

## **Guide for Additional Manpower Applications**

### Table of Contents

<b>Section A: Accessing the System.....</b>	<b>2</b>
<b>Section B: Submission of Additional Manpower Application.....</b>	<b>4</b>

## Section A: Accessing the System

1. Click on the “Find Out More” button in the “Application for Additional Manpower” section (shown in the orange BOX) from the main page at <https://www.gobusiness.gov.sg/covid/>.

The screenshot shows the gobusiness.gov.sg website's COVID-19 Overview page. The page has a teal header with the gobusiness logo and navigation links: START A BUSINESS, RUN AND GROW A BUSINESS, COVID-19 (selected), E-SERVICES, and WHO WE ARE. A 'Log In' button is also present. Below the header, a teal banner reads 'HOME / COVID 19 / OVERVIEW' and 'Overview'. A left sidebar contains a table of contents with links to Overview, Permitted Services, Safe Management Requirements, Sector-Specific Requirements, Digital Solutions for Safe Management, Guides, Financial Support, Manpower Support, Digital Support, Sector-Specific Support, and FAQ. The main content area is titled 'Overview' and contains a paragraph about COVID-19's impact and a list of helpful resources. The resources are presented in a grid of boxes, each with a title, description, and a 'Find Out More' link. The 'Application for Additional Manpower' box is highlighted with an orange border. Social media icons for WhatsApp, Telegram, Facebook, and LinkedIn are on the right.

ASingaporeGovernmentAgencyWebsite

gobusiness SINGAPORE

START A BUSINESS RUN AND GROW A BUSINESS COVID-19 E-SERVICES WHO WE ARE Log In

HOME / COVID 19 / OVERVIEW

## Overview

Overview

Permitted Services

Safe Management Requirements

Sector-Specific Requirements

Digital Solutions for Safe Management

Guides

Financial Support

Manpower Support

Digital Support

Sector-Specific Support

FAQ

### Overview

COVID-19 has caused severe economic disruptions and impacted business activity across various sectors. The Government will continue to work closely with our businesses, workers and industry partners to bolster our economic resilience and seek new opportunities amid the adversity. Together, we will overcome this crisis and emerge stronger.

Here are some helpful resources for business owners to find the assistance you need and to ensure that business activities resume safely:

#### Permissions and Manpower Declaration

For businesses operating or resuming in Phase 2 (Heightened Alert). Check your exemption application/business resumption status, and submit your manpower details here.

[Find Out More](#)

#### Exemption Application

For businesses which are providing services which are not in the list of permitted services, please apply here for your business to resume operating.

[Find Out More](#)

#### Permitted Services

List of permitted services allowed to operate in Phase 2 (Heightened Alert).

[Find Out More](#)

#### Safe Management Requirements

List of measures to ensure safety at the workplace.

[Find Out More](#)

#### Application for Additional Manpower

Apply for additional manpower for your business. (Only for businesses that have received approval for exemption)

[Find Out More](#)

#### Time-Limited Exemption

Apply for your workplace to be allowed to have temporary operations. Your application will only take effect on the following day after your submission. You are allowed to submit applications only twice every week (each week starting from Sunday 12:00am to Saturday 11:59pm)

