had earlier announced that it would pay for the periodic swab test for the PCM, M&O and BCA sector, up to August 2020. The Government will now continue to bear the costs of COVID-19 testing for these sectors until 31 March 2021, to help ensure a safe restart.

Details for PCM please refer to this [link](#), for BCA please refer to this [link](#) and for M&O sector please refer to this [link](#). For other industries, please refer to your respective sectors.

From 1 August 2020, companies can now schedule swab tests for their workers on the Swab Registration System, developed by the Health Promotion Board (HPB). Please visit <https://file.go.gov.sg/srs-user-guide.pdf> for help on using this platform.

### **d. Why are my workers' names not in the SRS system?**

Workers who are on QO/SHN/LOA are currently removed from the Swab Registration System (“SRS”), and will only re-appear when their QO/SHN/LOA ends. Employees whose work passes have expired/are cancelled will also not be in the SRS.

**e. If my workers’ names are not in the SRS system, what can I do?**

If workers names are not reflected in the SRS system, employers need to identify if workers have been previously infected with COVID-19:

- If workers have been previously infected and recovered within the past 180 days (from date of health declaration from MOH), workers are not required to go through the regular SRS testing.
- For workers who have been previously infected and recovered longer than 180 days (from date of health declaration from MOH), or workers who have never contracted COVID-19,
  - o please write in to (i) [AskSRS@HPB.gov.sg](mailto:AskSRS@HPB.gov.sg), (ii) for **Construction sector** [SRS\\_enquiries@bca.gov.sg](mailto:SRS_enquiries@bca.gov.sg) / for **Marine and Process sector** [swab@edb.gov.sg](mailto:swab@edb.gov.sg) and (iii) [MOM\\_Swab\\_Ops@mom.gov.sg](mailto:MOM_Swab_Ops@mom.gov.sg) for other sectors
  - o Please include the following information in the email:
    - Company Name which worker/s is/are registered to work for
    - UEN number of Company worker/s is/are registered to work for
    - Full Name of workers,
    - FIN of workers
    - Workers’ Handphone number

**f. What is the current plan when there is worker found positive of COVID-19?**

The workers tested positive for COVID-19 will be conveyed out of the dormitory to a GQF.

**g. What must workers do during their Stay Home Notice (SHN)/ Quarantine Order (QO)**

According to [MOM’s Advisory](#) workers must:

- Not leave the SHN/QO premises.
- Carry their mobile phones with internet connection at all times. They must respond to MOM’s phone calls, WhatsApp video calls or SMSes within 1 hour.
- Report their locations and temperatures 3 times a day to MOM using the Homer mobile app.
- Not have any visitors, and minimise contact with others. For workers under QO, they must self-isolate from others in the same residence.
- Maintain a record of persons they come into close contact with
- Act responsibly based on advisories issued by the Singapore Government.
- Take a COVID-19 test before their SHN is over

**6. Government-Approval and Shifting of Residents**

**a. Which Government authority do I apply for manufacturing sector workers to resume work?**

All companies will have to apply for approval via their sectoral authorities. E.g. Sectoral authority for the Manufacturing sector would be MTI. Please refer to MOM webpage for further clarifications:

<https://www.mom.gov.sg/covid-19>. To expedite the approval process, employers need to do the following:

Step 1: Ensure your workers' addresses are updated in the Online Foreign Worker Address Service (OFWAS), including details such as floor and unit number. The addresses should tally with our dormitory management system, which is updated quickly when workers are moved to meet segregation or cohorting requirements. You can find the current correct address of your workers simply, by logging in to the Westlite Employers' Portal.

Step 2: Secure approval from the relevant authority (such as MTI, BCA or EDB) for your company and workers to resume work.

Step 3: Update in the Westlite Employers' Portal the work approval status of your workers as well as arrangements for your dedicated transport and allocated pick-up and drop-off sites and times.

**b. Which department approves the SGWorkPass and MyMA?**

SG Work Pass status is managed by MOM, and reflects the work status of workers, integrating information from the various agencies such as BCA, MTI.

MyMA app is developed by Westlite Accommodations, in collaboration with MOM. It has been upgraded with additional features to support COVID-19 needs, and now serves as a one-stop platform for workers to access and engage the three government apps from one platform, and display all three government apps' status in one mobile screen.

