

Guide for General Exemption Applications

Table of Contents

Section A: Accessing the System..... 2

Section B: Submission of General Exemption Application 4

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 header includes the gobusiness logo and navigation links: START A BUSINESS, RUN AND GROW A BUSINESS, COVID-19, E-SERVICES, WHO WE ARE, and a Log In button. The main heading is 'Overview'. A left sidebar lists various support categories. The main content area features several informational cards. The 'Exemption Application' card is highlighted with an orange border and contains the text: 'For businesses which are providing services which are not in the list of permitted services, please apply here for your business to resume operating.' Below this text is a 'Find Out More' link. Other cards 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.

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](#)

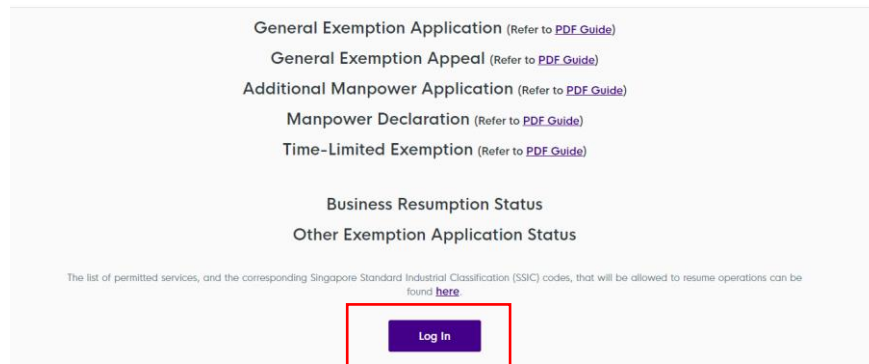
Safe Management Requirements
List of measures to ensure safety at the workplace.
[Find Out More](#)

Application for Additional Manpower
Apply for additional manpower for your business. (Only for businesses that have received approval for exemption)
[Find Out More](#)

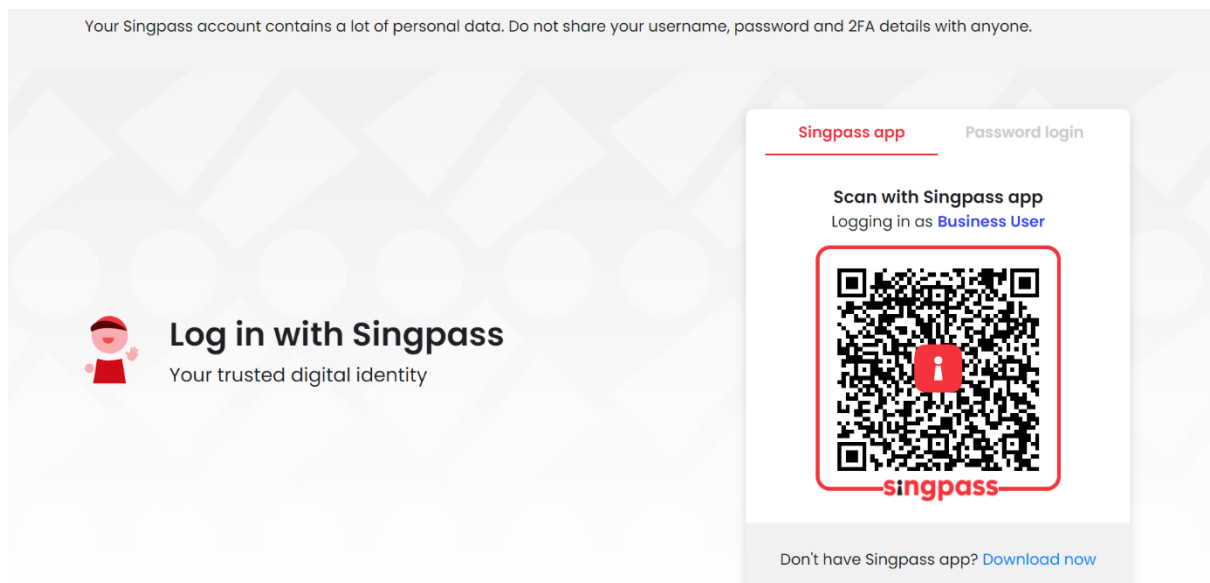
Time-Limited Exemption
Apply for your workplace to be allowed to have temporary operations. Your application will only take effect on the following day after your submission. You are allowed to submit applications only twice every week (each week starting from Sunday 12:00am to Saturday 11:59pm)
[Find 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 | Resubmit Manpower Reset to 0 |
| NGExz4f678198 | testing@gmail.com | Permitted | From 19 Jun | N/A |
| NGEtK1x116983 | testing@gmail.com | Permitted | From 19 Jun | N/A |

Help us improve

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)
T2021111117

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.

Contact Details

Name

Contact No.

Email

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**.

Supporting Details

Key Basis For Application
Select

Description
0/5000

Which agency is related to this application?
Select

Back Next

The list of key bases for application include:

| | |
|----|--|
| A1 | Essential services and/or related supply chains for basic functioning of Singapore |
| A2 | Support clients which are firms providing essential services or critical to continue operations, where goods/services provided are needed for the clients to continue operations |
| B1 | Business activities form part of global supply chain |
| B2 | Business activities requires substantial time/resources to restart if disrupted |
| C | Contribute towards combat and/or migration of COVID-19 |
| D1 | Resumption of permitted business activity |
| D2 | Resumption of non-permitted business activity to support employment of workers |

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**.

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

Add Location

Postal Code ⓘ

☐ 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

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.

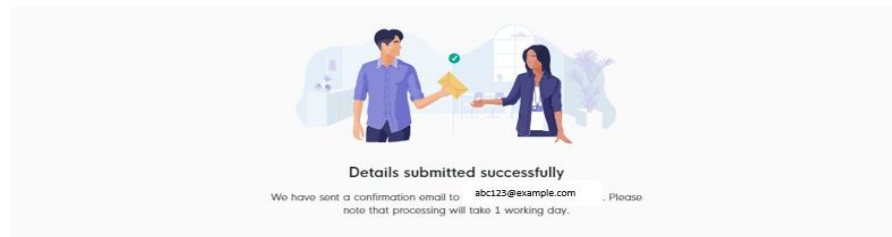
Declarations

☒ 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

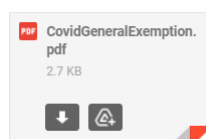
Thank you for your application. Please refrain from submitting duplicate applications, as this may result in delays. We aim to communicate to you the outcome of your application in 5 working days.

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 | |