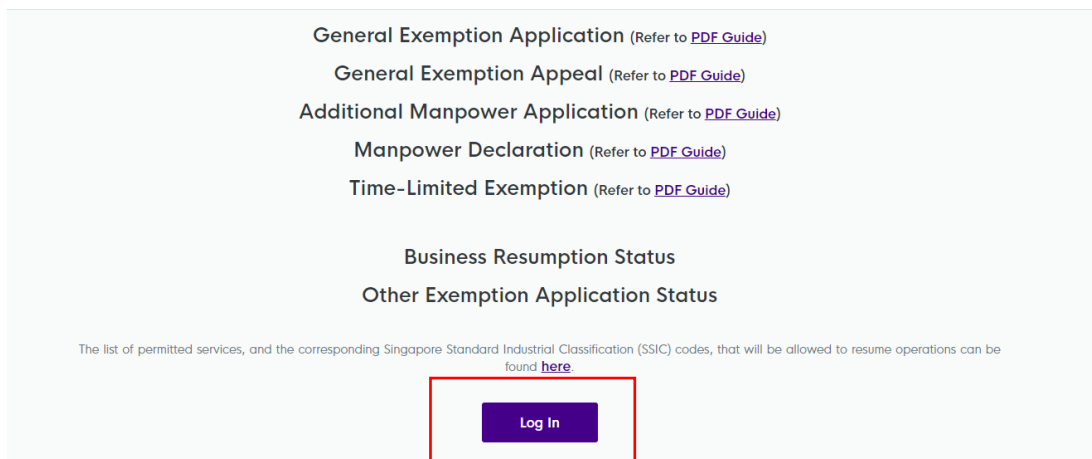
[Find Out More](#)

#### General Exemption Appeal

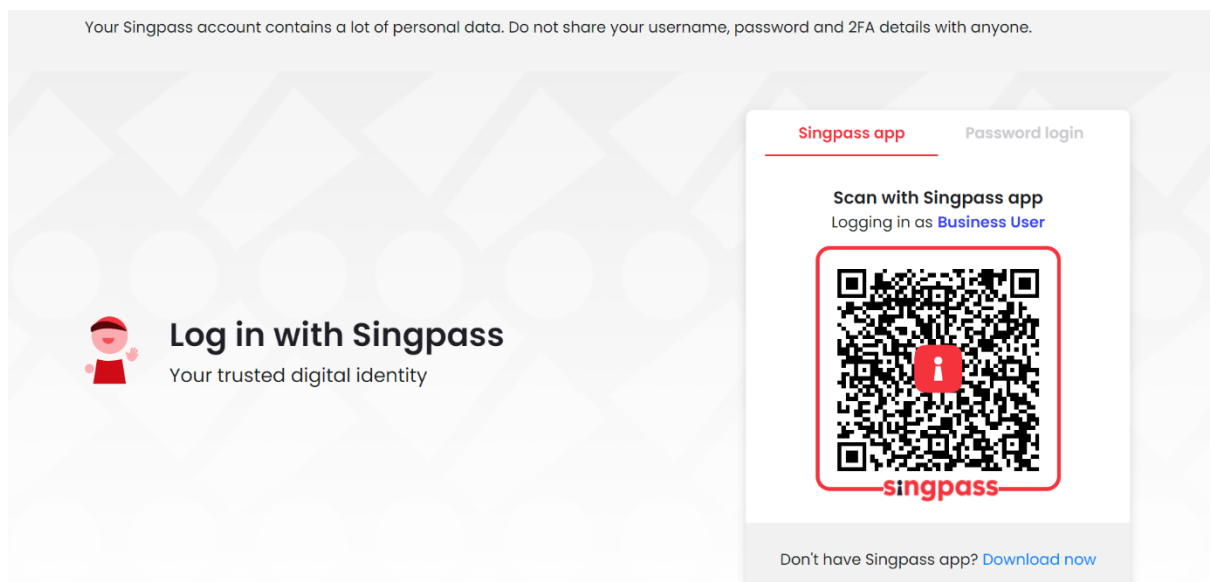
Appeal your rejected or partially approved General Exemption applications.

