

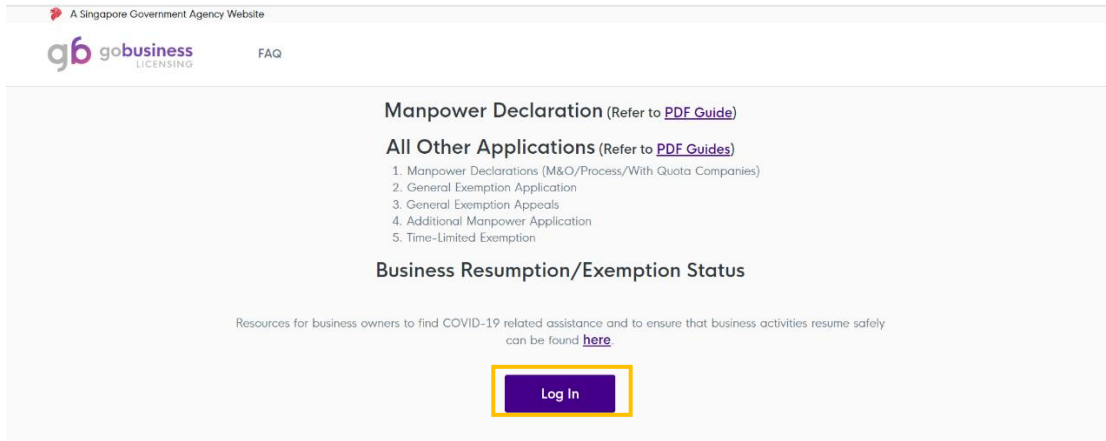
Guide for General Exemption Applications

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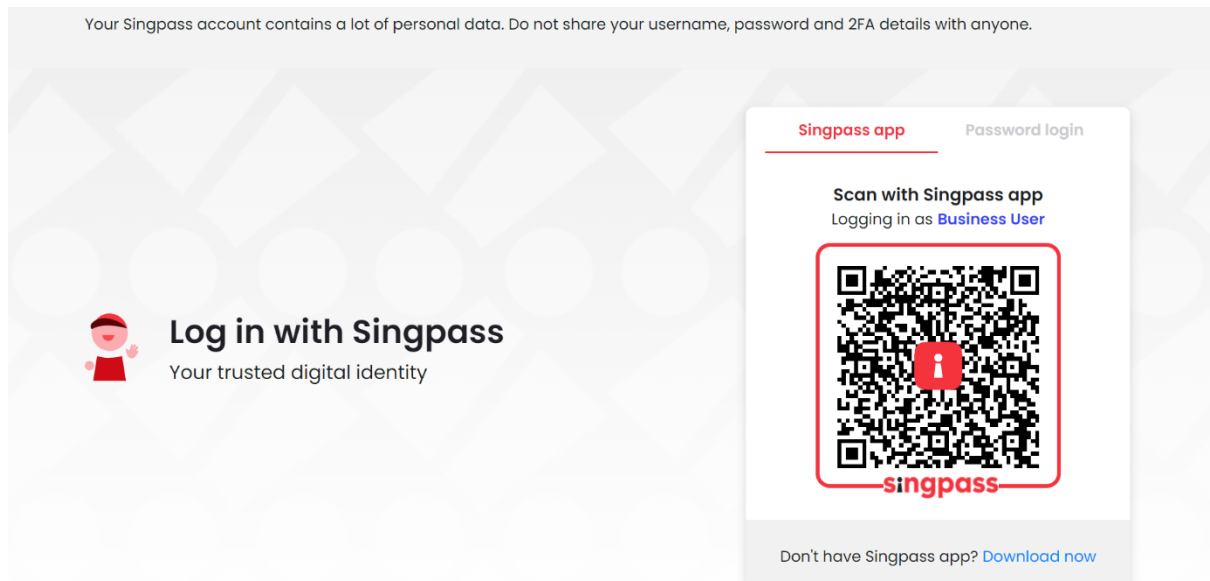
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Section A: Accessing the System

1. Enter the following URL << <https://go.gov.sg/covidbusinessresumptions> >> in your internet browser and click on the “Log In” Button (shown in the **ORANGE BOX**).



2. 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 your onsite manpower numbers for your “MPsubmit” reference number, please do not apply for a new general exemption application. Please refer to the “Manpower declaration” 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**.