Westlite receives updates on the health status of our resident-workers from the FAST team, and updates this status into our dorm web portal system, which is synchronised with our MyMA app. Employers will need to also update the Westlite dorm web portal on their workers' work approval status, work sites and logistic arrangements.

All these information are aggregated and needs to be consistent across the platforms. Should there be inconsistent information between SG Work Pass data and our internal data, please inform your dormitory manager and we will support you by communicating with MOM to clarify and resolve such inconsistency.

We understand there have been some glitches in the various platforms, and we will help to feedback to the FAST team when such occur. As for ASPRI members in PCM industry, ASPRI has established a dedicated channel with MOM to help members troubleshoot their SGWorkPass app issues as well. ASPRI members can contact [admin@aspri.com.sg](mailto:admin@aspri.com.sg) or call ASPRI at 6560 5051 for assistance.

**c. Can I shift my workers who are currently staying outside back to Westlite? Can I shift my workers who are staying in Westlite out to other accommodation or other Westlite dormitories? What if I want to bring workers in from overseas?**

Based on [MOM's Advisory](#) released on 15<sup>th</sup> August 2020, all the dormitories are now COVID-19 Cleared. Following are the new movement process for different facilities:

**Moving Workers Out of Cleared Dormitories**

For shifting of workers from existing cleared dormitory or temporary Government-provided accommodation:

1. Dormitory operators and employers must check that the workers are healthy (based on AccessCode status of “Cleared” and “Recovered”) and not on Quarantine Order (QO) or Stay-Home Notice (SHN)
2. Employers should schedule their workers for regular routine testing (RRT) through Health Promotion Board’s (HPB) Swab Registration System (SRS), and
3. Dormitory operators must update their dormitory nominal rolls to either delete the outgoing workers or insert the incoming workers respectively.
4. Employers need to update the workers’ new address in the Online Foreign Worker Address System (OFWAS) and
5. Ensure that the workers have downloaded and activated the FWMOMCare, SGWorkPass and TraceTogether mobile applications.

Employers who are moving their workers into private residential premises (PRPs) and HDB flats are reminded that they can only house up to six workers per unit.

#### **Moving Workers Out of TLQ into Cleared Blocks/Dorms/BRWs**

To move your workers out of TLQ back to Westlite dormitories which are Cleared Dormitory/Block or BRW, please go through the following steps, and note that (1) and (2) need to be done at the same time:

1. Please send the [dormitory management](#) your request with the following information - (i) number of workers, (ii) name of workers, (iii) FIN number, (iv) health status, (v) last swab test date and (vi) current location of resident.
2. Once [dormitory management](#) has confirmed and allowed your request, we will update the nominal roll to ensure your workers who are approved to return to Westlite dormitory is updated and submitted to DormWatch App. At the same time, please submit check-out form to your TLQ to check out the approved list of workers.
3. Once the move is completed, please update workers’ latest address in OFWAS.

Please note that during the transition period for the move, your workers’ AccessCode status may turn from green to red.

#### **New Residents Checking into Cleared Dormitories**

To minimise the risks of transmission when new workers are introduced into the cleared dormitories, dormitory operators should only admit new residents who are currently not serving Quarantine Order (QO) or Stay-Home Notice (SHN) and fulfil at least one of the criteria below:

- have been tested COVID-negative within the past 14 days; or
- have recovered from COVID within the past 180 days; or
- are required to move by the Joint Taskforce or sectoral agencies and has been undergoing RRT or Active Surveillance Swab.

This applies to operators of cleared dormitories housing seven or more migrant workers, including Purpose-Built Dormitories (PBDs), Factory-Converted Dormitories (FCDs), Construction Temporary Quarters (CTQs), Temporary Occupation Licence Quarters (TOLQs) and Temporary Living Quarters

(TLQs), excluding Government-provided accommodation facilities (e.g. vacant HDB flats, old schools and sports halls).

**d. What must I do if I want to bring workers in from overseas?**

**Additional Requirements for Bringing Workers into Singapore**

Based on MOM's Advisory released on 30<sup>th</sup> August 2020, there will be additional requirements and responsibilities for employers and work pass holders to enter Singapore.