[Find Out More](#)

2. Click on the “LOGIN WITH SINGPASS” button.

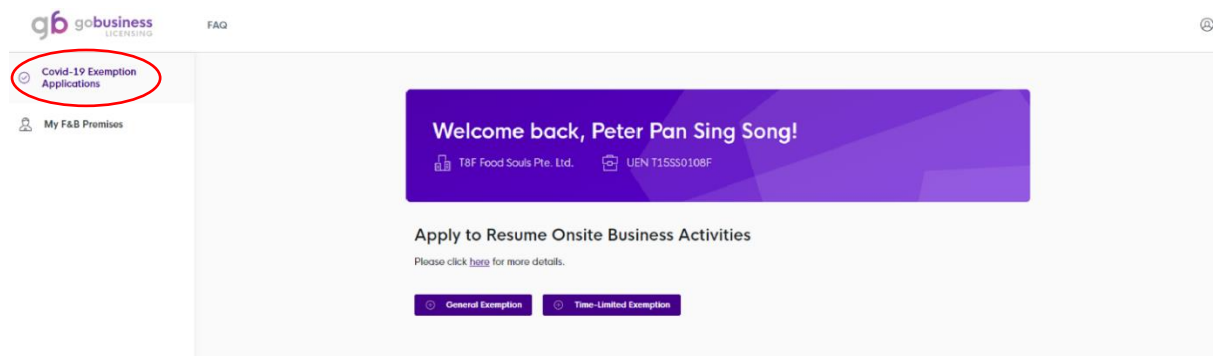


3. Log in with your Singpass credentials by scanning the QR code shown on the webpage using the Singpass app or password login.

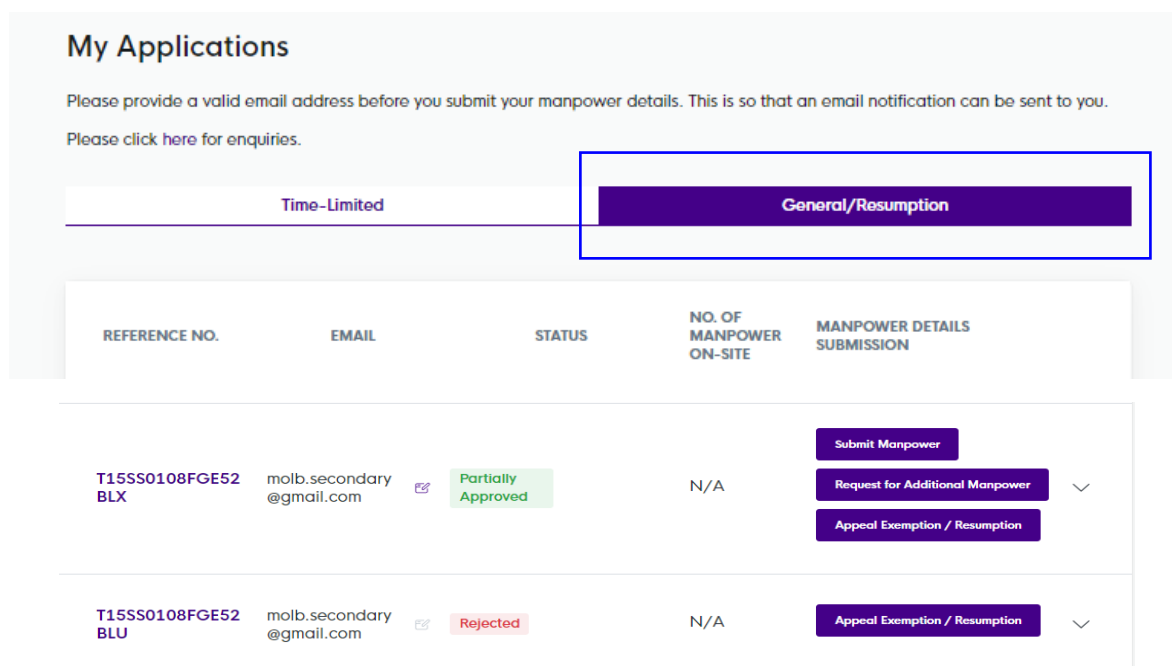


## Section B: Submission of Additional Manpower Application

1. Once you have successfully logged in, you will reach the main page. Do ensure that you are at the “Covid-19 Exemption Applications” tab.



