

**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

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)

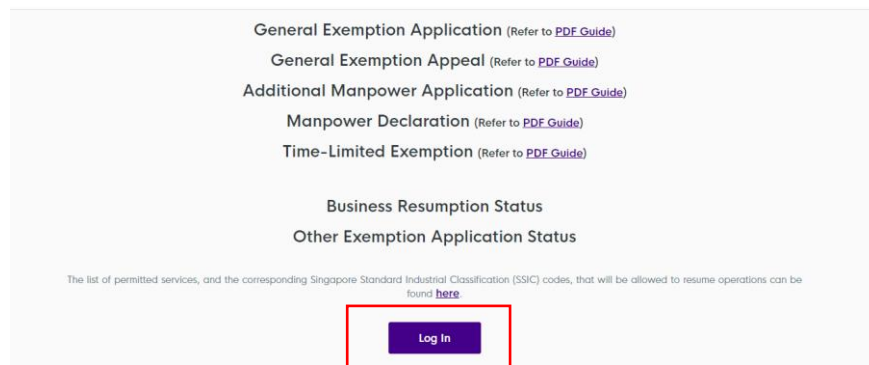
[Find Out More](#)

#### General Exemption Appeal

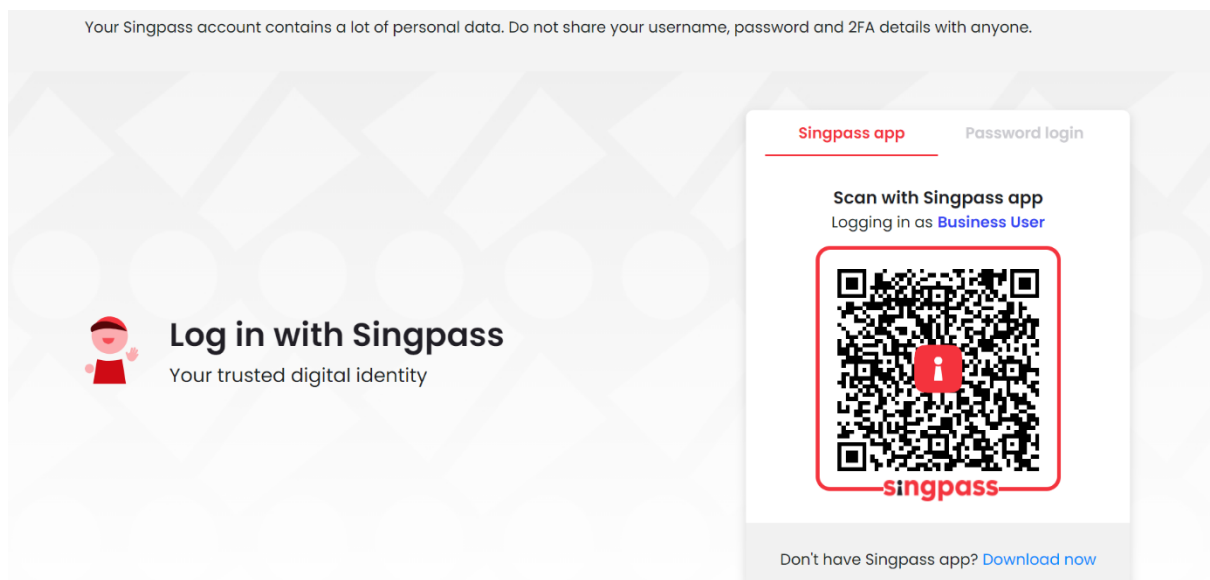
Appeal your rejected or partially approved General Exemption applications.

