



SMR

SMR MAIDS

Solutions to your domestic helper needs

SPECIALISE IN INDOONESIAN DOMESTIC HELPER

**NEW APPLICATION
*FIRST TIME
EMPLOYER***

Employer Orientation

Programme Course (EOP)

- Employer need to attend EOP via online www.sp.edu.sg
- Payment of \$30 by credit or debit card

Required Documents

- NDA/NRIC/Birth Certificate
- IRSA and company Appointment Letter and last 12 months CPF contribution for employer who could not produce NDA
- EOP certificate (application can be done after 3 working days)
- Giro

Termination

- 21 days levy maximum to be paid by employer or which ever is earlier until a transfer is successful

ALL PACKAGE INCLUDES

- Full work permit documentation
- First medical examination required by MOM
- Entry test – 3 Attempt within first 3 working days (exclude arrival date & PH)
- Safety Awareness Course
- Home Service (Once)
- Thumbprint for work permit card
- Counseling at office premise
- One replacement within one year



	\$488/ \$588/\$788 Package	\$588/ \$688/\$888 Package
Salary (w/o off day)	\$420 and above	\$440 and above
Working Experience (Overseas)	No	Yes (Only Ex Saudi, Malaysia, Brunei, HK, Singapore)
Levy	\$265 or \$170 if there is child under 12 or/ & elderly aged above 65 to be deducted by Giro every 17 th of the month	
Insurance	\$246.10 for Standard Package \$53.50 for Security Bond Protector (Optional) Payable before FDW arrival (For new FDW) Payable before Official Transfer (For transfer FDW)	
	<ul style="list-style-type: none"> • Placement Fees from 2 months and above payable monthly to SMR • Deposit of \$200 upon selection of worker • Balance package of \$388/\$488/\$588/\$688 upon worker arrival 	

WE'VE WORKED WITH A DIVERSE CUSTOMER BASE. HOW CAN WE HELP YOU?



Our Policy

By this policy statement, our agency affirms our commitment to giving our clients quality service in the following areas.

1. Recruitment

- a. When recruiting from abroad, we are governed by the Ministry of Manpower (MOM) guidelines which, among other things, stipulate that the applicant shall be:
 - i) Within the ages of 23 and 49
 - ii) From approved sources countries
 - iii) Medically fit for work
- b. When recruiting within Singapore
 - i) We may recruit applicants who are over 49 but come highly recommended by the current employer
 - ii) If applicant is certified medically fit more than 150 days earlier, she may be required to be certified fit again before the application for work permit is filed for her.

2. Guarantee

In addition we guarantee that if any overseas recruit is subsequently not certified to be medically fit to work, we will repatriate her at our own expense and furnish a replacement at no cost to the clients.

3. Replacement

If during the first twelve months of employment, our client finds the Foreign Domestic Worker (FDW) he/she has hired is not so suitable, we shall offer him/her a replacement at no cost as stipulated in the Service Agreement.

4. Advertisement

We subscribe to the principle of truth in advertising and

- a. We do not engage in bait and switch tactic
- b. We honour what we advertise
- c. We shall refrain from making racist or derogatory references with regards to the FDW in our advertisements,

5. Documentation Procedure

Prior to submitting an application for a work permit for the FDW, we will properly identify the candidate so that our client will have no doubt that the applicant is in respect of the selected FDW.

6. Client Confidentiality

- a. We shall ask for information about our client only if it is required for the purpose of applying for a work permit and will not divulge the information acquired to unauthorized person
- b. We are committed to respect our client's need for confidentiality of information given to us.

7. Orientation

Before a FDW commences work, we shall give her an orientation to minimize any problem arising from cultural shock, using:

- a. Our-in-house Dos and Don'ts List
- b. MOM's Video Guide
- c. MOM's handbook for FDW,

8. Basic Training

While we are not in the business of training FDW, we will specify to our recruiters the basic skills required of the candidates as a FDW,

9. After-Sale Service

After the FDW has commenced work, we will provide counseling service to help mediate any dispute or resolve any grievance that may arise.

10. Code of Ethics

In matters that cannot be easily quantifiable, we shall be guided by the Code of Ethics.

CODE OF ETHICS

We, an Employment Agency licensed by the Ministry of Manpower, pledge to conduct our business of recruiting Foreign Domestic Workers in an ethical and professional manner.

1. Employers

We shall serve our clients, employers of foreign domestic workers (FDW) to the best of our ability. We shall honour all terms and conditions stated in the Service Agreement between us and our clients especially with regard to:

- i. pricing and refund
- ii. replacement of a FDW who is found to be unsuitable for the host family.
- iii. Finding alternative employment for the same FDW within a reasonable time.
- iv. Providing after-sale service such counseling or mediating in disputes or grievances.

2. Client Confidentiality

We shall not divulge to third party information about our clients acquired in the course of business.

3. Foreign Domestic Workers (FDW)

We shall help the foreign domestic workers to the best of our ability.

- a. We will do our best to help them complete their employment contract by:
 - i. giving them an orientation so as to facilitate their adjustment to a new environment.
 - ii. Being available to them when they need advice or assistance.
 - iii. Referring them to the relevant authority if we feel the matter requires their attention.
- b. We will mediate any dispute that may arise with their employer.

4. Fair Terms of Employment

We shall balance the competing interests of our client and the FDW by providing a written Employment Contract taking into account the interests of both parties.