2. Make sure that you are under the “General/Resumption” tab, as shown in the **BLUE BOX**.



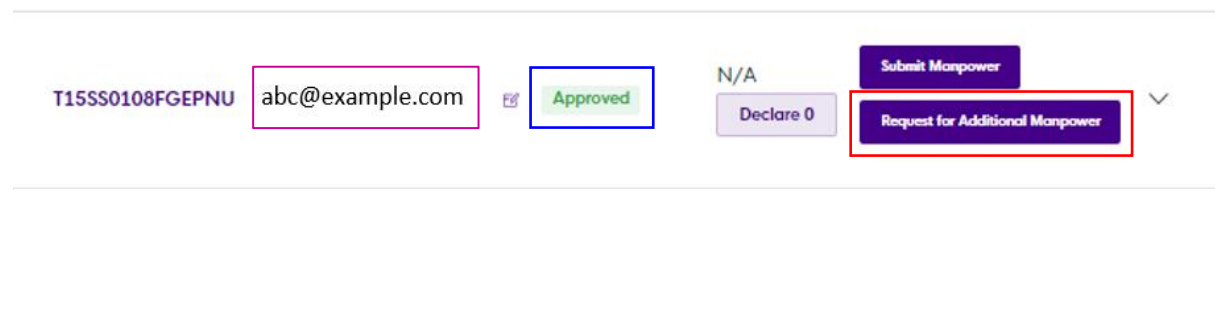
3. Further below, you will see the status of your General Exemption/Business Resumption, as shown in the **BLUE BOX**.

If your “General/Resumption” status is shown as “Approved”:

Step 1: Fill in a valid email address in the **PINK BOX** and save it by clicking on the tick.

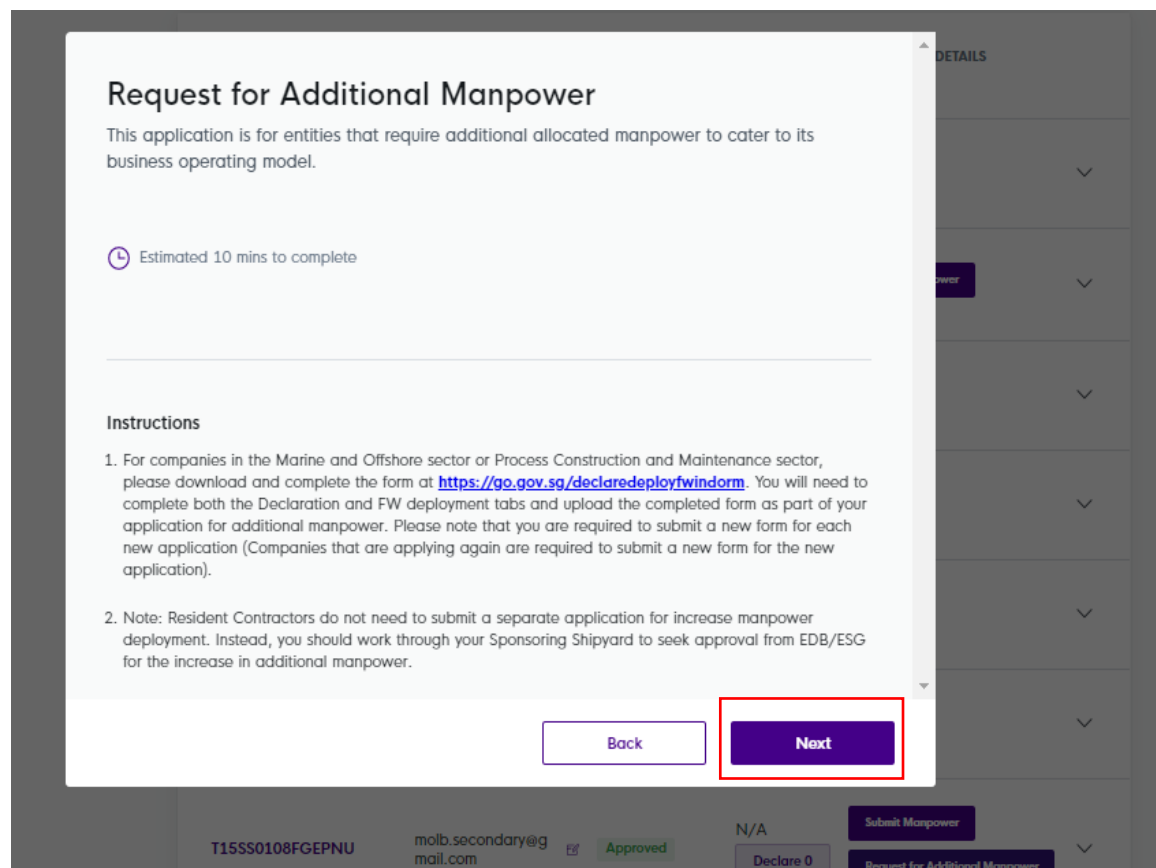
Step 2: Click on the “Request for Additional Manpower” button in the **RED BOX** to apply for additional manpower.