The requirements differ based on the travel history of the workers in the last 7/ 14 consecutive days. It is recommended that employers refer to the [latest updates by MOM](#) and be aware of such requirements from the workers, as well as the additional responsibilities that employers have to take.

Unless explicitly mentioned in the latest update by MOM (see above), most work pass holders must comply with the following when entering Singapore:

1. Take a COVID-19 polymerase chain reaction (PCR) test **within 72 hours before departure** (pass holders who have recovered from COVID-19 must still take the PCR test)

Pass holders need to present a valid negative test result, in English and from laboratories that are [internationally accredited or recognised](#) by the respective countries'/regions' Government, to enter Singapore. The test memo must also state these details:

- Test result
  - Date PCR test was taken
  - Pass holder's name and either date of birth or passport number, as stated in their passport. If the particulars on the memo are not in the passport (e.g. memo states identification number, instead of passport number), the pass holder must produce the relevant identification documents for verification.
2. **Serve a 14-day SHN** at dedicated SHN facilities upon arrival in Singapore.
    - Once they arrive, they will be informed of the location and sent directly to the facilities.
    - For pass holders who meet [certain conditions](#), you can request for them to serve their 14-day SHN at a place of residence during the entry approval application, instead of the dedicated SHN facilities.
  3. **Take a COVID-19 test** before their SHN is over. Children who are 6 years old and below this year are exempted from the test.
    - Pass holders will get an SMS to inform them when to take the test.
    - **Employers must pay for the following:**
      - Stay at the dedicated SHN facility (\$2,000 per person including GST)
      - Test (up to \$200 per person including GST)

**Additional testing regime for newly arrived foreign workers staying in dormitories**

1. From 6 January 2021, newly arrived foreign workers approved for entry into Singapore and staying in dormitories will have to stay at a designated facility to go through an additional 7-day testing regime, after completing their 14-Day Stay-Home Notice (SHN). The workers will be able to move into their dormitories<sup>1</sup> only after completing the additional testing regime. The Multi-Ministry Taskforce (MTF) introduced this new requirement to minimise the risk of an imported COVID-19 positive case transmitting the virus into the dormitories.
2. The 14-day SHN and a Polymerase Chain Reaction (PCR) exit test reduces the risk of a missed positive COVID-19 case to very low levels. Nevertheless, as the Ministry of Manpower (MOM) has started approving the entry of a larger number of foreign workers into Singapore, the MTF considers it prudent to further reduce the risk of a missed COVID-19 positive case entering the dormitories and starting a new cluster.
3. During the 7 days at the designated facility, the newly arrived foreign workers will undergo additional swab tests, and will still be able to go to work. Any COVID-19 positive cases will be swiftly isolated and conveyed to a hospital or a Community Care Facility. Their close contacts will also be quarantined and isolated.

### **Additional responsibilities for employers**

Employers are responsible for all new and existing foreign employees (including those they employ with a Letter of Consent).

Before [requesting for MOM's entry approval](#), please take note of your additional responsibilities as an employer.

### **Before your foreign employees leave for Singapore, you must:**

- Ensure they have a Singapore mobile number for MOM to contact them.
- Ensure a suitable place of residence has been secured for them to serve SHN, unless they are required to serve SHN at dedicated SHN facilities. Note: Pass holders are not allowed to serve SHN in dormitories or premises that are occupied by non-family members. Their SHN accommodation must also fulfil the prevailing SHN advisory and guidelines.
- Ensure they fully understand and agree to comply with the [additional conditions imposed for the SHN period](#).
- Ensure they take the COVID-19 PCR test **within 72 hours before departure**, if required.

### **After your foreign employees enter Singapore, you must:**

- Ensure they comply with the mandatory SHN upon arrival.
- Send them from the airport (or any other place of disembarkation) directly to their SHN residence upon arrival, unless they are required to serve SHN at dedicated SHN facilities.
- Pay for their COVID-19 tests and stay at the dedicated SHN facility, if applicable.
- Ensure they download [WhatsApp](#) on their mobile phones and respond to MOM's phone calls, WhatsApp video calls or SMSes within 1 hour during their SHN. This

includes ensuring their prepaid cards have sufficient value and they are able to make video calls using WhatsApp.

