

TRIPARTITE ADVISORY ON PROVISION OF
REST AREAS
FOR OUTSOURCED WORKERS

INTRODUCTION

This document specifies a set of good practices to ensure that outsourced workers¹ have access to proper and reasonable rest areas for their well-being.

¹Mainly refers to outsourced workers performing manual jobs at their service buyers' premises.



PURPOSE



Outsourced workers, such as cleaners, security officers and landscape maintenance employees, play important roles in keeping our spaces clean, secure and green.



Tripartite partners have received feedback of outsourced workers taking their rest breaks in makeshift or uncondusive areas. As such, tripartite partners have developed a set of recommendations to support the provision of proper and reasonable rest areas for outsourced workers.

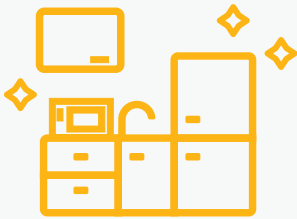


Service buyers can benefit from well-rested workers who would be more productive. Service providers can also benefit from employee retention when workers feel that their welfare is being taken care of.

RECOMMENDATIONS

1. It is the responsibility of service buyers to ensure that outsourced workers have **access to proper and reasonable rest areas in or near their work premises**. Service providers should also engage service buyers to ensure that their employees have access to rest areas.

Examples are:



- i. Dedicated rest areas primarily used by outsourced workers



- ii. Shared access to rest areas, such as those also used by service buyers' employees

2. To ensure that outsourced workers have access to a **proper and reasonable** rest area, we encourage service buyers to consider the following:

LOCATION



- Areas with privacy (e.g. out of public view or back-of-house). If it is not practicable to provide privacy, to publicly indicate that it is to be used as a rest area for outsourced workers (e.g. using signs)
- Accessible (e.g. does not require outsourced workers to climb up a steep incline or walk a long distance to reach)

ENVIRONMENT



- Sheltered from rain and sun
- Adequately ventilated (e.g. use of fan, exhaust fan, air-conditioning)
- Large enough with sufficient seats and tables for the number of workers likely to use them at any one time
- Adequately lit
- Safe (e.g. entrance located away from vehicular traffic; no exposure to hazardous chemicals, falling objects, electrical hazards, slips, trips and falls hazards)
- Clean (e.g. use of pest-control measures)
- Quiet with no or limited exposure to loud noises

FACILITIES²



- Means to safekeep belongings (e.g. lockers)
- Access to water for drinking (e.g. easy access to tap water, kettle, cold / hot water dispenser)
- Access to electrical outlets

²Facilities need not be within the rest area, but should be easily accessible for use by outsourced workers.

3. If it is not practicable to provide designated rest areas, such as due to space constraints, service buyers should **minimally ensure** that outsourced workers are provided with these facilities:

i. Means to safekeep belongings
(e.g. lockers)

ii. Access to water for drinking
(e.g. easy access to tap water,
kettle, cold / hot water dispenser)



4. Service buyers should take proactive steps to **engage service providers, outsourced workers and relevant stakeholders** (e.g. appointed managing agents or facilities management contractors) on the provision of rest areas to ensure understanding of outsourced workers' needs and work demands.



5. Service buyers should **inform outsourced workers on their access to designated rest areas** (dedicated and / or shared) in or near their work premises.

For shared rest areas, service buyers should **inform other users to ensure a common understanding that rest areas are to be shared** with outsourced workers. For instance, using signs to publicly indicate outsourced workers' access to rest areas.

6. Service buyers and service providers should **clarify expectations and agree on the use and general upkeep of rest areas**, such as frequency and duration of rest.

7. Service buyers should ensure that rest areas of outsourced workers **comply with building and fire safety requirements.**
 8. In cases where service buyers are not property owners (e.g. facilities management contractors, tenants), service buyers may need to **engage property owners on the provision of rest areas for outsourced workers.**
 9. Property owners should incorporate the provision of rest areas for outsourced workers in the **planning and design of a new property, or an existing property that would be renovated.**
 10. In properties with multiple tenants, property owners may consider the provision of a **common rest area for outsourced workers of different service buyers** for efficient use of space.
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EXAMPLES OF PROPER AND REASONABLE REST AREAS FOR OUTSOURCED WORKERS





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MANPOWER

ntuc
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SNEF

A collaboration between the Ministry of Manpower, the National Trades Union Congress, and the Singapore National Employers Federation. Endorsed by the Security Tripartite Cluster, the Tripartite Cluster for Cleaners, the Tripartite Cluster for Landscape Industry, and the Tripartite Facilities Management Implementation Committee.

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