*Note: You will not be able to request for additional manpower for a “Rejected” general exemption application. Requests for additional manpower are only applicable for “Approved” and “Partially Approved” general exemption applications.*



The screenshot shows the top navigation bar of the application. On the left, the user ID 'T15SS0108FGEPNU' is displayed. Next to it is the email address 'abc@example.com' enclosed in a pink box. To the right of the email is a green status box labeled 'Approved'. Further right is a grey button labeled 'Declare 0'. On the far right, there are two purple buttons: 'Submit Manpower' and 'Request for Additional Manpower'. The 'Request for Additional Manpower' button is highlighted with a red box. A dropdown arrow is visible to the right of these buttons.

4. You will reach the instruction screen. Take note of the instructions and proceed to click on the “Next” Button, as shown in the **RED BOX**.



The screenshot shows a modal window titled 'Request for Additional Manpower'. Below the title, it states: 'This application is for entities that require additional allocated manpower to cater to its business operating model.' Below this, there is a clock icon and the text 'Estimated 10 mins to complete'. The 'Instructions' section contains two numbered points: 1. For companies in the Marine and Offshore sector or Process Construction and Maintenance sector, please download and complete the form at <https://go.gov.sg/declaredeployfwindorm>. You will need to complete both the Declaration and FW deployment tabs and upload the completed form as part of your application for additional manpower. Please note that you are required to submit a new form for each new application (Companies that are applying again are required to submit a new form for the new application). 2. Note: Resident Contractors do not need to submit a separate application for increase manpower deployment. Instead, you should work through your Sponsoring Shipyard to seek approval from EDB/ESG for the increase in additional manpower. At the bottom of the modal, there are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red box. The background of the application is dimmed, showing the same header as the previous screenshot.

5. Upon clicking on the “Next” button, you will see a form as below.

Step 1: Fill in your contact details and provide a valid contact number and email address, as shown in the **BLUE BOX**. Do note that the respective authorities will contact the person listed if more details are required.

Step 2: Take note of the number of employees/workers quota allocated under that particular premise (i.e. Y in the **PINK BOX**).

**Step 3:** Select the premises that you are requesting for additional manpower. If you are requesting additional manpower for all premises, click on "Select All".

## Request for Additional Manpowers

For Application Ref No.: T15SS0108FGEPNU

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### Contact Details

Name

ABC

Contact No.

12345678

Email

abc123@example.com

Select the premise that you are applying for additional manpower.

### Application Details

Select premises that require additional manpower and fill in the details below

☐ Select All

☐ Blk 123 ABC Road #01-01 123456

CURRENT QUOTA

Y

☐ Blk 123 DEF Road #01-01 456789

CURRENT QUOTA

Y

Back

Add Supporting Details

6. Upon selecting the premise, you will see the extended form as below.

Step 1: Fill in the number of additional manpower required for that premise, as shown in the **BLUE BOX**. In the summary of manpower below, the total number of additional manpower required will be updated and reflected automatically.