[Find Out More](#)

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

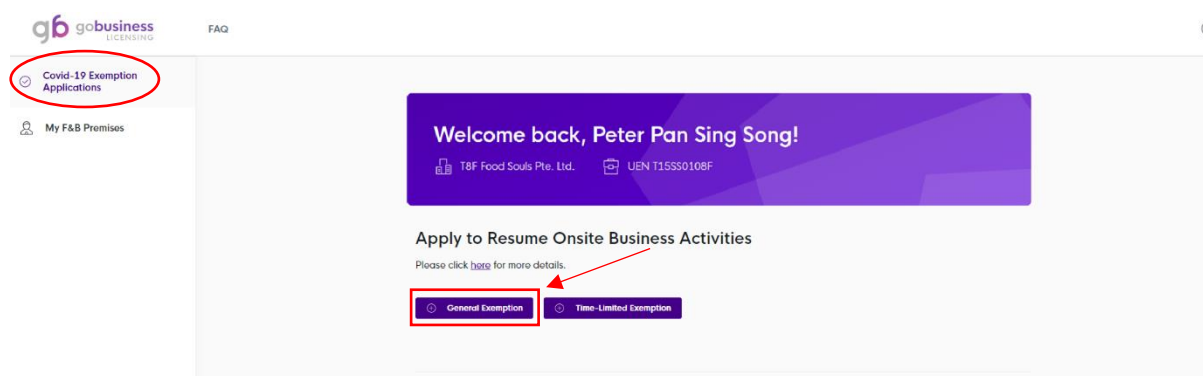


3. Log in with your Singpass credentials by scanning the QR code shown on the webpage using the Singpass app or password login.



## Section B: Submission of General Exemption Application

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**.

### 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

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#### 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/permitedlist/> 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**.

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.

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**.

The screenshot shows a web form titled "Company Details" with the following sections:

- Company Details** (highlighted with a blue box):
  - Company Name:
  - Unique Entity No. (UEN): T2021111117
  - Tell us more about your business:
    - No. of Employees:
    - Brief Description of Key Business Activities:
- Contact Details** (highlighted with an orange box):
  - Name:
  - Contact No.:
  - Email:
- Supporting Details** (highlighted with a green box):
  - Key Basis For Application:
  - Description:
  - Which agency is related to this application?:

At the bottom of the form, there is a "Back" button on the left and a "Next" button on the right, which is highlighted with a 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.

☒ 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.**

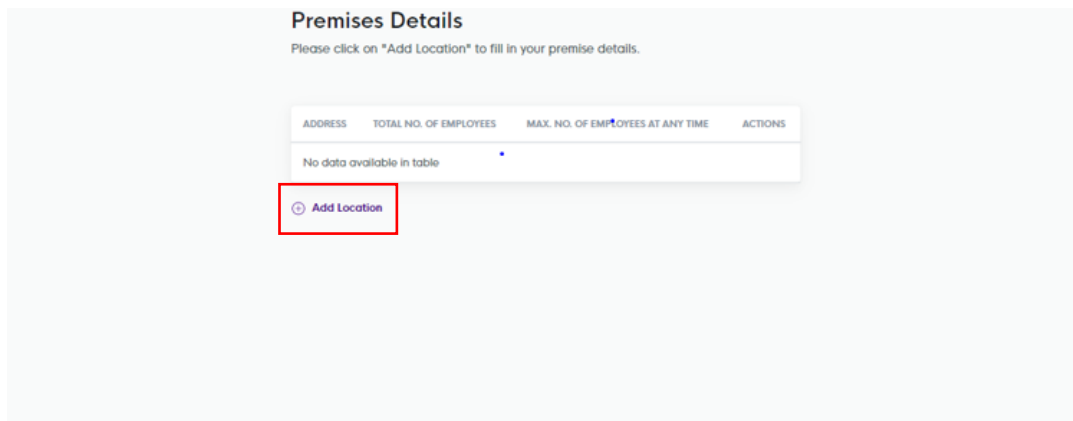
☒ Others: please elaborate

0/500

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

0/2000

4. You will reach the Premises Details Page. Click on “Add Location” button, as shown in the **RED BOX**



The screenshot shows a web interface titled "Premises Details". Below the title is a instruction: "Please click on 'Add Location' to fill in your premise details." Below this is a table with four columns: "ADDRESS", "TOTAL NO. OF EMPLOYEES", "MAX. NO. OF EMPLOYEES AT ANY TIME", and "ACTIONS". The table is currently empty, with a message "No data available in table" and a single data row containing a blue dot. Below the table, there is a button labeled "Add Location" with a circular arrow icon, which is highlighted by a red rectangular 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

Block/House No.  

