



# Association of Employment Agencies (Singapore)

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To: All AEA(S)' Accredited Members

## **COLLECTION OF DOCUMENT: A GUIDE FOR AEA(S) ACCREDITED MEMBERS**

1. The much-awaited Guidebook for day-to-day reference by all AEA(S)' accredited members is finally printed and ready for distribution. All AEA(S)' accredited members are to make their own arrangements to collect the Guidebook as soon as possible. Please collect the Guidebook from AEA(S) Office. Collection timings: Mondays – Fridays: 09AM – 06PM (Please avoid 01PM – 02PM: Lunch Hours).
2. The basic entitlement is one copy per Employment Agency. For those Agencies with more than one outlet, then the Agency will have to purchase a copy for each additional outlet, at \$30.00 per copy. Replacement cost for lost/damaged copies: \$30.00 per copy.
3. The Guidebook serves to provide all our accredited Employment Agencies with a “reference Bible”, a basic system to guide them in their day-to-day management of their Foreign Domestic Workers' business operations, documentation and processes.
4. Together with the 2 basic standard contract documents, viz. (Standard Service Agreement and Standard Employment Contract documents, which prescribed the FDW Employment Industry's best practices), all AEA(S)' accredited members must also abide by the association's Code of Practice as well as its Code of Ethics, in order to be able to conduct their FDW recruitment activities in a professional, responsible, fair and ethical manner.
5. The processes, systems and instructions inscribed in this Guidebook are by no means exhaustive, and they are not cast in stone. Over time and as we progress along the learning curve, we may well discover better and more efficient and effective ways of doing our business. Therefore, changes, modifications and improvements to the processes are always welcome; and they would have to be made to this Guidebook from time to time.
6. Of special inference and importance are the implementation of the Disciplinary Procedures and the imposition of the various Disciplinary Actions required of any act(s) of violation and/or non-compliance of any of the contract documents or the Association's Code of Practice/Ethics.
7. We have decided on a “Run-In” period of two (02) months, which is deemed adequate for accredited members to make adjustments, assimilate and conform to the requirements of this Guidebook. The relevant enforcement actions will come into effect from 01 August 2009. Thank you.

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