Step 2: Select the reason for additional manpower and provide a brief description for your request, as shown in the **ORANGE BOX**.

Once completed, click on “Add Supporting Details” button, as shown in the **PINK BOX**.

### Application Details

Select premises that require additional manpower and fill in the details below

☒ Select All

☒ Blk 123 ABC Road #01-01 123456

CURRENT QUOTA

Y

Request Details:

No. of Additional Manpower Required

Reason for Additional Manpower Required

Elaboration for Additional Manpower Required

3/500

### Summary of Manpower

TOTAL NO. OF CURRENT QUOTA	100
TOTAL NO. OF ADDITIONAL MANPOWER REQUIRED	20

Back

Add Supporting Details

Ensure this is the number of additional manpower required.

7. You will reach the supporting details and declaration page.

Step 1:

(i) For companies in the Marine and Offshore sector or Process Construction and Maintenance sector, you will need to upload the deployment of foreign workers and safe management plan, as shown in the **ORANGE BOX**.


(ii) Companies that are not in the Marine and Offshore sector or Process Construction and Maintenance sector, you may upload your supporting documents in the **BLUE BOX**.

Step 2: After you have finished uploading your supporting documents, take note of the points under “Declarations”, and proceed to click on the “Submit” button in the **RED BOX**.

### Upload Documents

Drag and drop or click to upload one file per document. Multiple files can be uploaded as a single .zip file. Supported file formats: pdf, jpeg, png, zip, xls, xlsx. Each file must not exceed 7 MB.


#### Mandatory for Marine & Offshore Companies



##### Deployment of Foreign Workers

Supported file formats: pdf, jpeg, png, zip, xls, xlsx. Each file must not exceed 7MB.


Mandatory template available



##### Safe Management Plan

Supported file formats: pdf, jpeg, png, zip, xls, xlsx. Each file must not exceed 7MB.

#### Other Supporting Documents



##### Attachments in support of your submission

(Optional)  
Supported file formats: pdf, jpeg, png, zip, xls, xlsx. Each file must not exceed 7MB.

### Declarations

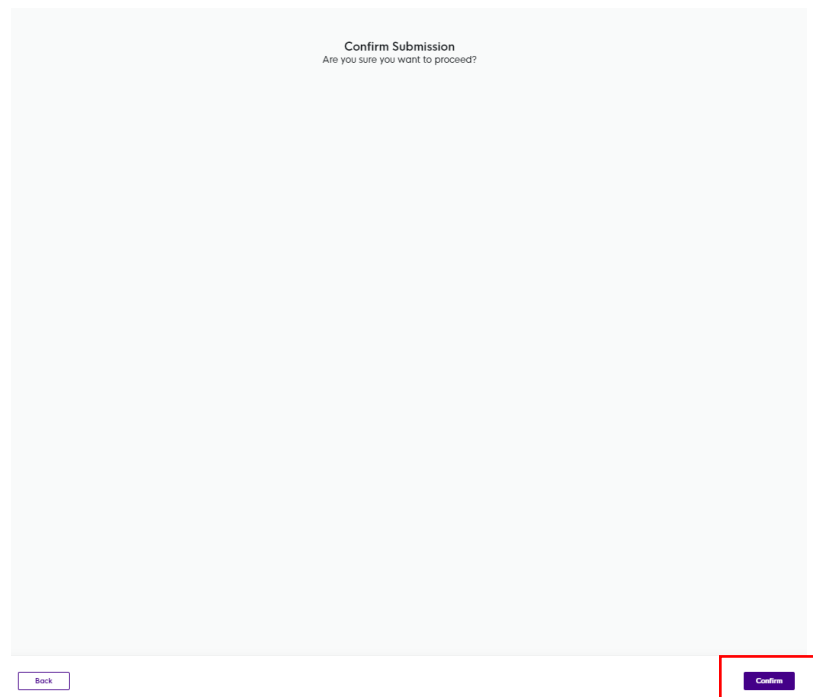
☒ I declare that the above information submitted is true. I am aware that any submission will be voided should there be false or misleading information submitted.

