

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/>.

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'. On the left is a sidebar menu with links: 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. Below this is a list of resources, with the 'Exemption Application' section highlighted by an orange box. This section includes a description and a 'Find Out More' link. Other sections include 'Permissions and Manpower Declaration', 'Permitted Services', 'Safe Management Requirements', 'Application for Additional Manpower', 'Time-Limited Exemption', and 'General Exemption Appeal', each with a brief description and a 'Find Out More' link.

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

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)

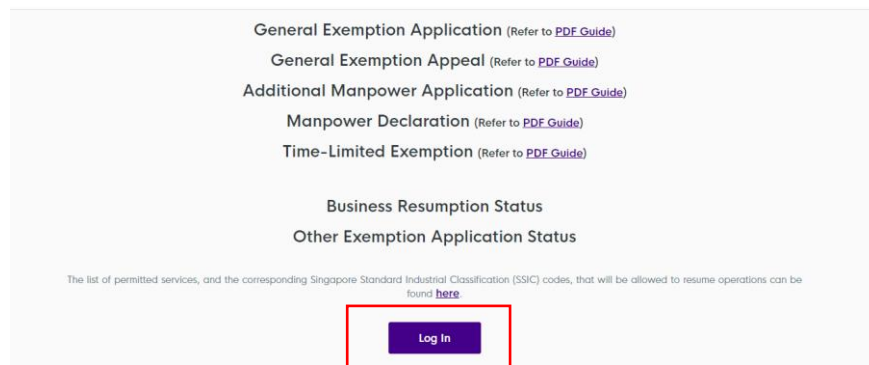
[Find Out More](#)

General Exemption Appeal

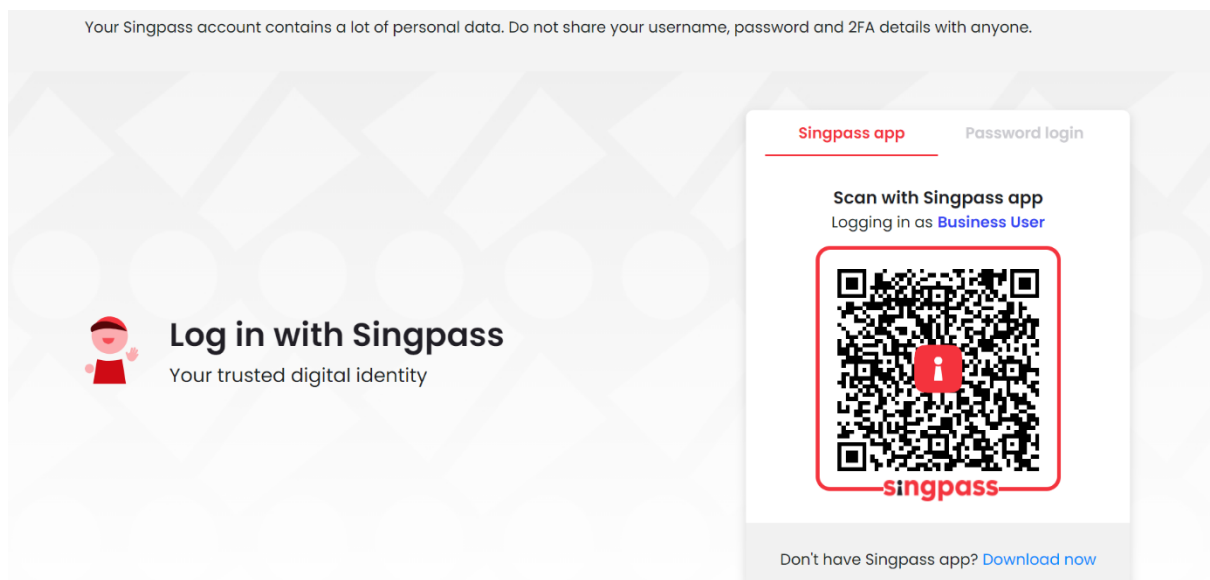
Appeal your rejected or partially approved General Exemption applications.

[Find Out More](#)

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



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 General Exemption Application

Important Note: If you would like to declare you onsite manpower numbers for your “MPsubmit” reference number as required under the Phase 2 (Heightened Alert) announced on 16 May 2021, **please do not apply for a new general exemption application.** Please refer to the “Manpower declaration as part of Phase 2 (Heightened Alert)” Guide at: <https://www.gobusiness.gov.sg/guides/> for instructions.

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 as shown in the **BLUE CIRCLE**. To apply to resume onsite business activities, please scroll down and click on the “**General Exemption**” Button, as shown in the **RED BOX**.

A Singapore Government Agency Website

gobusiness LICENSING

FAQ

Covid-19 Exemption Applications

My F&B Promises

Welcome back, Peter Pan Sing Song!

