Guide for General Exemption Applications

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Section A: Accessing the System

1. Click on the "Find Out More" button in the "Exemption Application" section (shown in the orange BOX) from the main page at https://www.gobusiness.gov.sg/covid/.

2. Click on the "Log In" button in the **RED BOX**.

General Exemption Application (Refer to PDF Guide)
General Exemption Appeal (Refer to PDF Guide)
Additional Manpower Application (Refer to PDF Guide)
Manpower Declaration (Refer to PDF Guide)
Time-Limited Exemption (Refer to PDF Guide)

Business Resumption Status
Other Exemption Application Status

The list of permitted services, and the corresponding Singapore Standard Industrial Classification (SSIC) codes, that will be allowed to resume operations can be found **here**.

Log In

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

Your Singpass account contains a lot of personal data. Do not share your username, password and 2FA details with anyone.

Log in with Singpass
Your trusted digital identity

Singpass app   Password login

Scan with Singpass app
Logging in as **Business User**

singpass

Don't have Singpass app? Download now
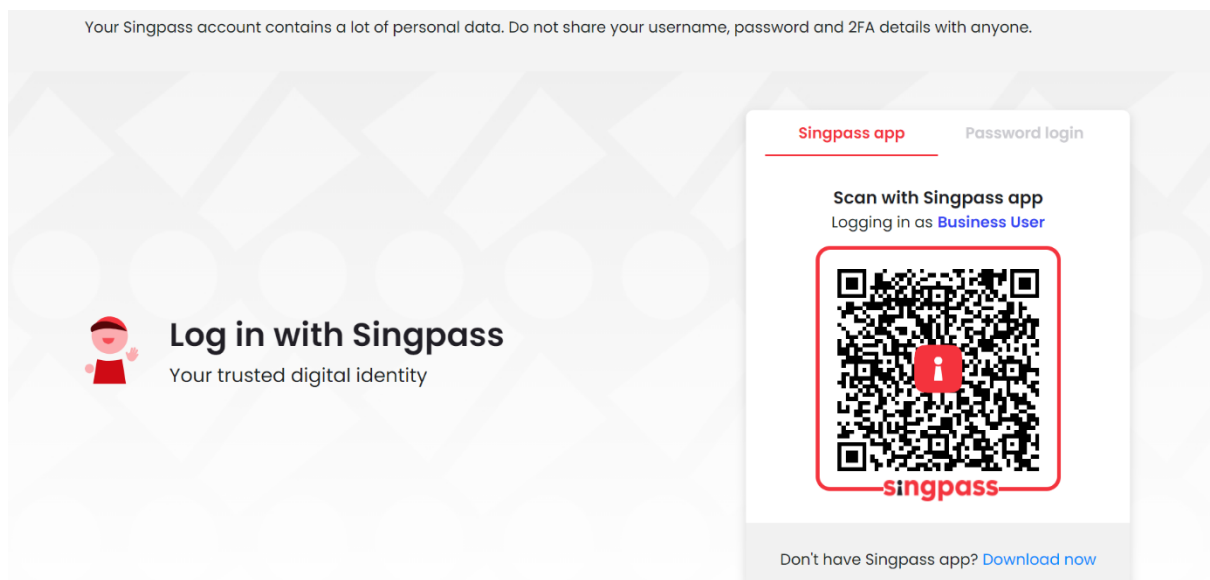
1. Once you have successfully logged in, you will reach the main page. Do ensure that you are at the "Covid-19 Exemption Applications" tab. Click on the General Exemption Button, as shown in the **RED BOX**.
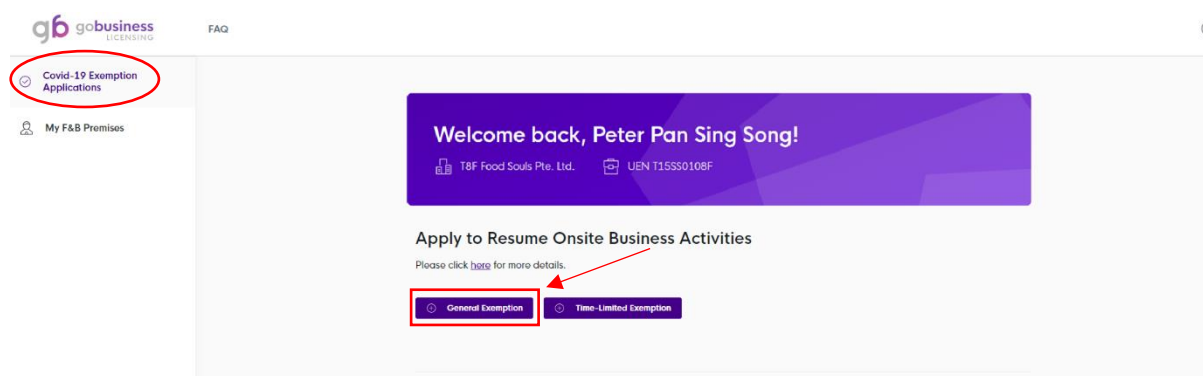
2. You will reach the instruction screen. Take note of the instructions carefully and proceed to click on the "Next" Button, as shown in the **RED BOX**.