Back

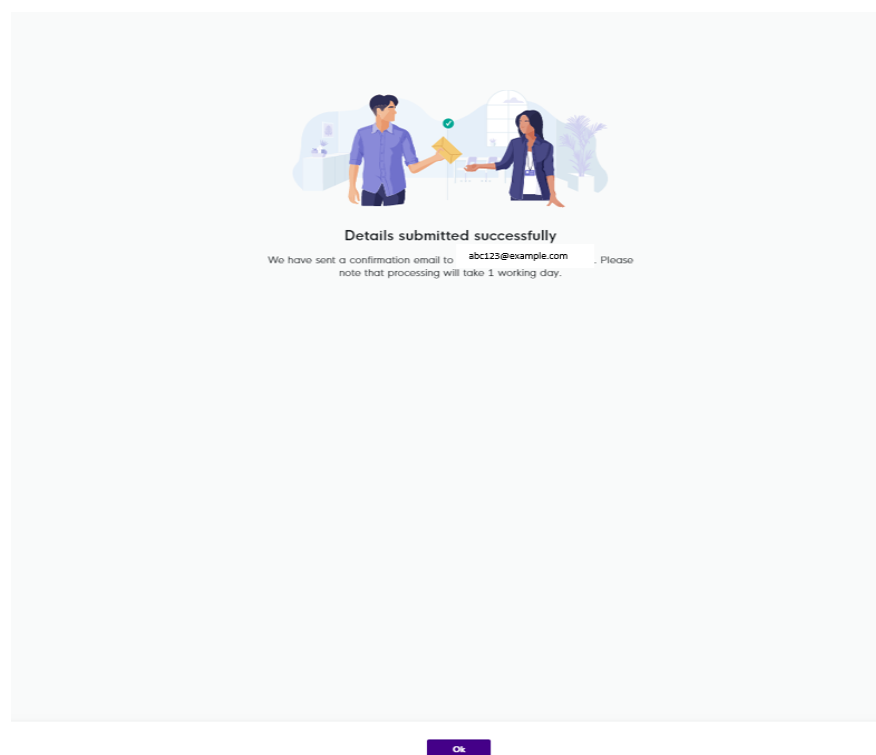
Submit



8. Upon clicking on the “Submit” button, you will be asked to confirm your submission. Click on “Confirm” button at the bottom of the screen, as shown in the **RED BOX**.



9. You will see a screen that confirms your submission for additional manpower application.



10. You will receive an email acknowledgement and details of your application (similar to the **sample** below) to acknowledge your additional manpower request. This acknowledgement will be sent to the email address that you had provided.

Dear Sir/Madam

Thank you for your submission. Please retain a copy of this email for your records. We aim to communicate to you the outcome of your application in 5 working days.

If your submission relates only to a request for additional manpower to cater for shift work, you can proceed with operations with the additional shift workers. Otherwise, please note that you should continue operations with your current allocated headcount until you have received the official email notification stating the outcome of your request.

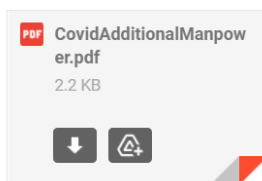
All businesses are required to implement the Requirements for Safe Management at the Workplace and the conditions or advisories applicable to your business. Your business may be suspended or subject to penalties under the law if you are found to be non-compliant or have made a false declaration.