T&F Food Souls Pte. Ltd. UEN T155S0108F

Notification

21 May 2021

As part of the Phase 2 Heightened Alert (P2HA) announced on 16 May 2021, work-from-home will be the default at workplaces. Your firm is required to declare your latest onsite manpower details under the reference number starting with "MPsubmit-".

My Applications

Please note that business entities can resume operations only if their business activity is in line with the activity described in the permitted SSIC code or if your General Exemption approval has been granted for specific activities. You may refer to the full list of permitted services allowed to resume operations [here](#).

Please click [here](#) for enquiries.

General/Resumption Time-Limited

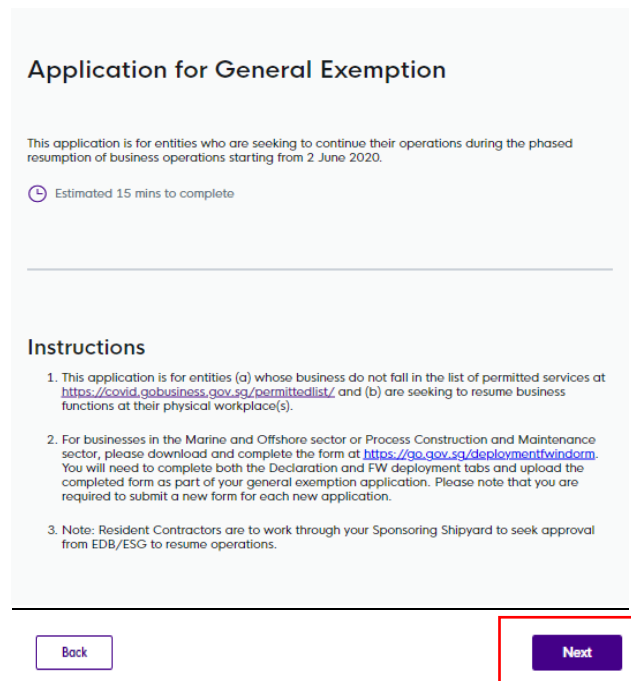
REFERENCE NO.	EMAIL	STATUS	NO. OF MANPOWER ON-SITE	MANPOWER DETAILS SUBMISSION
MPsubmit-201904560K	testing@gmail.com	Approved	1	Reset to 0 Resubmit Manpower
NGExz4f678198	testing@gmail.com	Permitted	From 19 Jun	N/A
NGEtK1x116983	testing@gmail.com	Permitted	From 19 Jun	N/A

Apply to Resume Onsite Business Activities

Please click [here](#) for more details.

General Exemption Time-Limited Exemption

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**.



Application for General Exemption

This application is for entities who are seeking to continue their operations during the phased resumption of business operations starting from 2 June 2020.

⌚ Estimated 15 mins to complete

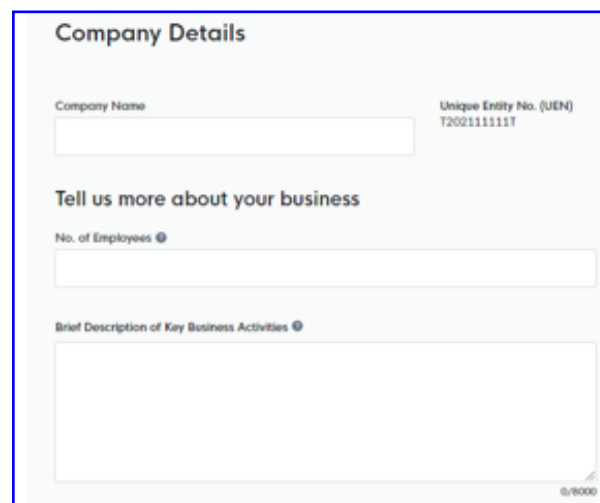
Instructions

1. This application is for entities (a) whose business do not fall in the list of permitted services at <https://covid.gobusiness.gov.sg/permittedlist/> and (b) are seeking to resume business functions at their physical workplace(s).
2. For businesses in the Marine and Offshore sector or Process Construction and Maintenance sector, please download and complete the form at <https://go.gov.sg/deploymentwindow>. You will need to complete both the Declaration and FW deployment tabs and upload the completed form as part of your general exemption application. Please note that you are required to submit a new form for each new application.
3. Note: Resident Contractors are to work through your Sponsoring Shipyard to seek approval from EDB/ESG to resume operations.

[Back](#) [Next](#)

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**.