5. Respect for and co-operate with relevant authorities

- a. We shall observe their rules and regulates governing our industry.
- b. We shall co-operate with them and give them due consideration to the concerns in matters that may effect our industry adversely.

6. Truthful Advertisement

When we advertise, we shall be mindful of the dictum "Honesty in the Best Policy" and we shall subscribe to the principle of truth in advertising and

- a. always honour what we advertise.
- b. Refrain from bait and switch tactics.

7. Sensitive and respectful

We shall, at all times, be sensitive and respectful to the feelings of the FDW who are here to work for a living. We shall refrain from making offensive, insulting, racist and humiliating remarks and references when dealing with the FDW and the source countries.

8. Code of Practice

Being an Accredited Member of the Association of Employment Agencies (Singapore), we are bound by its Code of Practice and shall abide by the terms of the Code. We will make the Code of Practice available to our clients on request.

Service Policies

CUSTOMER IS OUR FINEST ASSET

A. INTRODUCTION

1. Provide customer's satisfaction on services provided by giving personalized services and constantly seeking valuable feedback from customers.
2. Provide selected well-trained foreign domestic workers followed by excellent after sales services.

B. MISSION STATEMENT

We seek to understand and fulfill customer's expectations with our greatest capacity by recruiting on their behalf, suitable foreign domestic workers who are trained, selected and competent for the job. We also ensure that our customers receive reliable after-sales services always.

C. SERVICE QUALITY

We aim to offer quality and comprehensive services in a transparent and honest manner this includes:

1. **Professional ethics** – adopting ethical sales practices at all times. We endeavour to recruit the Foreign Domestic Worker within 14 working days from the time of signing of the Service Agreement. However, this is to the outcome of the in-principal approval from the government authorities.
2. **Pricing Policies** – A transparent, accurate and easy to understand pricing system is consistently applied to our customers. All fee packages; including additional services charges are displayed as well as made available to all customers in our office.
3. **Bio Data** – A copy of the Bio Data is given to our customers upon confirmation of selection of the foreign domestic worker. The customer retains a copy of this for future reference.
4. **Standard Service Agreement** – A fair and comprehensive Recruitment Service agreement to be provided for all customers, of which a signed copy is included for their reference as well as retention.
5. **Payment** – Our payment preferences are prominently displayed in the office. We accept cash and/or cheque payments only.

6. **Deposit Payment Policy** – A deposit is payable upon signing of the Standard Service Agreement / The outstanding balance is to be settled when the foreign domestic worker is “collected” by the customer at the office.
7. **Refunds** – Refund of Agency fee and deposit is part of our pricing policy. Terms and Conditions apply. Details can be found in the Standard Service Agreement.
8. **Relevant Information** – Government rules and regulations with regards to the employment of foreign domestic workers are available as references to our customers.
9. **Optional Services** – Other services such as renewal/cancellation of work permit, transport and air ticket bookings are also available with we charge reasonable fees.
10. **Complaints** – We welcome your feedback anytime. If you do have any complaint, we endeavour to resolve the problem either **IMMEDIATELY** or within 10 working days, depending of course on the complexity of each case.

D. STANDARD SERVICE AGREEMENT

A fair and comprehensive Standard Service Agreement shall be provided. This Agreement states the terms and conditions of service transactions including agency fees, refunds, replacements and transfers of Foreign Domestic Workers.

E. STANDARD EMPLOYMENT CONTRACT AND SCHEDULES OF SALARY PAYMENT

The contract is a written agreement between our customer and the foreign domestic worker, with terms such as the commencement date of the worker's employment and monthly salary clearly stated.

F. REPLACEMENT SERVICE GUARANTEE

A One-Time FREE Replacement provided with a 12-month service guarantee. Free replacement policy is applicable when a replacement is made within the foreign domestic worker's first 12 months of employment. Full Agency Fee is payable for a replacement worker after 12 months and a new standard service Agreement between our customer and us shall then be effected for that replacement transaction. We shall provide the replacement within four working weeks.

G. TRANSFERS

Service for transfers for Foreign Domestic workers to new employers is available. One month written notice to us is required for all transfer cases. Detailed terms and conditions of such transfers can be found in the Standard Service Agreement. The process of transferring the foreign domestic worker to a new Employer shall be made within four working weeks.

H. ACCURACY OF BIODATA

No effort will be spared to ensure that personal information and particulars given by the Foreign Domestic Worker are TRUE.

While every effort will be taken to ensure the accuracy of the worker's Bio-Data, we cannot be liable for any information falsely declared by the foreign domestic worker and/or her foreign recruitment agency under circumstances, which is beyond our means to verify.

I. HOUSE CALLS

As part of our service quality, we do make house calls (i.e. telephone calls) during the foreign domestic worker's first 6 months of Employment with our customer. We do also provide home services to our customers.

J. CONFIDENTIALITY

Assurance to safeguard the confidential information given by our customer.

We are committed to ensuring that the confidentiality of customer's personal data and particulars are adequately protected.

K. COUNSELING AND PROFESSIONAL ADVICE

Assistance to settle disputes between Employer and the foreign Domestic Worker.

We will assist in the settlement of disputes within the constraints of the law and in accordance with our responsibilities to help. Depending on the nature of the dispute s, the matter will be referred to the respective Embassy, the Ministry of manpower or the Small Claims Tribunal.

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