3. Upon clicking on the "Next" button, you will see a form as below.

   Step 1: Fill in your company details, which includes (i) company name; (ii) the total number of employees; and (iii) key business activities, as shown in the **BLUE BOX**.

Step 2: Fill in your contact details and provide a valid contact number and email address, as shown in in the **ORANGE BOX**. Do note that the respective authorities will contact the person listed if more details are required.

Step 3: Select your key basis of application and the agency that is related to your application, as shown in the **GREEN BOX**. Once completed, proceed to click on the "Next" button, as shown in the **RED BOX.**

You will reach the Function Page. The list of functions are displayed based on activities that are relevant to your SSIC code (See the example below: The function list for a construction company).

Function Details

The following functions are displayed based on your business SSIC code. If the following functions are not relevant to your business, please kindly update your SSIC via http://www.bizfile.gov.sg/ and re-apply for a General Exemption after 3 days.

Proposed functions to be operated on-site

Please select the business function(s) which will be operating on-site. ❓

- [ ] Administrative and finance matters (printing & documentation, invoicing, payroll processing, human resource, purchasing, auditing & accounting)
- [ ] Construction / retrofitting of COVID-19 related facilities
- [ ] Construction projects pre-approved to continue during suspension of works
- [ ] Facilities management services for buildings and infrastructure (e.g. plumbing, electrical works, conservancy services), and lift and escalator (L&E) maintenance services
- [ ] L&E upgrading works (in residential, hospital and MRT station premises)
- [ ] Management of aggregate terminals and storage plots
- [ ] Ongoing / new construction projects
- [ ] Provision of Site Maintenance during suspension of works: Environmental Protection of project site (i.e. vector control)
- [ ] Provision of Site Maintenance during suspension of works: Security services of project sites
- [ ] Provision of Site maintenance during suspension of works: Structural Safety & Integrity of Building Works (i.e. QP's Inspection, TBM maintenance, instrumentation & monitoring (I&M))

For each function selected, please enter your justification for why this activity has to be carried out on-site.

- [x] Cleaning, housekeeping, disinfection, hygiene maintenance
Why are employees unable to operate this function from home (eg. telecommuting)?

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                                                                    0/2000
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You may also select "Others" and enter your description of the activity that you are applying for.

NOTE: You should only select the "Others" function if your activity is distinctly different from what is provided in the list. If functions displayed are entirely irrelevant to you, please update your SSIC code in the link provided.