Select

Street Name  

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

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.

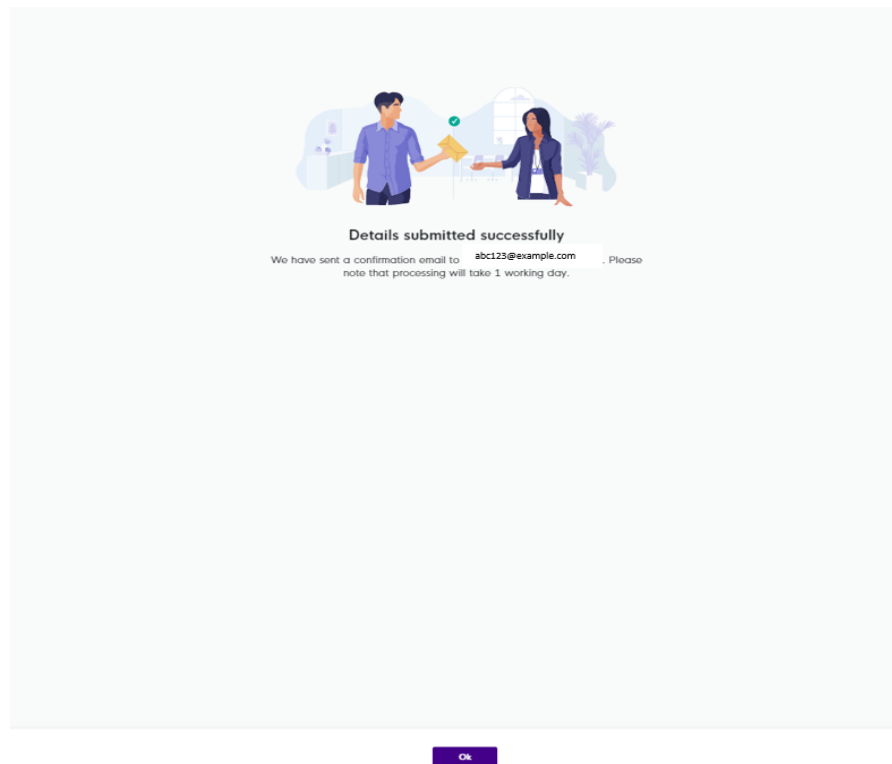
### Declarations

☒ 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 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.

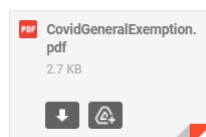
Please note that one of the conditions for resumption of business operations is the implementation of the SafeEntry system at your business premises, in accordance with the prevailing requirements at ([safeentry.gov.sg](https://www.safeentry.gov.sg)). In particular, this include the requirement to deploy 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.*

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<b>Form Title</b>	Application for General Exemption
<b>Reference Number</b>	180000001WGE5Q4RL
<b>Time Submitted</b>	2021-05-18T14:51:41.242
<b>Company Details</b>	
<b>Company Name</b>	Testing Pte. Ltd.
<b>UEN</b>	180000001W
<b>No. of Employees</b>	20
<b>Brief Description of Key Business Activities</b>	Testing
<b>Contact Details</b>	
<b>Name</b>	Testing
<b>Contact No.</b>	98765432
<b>Email</b>	<a href="mailto:daryl_pek@mti.gov.sg">daryl_pek@mti.gov.sg</a>
<b>Supporting Details</b>	
<b>Key Basis For Application</b>	A1 - Essential services and/or related supply chains for basic functioning of Singapore
<b>Which agency is related to this application?</b>	MTI
<b>Proposed functions to be operated on-site</b>	Others (Testing)
<b>Why are employees unable to operate this function from home?</b>	Testing
<b>Premises Details</b>	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
<b>Total No. of Employees</b>	10; 10
<b>Max. No. of Employees at any Time</b>	10; 10
<b>Mandatory Supporting Documents (M&amp;O)</b>	
<b>Other Supporting Documents</b>	
<b>Declaration</b>	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 look at your 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	