- (Only for foreign employees who are issued an electronic monitoring device at the checkpoint) Ensure they wear the device and charge it throughout their SHN.
- (Only for foreign employees who are not issued an electronic monitoring device) Ensure they follow the instructions in our SMS to download the FWMOMCare mobile app and have a thermometer to record their temperatures using the app.
- Arrange to provide them with food and other daily essentials during their SHN, unless they are required to serve SHN at dedicated SHN facilities.
- Reschedule non-emergency medical needs (e.g. follow-up visits for chronic conditions or refilling of prescription).
- Ensure they go for the COVID-19 test during their assigned slot.
- Arrange for them to travel using designated taxis or their own vehicles between their SHN residence and the testing facility. They must not take public transport.
- Ensure they return immediately after their test.

If employers are unable to fulfil the responsibilities above, you should not bring your foreign employees into Singapore.

**e. What if my new workers do not meet the above requirements for checking into a Cleared Dormitory?**

Dormitory operators may admit new workers who do not meet the requirement only if they are able to room these new residents separately from the rest of the residents until they have been tested COVID-negative (“onboarding period”). In addition, these new residents can only leave the dormitory for work, to run essential errands, or for emergency purposes, during the onboarding period. The onboarding period minimises the risk of transmission to the dormitory population in the event that the new resident is infected with COVID.

These new residents are not allowed to be housed in the same rooms as existing residents during the onboarding period. New residents should also have designated toilets for their exclusive use, which should not be shared with existing residents. To ensure segregation from existing residents, these new residents can only access communal facilities at a scheduled time apart from the other residents so that the new and existing residents do not intermix.

**f. My workers are staying in hotels/GQF now. Can we shift them back to the dormitory?**

Yes, you may move your workers who are staying in hotels or GFQs back into Westlite dormitories now. Please refer to [6 \(d\)](#) for the process that will allow you to move them back to the dormitory.

**g. Before COVID-19, I have 2 workers staying in Westlite. Can I shift more workers into Westlite now?**

Yes, you may move new residents into Westlite dormitories now. Please refer to [6 \(d\)](#) and [6 \(e\)](#) for the process that will allow you to move new residents into the dormitory.

**h. Can dormitory please house our workers in BRW in the same unit?**

Currently, we will rearrange the workers into permanent units by company/worksite or as per employers’ cohorting preference by 30<sup>th</sup> September 2020 as stipulated by BCA and EDB. Please refer [to cohorting requirements](#) for more information.

**i. My workers’ need to return to their home country. What can I do?**

Employers may follow the following steps to request for repatriation:

Step 1: Employers to surface repatriation requests to dormitory for assessment. Dormitory will check with MOM HQ and let employers know if the worker can be repatriated.

Step 2: Dormitory will inform employers whether their worker can be repatriated.

Step 3: If can to be repatriated, employers to secure air ticket. Preferably 1 week later due to processing time.

Step 4: Employers to inform dormitory on the flight date and dorm to perform the usual administrative check out procedure.

Step 5: Dormitory will arrange for with medical clinic for pre-flight assessment at medical post for worker, this need to be done 72hrs before flight.



