

Consultation by SFIC Members - Batch 1

	Questions to seek clarification	Advice
A	Logistics related	
1	Can we clarify if in-house logistics teams are considered logistics providers?	In-house logistics teams are not considered essential services/logistics providers.
2	For urgent delivery (eg couple getting married and need mattresses, furniture) during the month, can we deliver? Otherwise there are liabilities.	Company can fulfil deliveries (made through physical, non-e-commerce channels) if they have an approved logistics entity. Otherwise company will need to engage an approved 3rd party logistics provider.
3	Can warehouses operate or not?	Warehouses can only operate to fulfil Ecommerce retail orders. To operate online retail, companies need to submit declaration and safe distancing practices (For ecommerce fulfilment) at the following link - https://covid-gobusiness.gov.sg by 13 April 2020.
4	Distributors of essential products, including food-related items, packaging materials (both food and non-food), household items, personal care products - would furniture be considered as a household item?	Furniture is not considered as a household item.
5	Understand that if we have e-commerce platform, our in-house logistics can operate to facilitate the e-commerce store. Can our warehouse and delivery teams function to deliver and fulfill the orders made online?	Yes. Companies are required to keep to safe distancing guidelines, and keep to a minimum number of workers required to keep the e-commerce business operating.
6	For delivery of furniture, it has to go through a 3rd party logistics provider. Do they need to apply for permit?	All companies, even those providing whitelisted services, will need to register themselves thru the portal. But they can continue operating - basically as long as their application doesn't get a rejection, they can just continue operating. Need to submit the relevant details by end of 13 Apr for review.
7	Can our warehouse people onload container if we have incoming shipment from overseas?	Cannot. Only approved logistics providers will be allowed to work. Companies can engaged the approved 3PLs.
8	Can our in-house delivery team still do deliveries to customers' homes for orders collected online. Delivery schedules have been arranged with customers and many are starting to call us.	Deliveries are permitted only for orders made through e-commerce.
9	For container shipments that are already on transit, are we able to clear the containers from port and unload the container from 7 Apr onwards?	Yes, shipping and logistics-related activities can continue
10	Can we ship out the containers out of China to Singapore from 7 Apr onwards.	Shipping and logistics-related activities can continue.
B	Contractual Obligations	
1	For contractual delays, suspension of contractual obligations, bank loans how do we manage without getting sued?	The Covid-19 (Temporary Measures) Bill will be in place for 6 months from the Act's commencement and can be extended for another 6 months. To receive the relief, the party which cannot perform the obligation due to Covid-19 has to serve a notification of relief to the other contracting party. The notified party will then be unable to take prohibited actions. If they do not comply and still take such actions, they will be committing an offence and details of the penalty will be released in due course. The bill covers 5 categories of contract; 1) Leases or licenses for non-residential property; 2) Construction or supply contracts; 3) Contracts for the provision of goods and services for events; 4) Certain tourism-related contracts; 5) Certain loan facilities granted to SMEs. For construction contracts, where obligations cannot be performed due to Covid-19, the contractor will not be liable for liquidated damages, nor for delays or non-supply of goods. SMEs will be protected against enforcement action in relation to loan facilities secured against real estate, or plant, machinery, or other equipment used for business purposes.
2	If we are supplying furniture to banks, can we operate?	Refer to A2.
C	Manpower-related	
1	Will there be salary support for workers whom we still have to pay during this 1 month? This question also covers those who are daily-rated foreign workers.	There is salary support for eligible workers announced under the recently-unveiled SSP2. See above
2	What about salary of work permit holders, though Minister mentioned will be looking into waiving levies.	See above
3	What about the Malaysian workers who are stuck here now?	See above

4	What's the latest on Malaysian workers staying on office premises? Are they still allowed to stay in office? If close for one month, many prefer to continue staying in Sg. If they go back they'll be quarantined for 14 days in assigned facilities, we heard?	yes, they are still permitted to stay in converted office premises, subject the adherence to safety regulations. Technically, workers that chose to stay in Singapore at the start of MCO are discouraged from returning to Malaysia before the end of MCO.
D	Admin & Operations related	
1	Is there any support packages for WFH arrangements - in terms of IT investments (purchase of notebooks etc)	There are PSG solutions grant for companies to implement business continuity measures.
2	Can we have one staff working in the office as we are in the wholesale and export business and will need to have documents send in and out for cargo clearance , bank submission etc. If one person in office , no need social distancing.	If you need to maintain a small workforce at your place of business for safety purposes, please apply for a general exemption through https://covid.gobusiness.gov.sg .
3	If my dormitory and factory is in the same premise, can I continue manufacturing in my factory?	No manufacturing is permitted except for the sectors specifically named in the advisories.
4	Can a staff working from home come to office to collect documents?	If you are the owner of a non-essential business, you may go to your business location to take care of crucial tasks that cannot be done remotely or to retrieve necessary materials or documents. Your employees are not permitted to go to your place of business. They may work remotely from home. If you need to activate your employees to work on-site for short periods of time (i.e. less than a day), you need to apply for a time-limited exemption through https://covid.gobusiness.gov.sg/
5	Can the boss go back to take care of crucial tasks that cannot be done remotely?	See above

Consultation by SFIC Members - Batch 2

	Questions to seek clarification	Advice
A	Logistics related	
1a	Clarification for companies with e-Commerce arm:	To operate online retail, companies need to submit declaration and safe distancing practices (for ecommerce fulfilment) at the following link - https://covid-gobusiness.gov.sg by 13 April 2020.
1b		Unless companies have a logistics entity, please note that they can only operate their warehouse to receive goods and fulfil orders. Please note that they must still submit at the above link.
1c		Companies with no logistics entity will need to engage 3PLs to collect from warehouse and deliver to households (FOR online orders ONLY).
1d		For companies that need to activate employees to work on-site for short periods of time (i.e. less than a day) to do warehouse work and also do loading and unloading (if needed), they have to apply for a time-limited exemption through https://covid.gobusiness.gov.sg/
2	Can 3PL providers still be able to fulfil non e-commerce orders and own warehouse team can still operate to prepare stock for 3PLs to collect?	Yes, to fulfil orders placed before 7 April 2020. Cos retail stores are no longer allowed to operate after that.
	As our business is largely export, can we have an absolute minimum of people operate in our warehouse for export related activities? We would need to continue to pack and deliver our goods to them. Hence, only restrict our work activities to fulfilling of our export orders only.	Companies that need to activate employees to work at warehouse on-site for short periods of time : same as answer 1d.
		For those that need over a prolonged period of time at the warehouse, please submit justifications through https://covid.gobusiness.gov.sg/ too.
D	Admin & Operations related	
1	GST reporting for Jan to Mar is due end Apr. How?	Companies have from now till Monday 6 April 2020 to take home essential docs etc. After that, the boss is the only one who can just go back to collect mails. Their staff is supposed to WFH to submit whatever they have to, within stipulated deadlines.
		Not supposed to pass to staff's house, cos not supposed to visit each other. Otherwise scan and email?