The screenshot displays the user interface of the Singapore Government Agency Website (gobusiness LICENSING). The page is titled "A Singapore Government Agency Website" and features the "gobusiness LICENSING" logo and an "FAQ" link. The "Covid-19 Exemption Applications" tab is highlighted with a blue circle. The main content area shows a welcome message for "Peter Pan Sing Song!" and a notification dated 21 May 2021 regarding the Phase 2 Heightened Alert (P2HA). Below the notification, there is a section for "My Applications" with a table listing application details.

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

At the bottom of the page, there is a section titled "Apply to Resume Onsite Business Activities" with a "General Exemption" button highlighted by a 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

Instructions

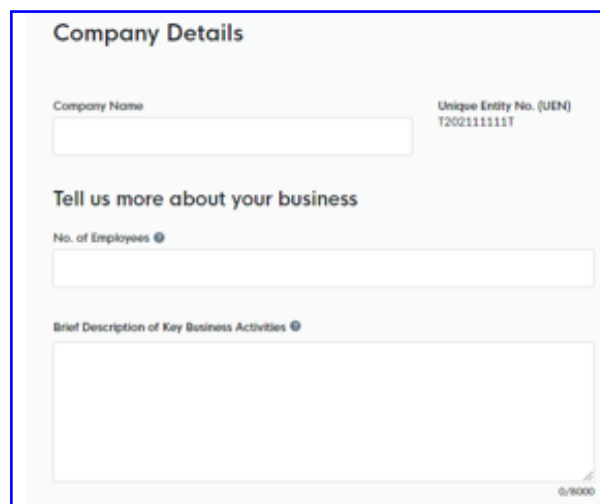
1. This application is for entities (a) whose business do not fall in the list of permitted services at <https://covid.gobusiness.gov.sg/permittedList/> and (b) are seeking to resume business functions at their physical workplace(s).
2. For businesses in the Marine and Offshore sector or Process Construction and Maintenance sector, please download and complete the form at <https://3a.gov.sg/declarationwindow>. You will need to complete both the Declaration and PW 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.

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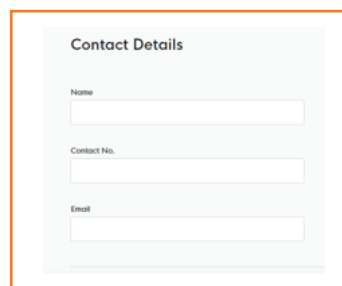
[Next](#)

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 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 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).

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**.

Add Location

The screenshot shows the 'Add Location' form with several annotations:

- A red oval highlights the 'Retrieve Address' button.
- A red box highlights the 'Add' button at the bottom right.
- A yellow box highlights the 'Total No. of Employees' field.
- A blue box highlights the 'Max. No. of Employees at Any Time' field.
- An arrow points from a text box to the checked checkbox option.

For Premises without postal code/address or when postal code does not retrieve an 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

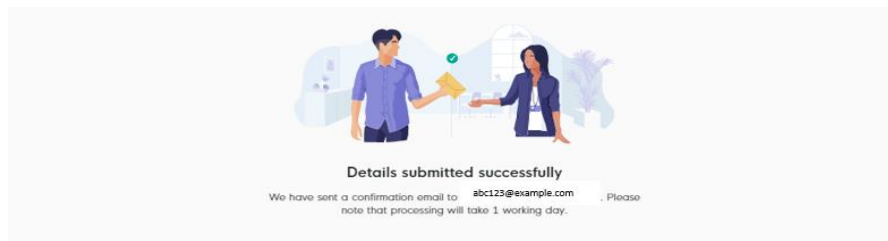
Attachments in support of your submission
(Optional)
Supported file formats: pdf, jpeg, png, zip, xls, xlsx. Each file must not exceed 7MB.

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

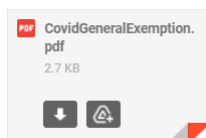
Thank you for your application. Please refrain from submitting duplicate applications, as this may result in delays. We aim to communicate to you the outcome of your application in 5 working days.

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 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 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.

The screenshot displays the GoBusiness portal interface for application ABC00000001. At the top, the application ID 'ABC00000001' is shown in purple, followed by the email 'molb.secondary@gmail.com' and a green 'Partially Approved' status badge. To the right, there are three purple action buttons: 'Submit Manpower', 'Request for Additional Manpower', and 'Appeal Exemption / Resumption'. Below this, the 'Application Status' section states: 'Your application for Exemption/Resumption has been Partially Approved'. The main content is divided into two sections: 'Premise 1' and 'Premise 2', each with a table of details.

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	