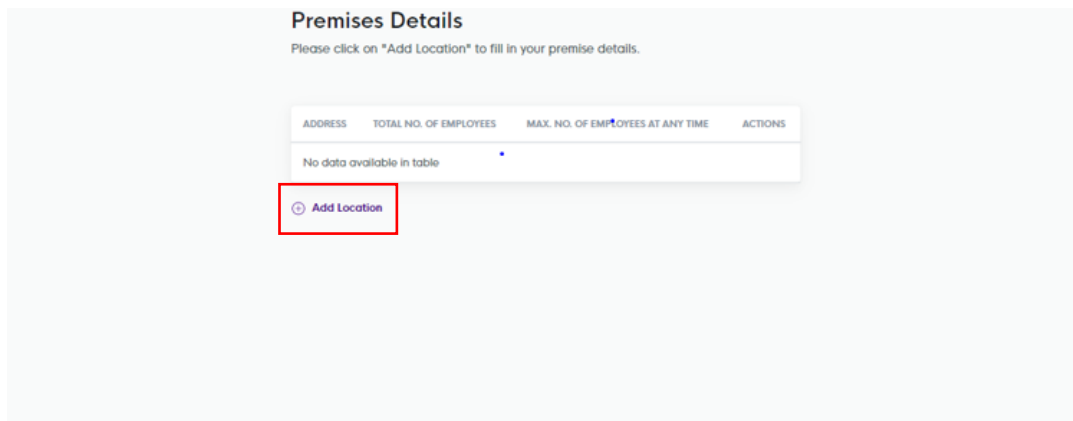- [x] Others: please elaborate

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                                                                    0/500
```

Why are employees unable to operate this function from home (eg. telecommuting)?

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                                                                    0/2000
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4. You will reach the Premises Details Page. Click on "Add Location" button, as shown in the **RED BOX**

5. Upon clicking on the "Add Location" button, you will see a pop-up box as below.

    Step 1: Fill in your premise postal code and click on "Retrieve Address" button.

    Step 2: Your premise address details, which includes (i) Block/House No. ; (ii) Street Name and (iii) Building Name will be available for selection. Thereafter, key in your premise address (i) Level; and (ii) Unit Number (2 or 3 digits).

    Step 3:

    (i) Please fill in the total number of employees that will be working at this location (i.e. no longer working from home full-time) in the **ORANGE BOX.**

    (ii) Indicate the maximum number of employees on site at any given time (after taking into account shift work/split team arrangements/part-time) in the **BLUE BOX**. This number cannot exceed the number of manpower details entered in Step 3 (i).

    Step 4: Once completed, proceed to click on the "Add" button, as shown in the **RED BOX.**

Premises Details
Please click on "Add Location" to fill in your premise details.

Add Location

Postal Code ⓘ

[   ] 🔍 Retrieve Address

☐ Strictly for premises without a postal code or address

For Premises without postal code or address, select this option to key in your premise details.

Block/House No.   Street Name

[Select ▾]   [Select ▾]

Level ⓘ   Unit   Building Name

[   ]   [   ]   [Select ▾]

Total No. of Employees ⓘ   Max. No. of Employees at Any Time ⓘ

[   ]   [   ]

Business Functions
These are the business function(s) applicable to the premise above.

☑ Function 6

☑ Function 7

☑ Function 8

[Cancel]   [Add]

[Back]   Add Supporting Details

Note: If postal code is not found, please check if your premise is a valid address registered with OneMap here. If your address is not registered, please apply for a premises address (House and Unit numbers) with IRAS here.

7. Upon clicking on the "Add" button, you will see your premises and employee details.

(i) If you have multiple work premises, click on the "Add Location" button, as shown in the **BLUE BOX**. Repeat Step 1 to Step 4 as above.

Once completed, click on "Add Supporting Details" button, as shown in the **RED BOX**

Premises Details

Please click on "Add Location" to fill in your premise details.

ADDRESS	TOTAL NO. OF EMPLOYEES	MAX. NO. OF EMPLOYEES AT ANY TIME	ACTIONS
15-1 JALAN 13 RIANG, SERANGOON PARK 13, 01-13, 160051	10	10	✎ 🗑
On Ship, Tuas shipyard	10	10	✎ 🗑