Please note that one of the conditions for resumption of business operations is the implementation of the SafeEntry system at your business premises, in accordance with the prevailing requirements at [safeentry.gov.sg](https://www.safeentry.gov.sg). In particular, this include the requirement to deploy the use of the TraceTogether mobile application or TraceTogether token scanning to log the SafeEntry check-in of all employees, associates, vendors, customers and other visitors entering your workplace premises. Supermarkets and large retail outlets that are fully within malls and buildings covered by TraceTogether-only SafeEntry and have the same operating hours, will no longer be required to implement SafeEntry nor TraceTogether-only SafeEntry. You can refer to [www.safeentry.gov.sg/deployment](https://www.safeentry.gov.sg/deployment) for more information.

We appreciate your contributions in the national fight against COVID-19. Should you have further questions, please refer to <https://www.gobusiness.gov.sg/covid/>.

Thank you.

*This is a system generated email. Please do not reply to this email.*



**NOTE: You will not be allowed to appeal on your General Exemption application if you have an ongoing Request for Additional Manpower. The “Appeal Exemption/Resumption” button will be disabled until your request for additional manpower has finished processing.**

Time-Limited			General/Resumption	
REFERENCE NO.	EMAIL	STATUS	NO. OF MANPOWER ON-SITE	MANPOWER DETAILS SUBMISSION
	molb.secondary@gmail.com	Partially Approved	N/A	<div>Submit Manpower</div> <div>Appeal Exemption / Resumption</div>

**Application Status**

Your request for additional manpower is currently being processed.

11. You will receive an email notification with the results for your request for additional manpower after it has been processed. The notification you receive will also state restrictions (if any). You may also refer to the GoBusiness portal to look at your history of Appeals and Requests for Additional Manpower.

Dear Sir / Madam

1. We refer to your submission (Ref: 180000001WAMR1F), dated: 18 May 2021, via <https://covid.gobusiness.gov.sg> for additional manpower to be deployed onsite.

2. We have reviewed your request and revised the allowable onsite manpower for your company, Testing Pte. Ltd. (180000001W), as listed below. You may also view these details on your company's dashboard in the GoBusiness portal after your login using CorpPass.

Premises 1 : Testing  
Current Quota : 10  
Additional Manpower Requested : 20  
Additional Manpower Approved : 20  
Premises 2 : Testing Description  
Current Quota : 0  
Additional Manpower Requested : 0  
Additional Manpower Approved : 0  
Total Approved Quota : 30

Enter the reference number specific to each Request for Additional Manpower in your email account to look for the full results of your Request.

Appeals and Additional Manpower History	
Please refer to the email notification sent to you for your past appeal or additional manpower request results.	
Appeals	
REFERENCE NUMBER	Transaction Time
C12345678FAPP3I	08 Jan 2021, 4:09 pm
C12345678FAPP3F	08 Jan 2021, 3:24 pm
Additional Manpower Requests	
REFERENCE NUMBER	Transaction Time
C12345678FAMR9D	13 Jan 2021, 5:12 pm
C12345678FAMR9X	13 Jan 2021, 4:59 pm
C12345678FAMR8U	13 Jan 2021, 4:58 pm
C12345678FAMR8R	13 Jan 2021, 4:57 pm
C12345678FAMR8O	13 Jan 2021, 4:57 pm

The results of your request for additional manpower will also overwrite your previous General Exemption results after the request has finished processing on the GoBusiness Portal. The new number of manpower reflected in the **RED BOX** should account for the newly approved manpower.

ABC00000001

molb.secondary@gmail.com

Partially Approved

X/100

Submit Manpower

Request for Additional Manpower

Appeal Exemption / Resumption

Application Status

Your application for Exemption/Resumption has been Partially Approved

Premise 1

ADDRESS

15-1 JALAN 19 RIANG, SERANGOON PARK 19, 02-110, 160051

APPROVED MANPOWER

100

APPROVED FUNCTIONS

Function 2

CONDITIONS OF APPROVAL

Limited to half the shop space

REJECTED FUNCTIONS

Function 3

REJECTION REASONS

High chances of transmission