## 7. Key Contact Details & Other Resources

Westlite Employers' Portal	<a href="https://uat.myma.app/push">https://uat.myma.app/push</a>
1. Update residents status/address	ASPRI-Westlite Papan <a href="mailto:enquiry_papan@westlite.com.sg">enquiry_papan@westlite.com.sg</a>
2. Application to exit dormitory for special reasons (i.e. Work Permit, Medical Check Up)	Westlite Juniper <a href="mailto:enroll.juniper@westlite.com.sg">enroll.juniper@westlite.com.sg</a> Westlite Mandai <a href="mailto:enroll.mandai@westlite.com.sg">enroll.mandai@westlite.com.sg</a> Westlite Toh Guan <a href="mailto:tohguan@westlite.com.sg">tohguan@westlite.com.sg</a>
3. Incorrect worker's status in MyMA app/Westlite Employer Portal	Westlite Woodlands <a href="mailto:westlite.woodlands@westlite.com.sg">westlite.woodlands@westlite.com.sg</a> <a href="mailto:sharmila@westlite.com.sg">sharmila@westlite.com.sg</a>
4. Operational Support	<a href="mailto:shawn.phua@westlite.com.sg">shawn.phua@westlite.com.sg</a> <a href="mailto:thor.subra@westlite.com.sg">thor.subra@westlite.com.sg</a>
Workers Helpline for (i) Help for issues in Unit	ASPRI-Westlite Papan – Security Operations Centre (SOC) 6250 3473 Westlite Juniper – Security Operations Centre (SOC) 6368 1709 Westlite Mandai – Security Operations Centre (SOC) 6465 9418/19 Westlite Toh Guan – Security Operations Centre (SOC) 6316 3021 Westlite Woodlands – Security Operations Centre (SOC) 6250 3790
1. Login Credentials for Westlite Employers' Portal	Westlite Employers' Portal Tech Support Team <a href="mailto:techsupport@westlite.com.sg">techsupport@westlite.com.sg</a> ASPRI-Westlite Papan Tech Team: 6740 5839
2. Incorrect worker's status in MyMA app/Westlite Employer Portal	Westlite Juniper & Westlite Mandai Tech Team: 6740 5832 Westlite Toh Guan Tech Team: 6740 5602 Westlite Woodlands Tech Team: 6740 5853
Request for transfer of workers into or out of the dormitory	MOM Quarantine Ops <a href="mailto:Mom_qops@mom.gov.sg">Mom_qops@mom.gov.sg</a>
Request for workers to exit for essential errands	MOM Essential Errands Request Form <a href="https://www.mom.gov.sg/covid-19/addendum-advisory-to-submit-essential-errands">https://www.mom.gov.sg/covid-19/addendum-advisory-to-submit-essential-errands</a>
Training Slides & Videos	Training Videos and Slides for all Westlite dormitories:

	<a href="https://cloudstation.centurioncorp.com.sg/drive/d/f/566246547329694542">https://cloudstation.centurioncorp.com.sg/drive/d/f/566246547329694542</a>
MOM Guidelines on Transport Arrangement & Capacity	<a href="https://www.mom.gov.sg/covid-19/advisory-on-safe-management-measures-for-workers-on-transportation">https://www.mom.gov.sg/covid-19/advisory-on-safe-management-measures-for-workers-on-transportation</a>
MOM Guideline on Mandatory Training for Work Pass Holders	<a href="https://www.mom.gov.sg/-/media/mom/documents/safety-health/circulars/2020/circular-20200601-circular-on-suspension-of-wsh-training.pdf">https://www.mom.gov.sg/-/media/mom/documents/safety-health/circulars/2020/circular-20200601-circular-on-suspension-of-wsh-training.pdf</a>
Useful links	<p>For ASPRI Members <a href="mailto:admin@aspri.com.sg">admin@aspri.com.sg</a> 6560 5051</p> <p>Building and Construction Authority <a href="https://www.bca.gov.sg/feedbackform/">https://www.bca.gov.sg/feedbackform/</a> 1800-3425-222</p> <p>Ministry of Trade and Industry <a href="mailto:covid_gobusiness@mti.gov.sg">covid_gobusiness@mti.gov.sg</a> 6898 1800</p> <p>SRS Site: <a href="https://swab.hpb.gov.sg/ext/Login.aspx">https://swab.hpb.gov.sg/ext/Login.aspx</a> Guide: <a href="https://file.go.gov.sg/srs-user-guide.pdf">https://file.go.gov.sg/srs-user-guide.pdf</a></p> <p>Contact for SGWorkPass Status MOM: <a href="mailto:MOM_DormExit_Ops@mom.gov.sg">MOM_DormExit_Ops@mom.gov.sg</a> BCA: <a href="mailto:BCA_SafeWorkForce@bca.gov.sg">BCA_SafeWorkForce@bca.gov.sg</a></p> <p>Download Workers' AccessCode Status <a href="https://www.mom.gov.sg/eservices/services/safe-work">https://www.mom.gov.sg/eservices/services/safe-work</a></p>