Company Details

Company Name Unique Entity No. (UEN)
T202111111T

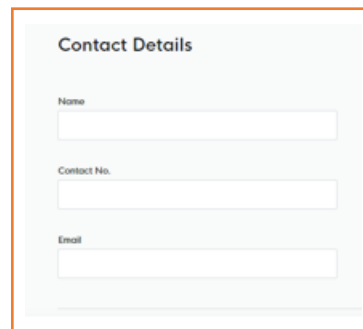
Tell us more about your business

No. of Employees

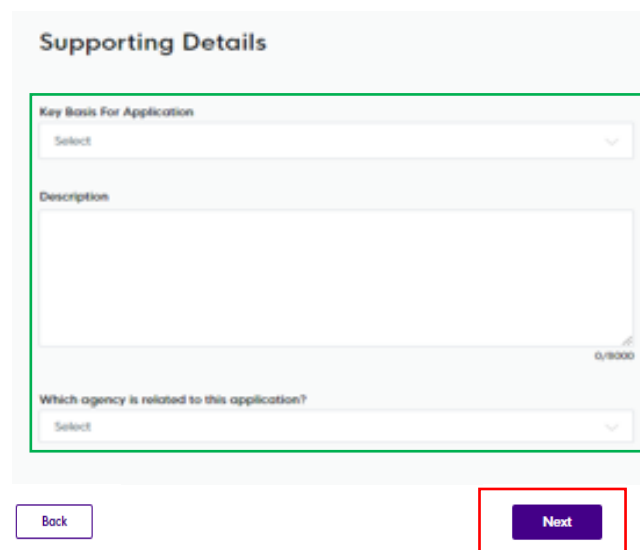
Brief Description of Key Business Activities

0/8000

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

A form titled "Contact Details" with three input fields: "Name", "Contact No.", and "Email". The entire form is enclosed in an orange rectangular box.

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**.

A form titled "Supporting Details" with a green rectangular box highlighting the "Key Basis For Application" dropdown, a "Description" text area, and the "Which agency is related to this application?" dropdown. Below the form are two buttons: "Back" and "Next". The "Next" button is highlighted with a red rectangular box.

4. 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

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

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

0/2000

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.

☒ Others: please elaborate

0/500

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

0/2000

You will reach the Premises Details Page. Click on “Add Location” 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
No data available in table			

[Add Location](#)

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**.

The screenshot shows the 'Premises Details' form. At the top, it says 'Premises Details' and 'Please click on "Add Location" to fill in your premise details.' Below this is the 'Add Location' section. It contains a 'Postal Code' field with a magnifying glass icon, a 'Retrieve Address' button (circled in red), and a checkbox labeled 'Strictly for premises without a postal code or address'. Below the checkbox are dropdown menus for 'Block/House No.' and 'Street Name', and input fields for 'Level' and 'Unit', and a dropdown for 'Building Name'. At the bottom of this section are two input fields: 'Total No. of Employees' (highlighted with an orange box) and 'Max. No. of Employees at Any Time' (highlighted with a blue box). Below these is the 'Business Functions' section, which says 'These are the business function(s) applicable to the premise above.' and has three checkboxes: 'Function 6', 'Function 7', and 'Function 8', all of which are checked. At the bottom right of the form are 'Cancel' and 'Add' buttons (the 'Add' button is highlighted with a red box). A callout box on the left with a red border and red text says: 'For Premises without postal code or address, select this option to key in your premise details.' with an arrow pointing to the checkbox.

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

Block/House No. Street Name

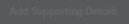
Level Unit Building Name

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 

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


Upload Documents

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.

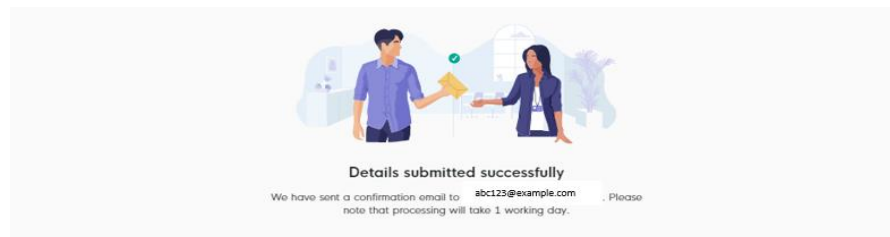
Declarations

☒ 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

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



10. You will receive an email acknowledgement and details of your application (similar to the **sample** below) to the email address that you had provided.

Dear Sir/Madam

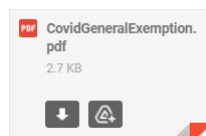
Thank you for your application. Please refrain from submitting duplicate applications, as this may result in delays. We aim to communicate to you the outcome of your application in 5 working days.

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](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 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.

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 Documents	
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 Building; 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.



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 view the brief details of your application results.

ABC00000001

molb.secondary@gmail.com

Partially Approved

N/A

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

Premise 2

ADDRESS	15-1 JALAN 10 RIANG, SERANGOON PARK 10, 08-009, 160051
APPROVED MANPOWER	50
APPROVED FUNCTIONS	Function 2, Function 3
CONDITIONS OF APPROVAL	With restriction to less than 15pax
REJECTED FUNCTIONS	
REJECTION REASONS	