⊕ Add Location

Back

Add Supporting Details

8. 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**.

9. Upon clicking on the "Submit" button, you will see a screen as below.

Details submitted successfully

We have sent a confirmation email to abc123@example.com . Please note that processing will take 1 working day.

Ok

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

Dear Sir/Madam

Thank you for your application. Please refrain from submitting duplicate applications, as this may result in delays. We aim to communicate to you the outcome of your application in 5 working days.

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). 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 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.

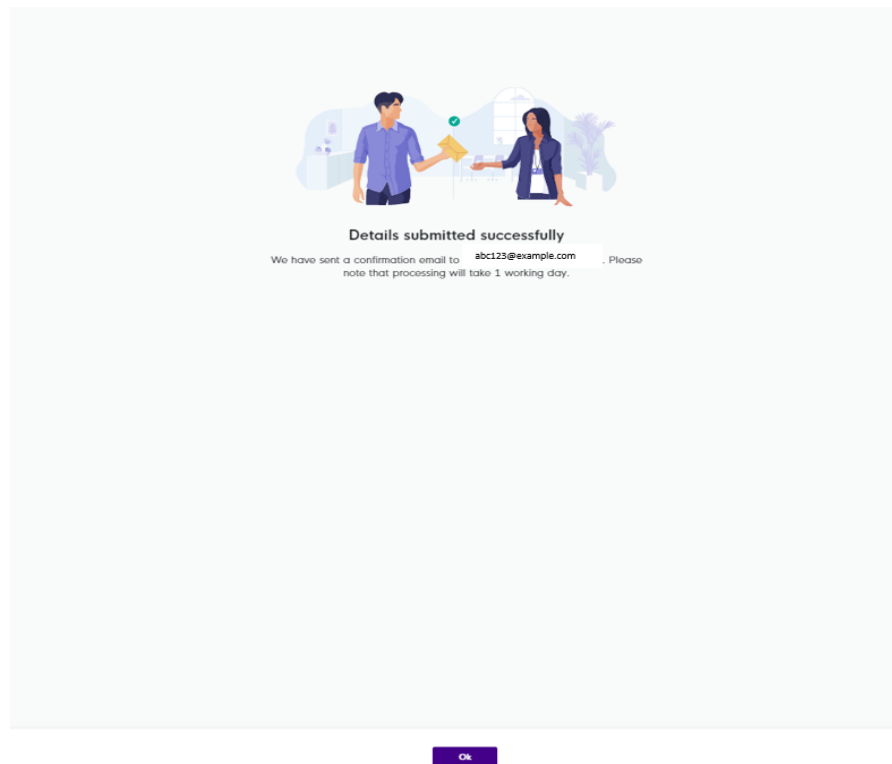| Field	Value
Form Title	Application for General Exemption
Reference Number	180000001WGE5Q4RL
Time Submitted	2021-05-18T14:51:41.242
Company Details	
Company Name	Testing Pte. Ltd.
UEN	180000001W
No. of Employees	20
Brief Description of Key Business Activities	Testing
Contact Details	
Name	Testing
Contact No.	98765432
Email	daryl_pek@mti.gov.sg
Supporting Details	
Key Basis For Application	A1 - Essential services and/or related supply chains for basic functioning of Singapore
Which agency is related to this application?	MTI
Proposed functions to be operated on-site	Others (Testing)
Why are employees unable to operate this function from home?	Testing
Premises Details	Location Description: Testing Blk 888 888 Testing Road #8-8 Testing Bulding; Location Description: Testing Description Blk 88 88 Testing Road #88-88 Testing Building
Total No. of Employees	10; 10
Max. No. of Employees at any Time	10; 10
Mandatory Supporting Documents (M&O)	
Other Supporting Documents	
Declaration	I declare that the above information submitted is true. I am aware that my submission will be voided should there be false or misleading information submitted.

PDF CovidGeneralExemption.pdf
2.7 KB
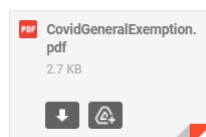
11. You will receive an email notification with the results for your General Exemption application after it has been processed.

Dear Sir / Madam

1. We refer to your appeal submitted on 18 May 2021 (reference no. 180000001WAPP9), relating to your earlier application on 18 May 2021 (original reference no. 180000001WGE5Q4RL).

2. We have considered the additional information provided and are pleased to inform you that your company, Testing Pte. Ltd. (180000001W), may continue with the approved functions at the premises listed below, subject to sector-specific limitations and guidelines, and all Conditions of Approval stated below. Please note that rejected functions should not be performed onsite.

Premises 1 : Testing Bulding, 888 Testing Road, Blk: 888 #8-8,
Approved Functions: Others (Testing)
Condition of Approval: NA
Rejected Functions: NA
Rejection Reasons: NA

12. You may also refer to the GoBusiness portal to look at your results.